

want to be a part of something fantastic?

Shape Change

in mental health

open door 



About the Charity

Open Door are one of Merseyside's most dynamic and progressive independent charities committed to shaping change in Mental Health. Based in Birkenhead, we deliver a holistic and creative programme of services that support the wellbeing and mental health of young people and families, using innovation, arts and culture as a catalyst for change. All our programmes are free of charge and we have no waiting lists; we are committed to providing free, fast and effective mental health support at the point that people need it most. Our beneficiaries join our organisation as 'members' and can access a wide range of services including workshops, activities and individual support. Our offer is engaging and versatile, providing choices that aren't available through conventional Mental Health services.

We apply creativity and innovation to everything that we do; our services are led by a dynamic team of staff and trained peer mentors who, using their own personal experiences and a range of effective tools and programmes, support individuals through to better times. We have two main sites in Birkenhead and over the past 10 years, have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of its kind in the UK (We were awarded the Queens Award for Voluntary Service in 2019 Honours List and the Investing in Volunteers Chartermark in 2020).

Open Door is all about empowerment, culture and opportunity. Not only do we offer support services for our members, but we also provide our local community with a creative and social space for people to come to Bloom Building and Coffee where we offer hot desking, workshops and tenancies. We host an art gallery, an eclectic events programme and a network of cultural and health partners who work together with Open Door to co-create a vibrant programme of activities for new and existing Members, taking mental health support out of traditional, clinical models and into the heart of engaging, non-stigmatising arts and culture.

Our organisational values are:

- ❖ Human
- ❖ Fire
- ❖ Visionary
- ❖ Professionalism





Open Door Charity, Bloom Building, 3 Abbey Close, CH41 55Q/
0151 639 4545 / info@opendoorcharity.com / Registered Charity No. 1189664

Impact

We have over 100 beneficiaries accessing our service per week across all our projects. Our bespoke therapeutic intervention 'Bazaar – A Market Place for the Mind', supports 50 young people and young adults per week. This therapeutic intervention is delivered by our all-important peer mentors, currently have a team of 40 peer mentors delivering our services. 92% of our members said their life would be worse off if it wasn't for Open Door and 100% of members said the local area would be negatively affected without Open Door Charity.

We supported more than 900 people last year and have been able to respond to the current mental health crisis with innovation and courage. Our average reduction of symptoms in anxiety and depression outcomes are 50% by the end of the 8-session programme and suicidal ideation also significantly reduces on average by 80%. In addition to this, we have supported over 120 families in the past 9 months through a commissioned contract providing early help support and preventing escalation into higher-level statutory services.

We have approximately engaged 7000 members of the public in our outreach projects, events, gigs, film nights, art workshops, comedy nights and the gallery space throughout the year.

Our Future

Open Door Charity has been through a significant period of development over the past two years; we've taken on new projects and commissioned services supporting families and care experienced young people, we've significantly grown our staff and volunteer team and operate from two main sites in Birkenhead. We have just established a new senior leadership team, are governed by a strong board of trustees and have recently celebrated our ten-year anniversary. We have some exciting projects in the pipeline and now is a great time to join the Open Door Charity.





Role:

Bazaar Lead

Working pattern:

Full-time 37.5 hours per week, working pattern mainly 10am -6pm.

Contract type:

Permanent contract after successful 6-month probationary period.

Reports to:

Head of Services

Salary:

Expected starting salary £25,000 (within Leader band £22,000 - £32,000)

Other Benefits:

25 days annual leave (plus Bank Holiday's)
£20 monthly wellbeing budget,
Weekly Yoga and Fika (coffee and cake),
opportunity to take part in away days



Bazaar Lead

Bazaar Lead is a key role in the Open Door Charity. They are responsible for the smooth running, delivery, safety, quality, and development of Bazaar internally and for delivering training that ensures both internal and external mentor quality.

Bazaar is an 8-week CBT based programme designed by the Open Door Charity that supports people who are experiencing low mood, anxiety, depression. It is delivered 1:1 through a mentor member relationship, working through the programme on a computer.

Job description

People

- Monitoring mentor numbers and availability and actively recruiting new mentors to meet service needs.
- Management of a medium/large team of volunteer mentors; providing support, guidance, oversight, and performance management.
- Ensuring processes are in place and carried out for the safe and effective recruitment, onboarding, and termination of mentors
- Overall responsibility for relationships with mentors and responsibility for any performance management or if necessary, terminations
- Ensuring that mentors have up to date communication through relevant channels
- Management of a small staff team who are responsible for the day-to-day co-ordination, administration and running of Bazaar @ Bloom.
- Responsibility for 1:1's and overall performance and wellbeing of the team.



