

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 this 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 Coordinator

Working Pattern: 37.5 hours per week. Mondays-Fridays. 10am-6pm, with the potential for some shifts running 11am-7pm.

Location: Bloom Building, Birkenhead.

Contract Type: Permanent

Classification: Project Worker

Reports to: Bazaar Project Lead

Salary: £20,000 per annum

Other Benefits:

- 25 days annual leave (plus Bank Holidays)
- £20 per month wellbeing budget
- Opportunity to take part in wellbeing activities including weekly staff yoga and 'away days'



General purpose of role:

The two Bazaar Coordinators are responsible for the day-to-day smooth running of the delivery of Bazaar at the Bloom Building. They are the public face of Open Door Charity and Bazaar at the Bloom Building and are the first point of contact for mentors and members. They provide cover for each other during annual leave or sickness. The Bazaar lead is responsible for ensuring that day to day, when both are in the office, there is distinction between their tasks.

Behaviours and values:

They have a strong desire to help people and improve the lives of others and often put kindness first. They pay attention to people and listen to them. They provide a warm welcome to The Open Door Charity and Bazaar and are great at representing the charity at external events.

They know how to provide support whilst maintaining professional boundaries and understand that they are part of a team that contributes to the wellbeing of others but are not responsible for other people's lives. They are friendly and welcoming but are conscious to limit the time spent talking to others socially, to focus on their tasks. They pay attention to timekeeping, keeping appointments on and sessions on track and arriving on time.

They are motivated by the need to shape change in mental health, they will have had personal and/or professional experience of seeing times when traditional mental health services have been unable to offer what people need and they want to do something about that.

Essential duties:

Front of House

- Ensuring the presentation and functioning of the mentor room, sheds, Bazaar terrace and office space; fairy lights, restocking resources, updating posters.
- Opening and securing the back gate at the start and end of the day
- Welcoming members and mentors
- Assisting with IT or practical issues
- Dealing with questions from members, mentors, staff



- Reviewing referrals and making initial contact with new prospects
- Updating notes on prospects and closing them when out of timeframe
- Completing in person sign ups with members
- Preparing and posting social media posts
- Attending events for recruitment and promotion
- Providing information or supporting mentors or members to refer into external services

Behind the scenes

- Setting up individuals on Tacklit (Our CRM system)
- Sending reminder texts using Tacklit
- Responding to cancellations and logging them on Tacklit
- Checking and responding to voicemails
- Responding to general enquiry emails and sending to appropriate internal staff
- Answering the phone
- Updating mentor spreadsheet with availability and notes
- Maintaining the session schedule
- Running DBS checks and logging and updating them when expired
- Maintaining spreadsheet of prospective mentors
- Inviting mentors to training sessions and CPDS and sending reminders
- Adding new and removing old mentors from WhatsApp group
- Managing referrals through partner relationships e.g., IAPT and ensuring any partner requirements are met
- Researching and adding content to the bazaar library as well as ensuring it is available and used by members.

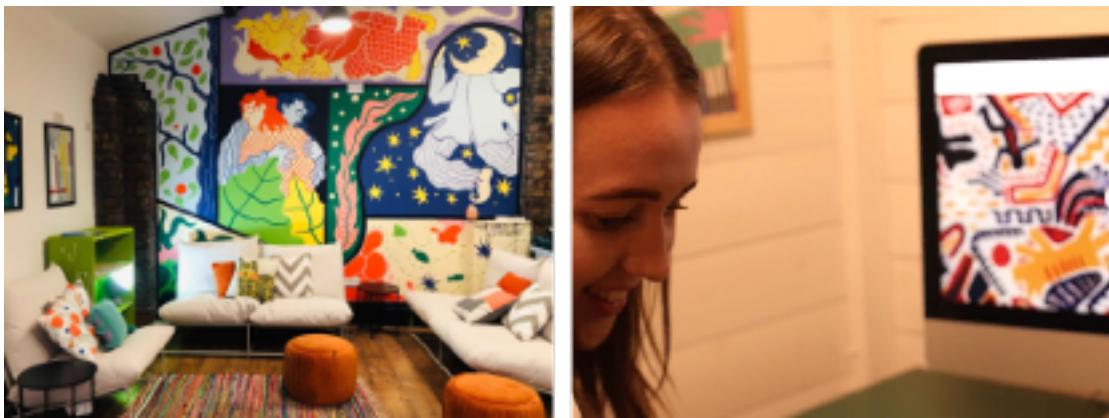
Safeguarding

- Ensuring safety plans completed when a member ‘flags’
- Responding to risk using safeguarding flowcharts
- Debriefing with mentors following safety planning
- Logging any safeguarding concerns internally
- Liaising with secondary contacts (GP’s, family members)
- Check in call with 17-year-olds who have ‘flagged’

Candidate requirements:

Essential (E) / Favorable (F)

- 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 and ability to work well as part of a team (E)
- Professional approach to work and ability to work with external partners (E)
- A good understanding of safeguarding principles (E)
- Good emotional resilience and ability to set boundaries when providing support to others (E)
- Self-motivated with an ability to work with autonomy (E)
- Ability to record 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)
- Practical experience of handling general safeguarding concerns and/or specifically handling safeguarding relating to suicide ideation (D)
- Trained in suicide prevention (D)
- Previous experience of using a CRM system (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, completed Equality & Diversity form and a covering letter including your contact details, 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 'Bazaar Coordinator Vacancy' to vacancies@opendoorcharity.com

This opportunity closes at midnight on **Sunday 06/11/22** and we will be interviewing the week commencing **07/11/22**.

If you have any questions, please don't hesitate to get in touch with Bazaar Project Lead, George Gebbie via George@bazaarmindmarket.co.uk.

We look forward to hearing from you!

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<https://opendoorcharity.com>