Safeguarding

- Designated safeguarding lead (DSL) for Bazaar internally
- Ensuring processes and documents are in place, reviewed regularly and used daily that facilitate sound safeguarding e.g., safety plans
- Creation of flowchart system that enables a consistent approach to safeguarding
- Making and overseeing safeguarding decisions and ensuring any follow up is completed e.g., notifying GP or secondary contact
- Escalating safeguarding concerns for advice to Head of Services internally or to external services as appropriate e.g, social care
- Ensuring information and processes are in place to enable clear, relevant signposting to specialist local and national support services e.g., RASA
- Providing support to staff and ensuring mentors are supported when dealing with safeguarding concerns
- Supporting other Leads and internally with safeguarding

Performance and reporting

- Providing information and presenting to other professionals and stakeholders, and attending meetings representing the charity
- Providing reports and data as requested to Head of Service, SLT or Trustees
- Responsibility for ensuring Bazaar is utilised well and identifying and taking appropriate action at times when membership needs to increase
- Providing oversight for how referrals are managed and ensuring there is a good attendance and completion rate
- Responsibility for delivering service KPI's



Training

- Organising and delivering regular (expected to be monthly) online or face to face Bazaar training events for new mentors or refreshers, including mentors who will be working in other locations (referred to as Bazaar Together)
- Organising and delivering regular CPD events (expected to be quarterly) with relevant content from the Bazaar team or guest speakers
- Reviewing and updating training material
- Organising mentor socials (expected to be twice a year)

Engagement and partnerships

- Managing relationships with local partners e.g., IAPT and commissioners and ensuring their reporting and delivery requirements are met
- Networking with other local organisations to support the successful delivery of Bazaar
- Attending or arranging attendance at internal or external events to promote Bazaar and recruit members or mentors
- Working on partnership and pilot projects that are relevant to Bazaar
- Working in partnership with the Bloom Lead to develop and sustain a wider membership offer and ensure appropriate involvement from the Bazaar team
- Working with Tacklit, our CRM provider, to ensure systems are capturing information and working properly.
- Ensuring the Bazaar programme is working for all stakeholders and working with partners on any developments
- Oversight of appropriate social media posts that promote the service



Experience, skills, behaviours, and attitude

(Essential – E, Desirable D)

- Good awareness and understanding of mental health and the desire and ability to encourage, welcome and support people to receive help (E)
- Highly organised and able to manage a busy and varied workload (E)
- Excellent people skills, including building professional relationships and handling difficult conversations head on and sensitively (E)
- Ability to lead a team and get the best out of team members, balancing the needs of caring for a team and ensuring their performance (E)
- A good understanding of safeguarding principles and demonstrable practical experience of handling safeguarding concerns. The ability to make sound judgements and explain a rationale for safeguarding decisions (E)
- Good emotional resilience and ability to set boundaries when providing support to others (E)
- Ability to confidently deliver training to groups of people both face to face and online (E)
- Self-motivated with an ability to work with autonomy (E)
- Ability to record, manage and utilise data and work with Macintosh computer system and Customer relationship management system (E)
- Good knowledge of Microsoft Office, including Excel and/or other database software (E)
- Ability to think through processes from start to finish and make changes to systems (E)
- Educated to degree level and/or completed professional, related qualifications (D)
- Experience of handling safeguarding relating to suicide ideation (D)
- Trained in suicide prevention (D)
- Working knowledge of local support organisations (D)
- Previous experience of managing a team (D)
- Previous experience of using a CRM system (D)
- Previous experience of delivering talking therapies (D)



We are committed to having a diverse workforce and promoting equality, this is a work in progress, and we know we still have a way to go. We value and respect all differences in all people (seen and unseen) and we aspire to inclusive working experiences and an environment that reflects the communities we serve, where our people have equal access to opportunities, their voices are heard and they can contribute to our future. We actively encourage applications from BAME and LGBTQ+ candidates, those from lower socio-economic backgrounds, and those with a disability. If you are called for interview and have any accessibility requirements, please let us know.

To apply please send a CV and a covering letter that outlines how you meet each of the candidate requirements, and the contact details for two referees that you would be happy for us to contact after interviews have taken place.

Email your application with the subject 'Vacancy' to vacancies@opendoorcharity.com

This opportunity closes at midnight on 4th September, and we will be interviewing commencing 8th September onwards

We look forward to hearing from you!

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 <https://opendoorcharity.com>



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