

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



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## 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.

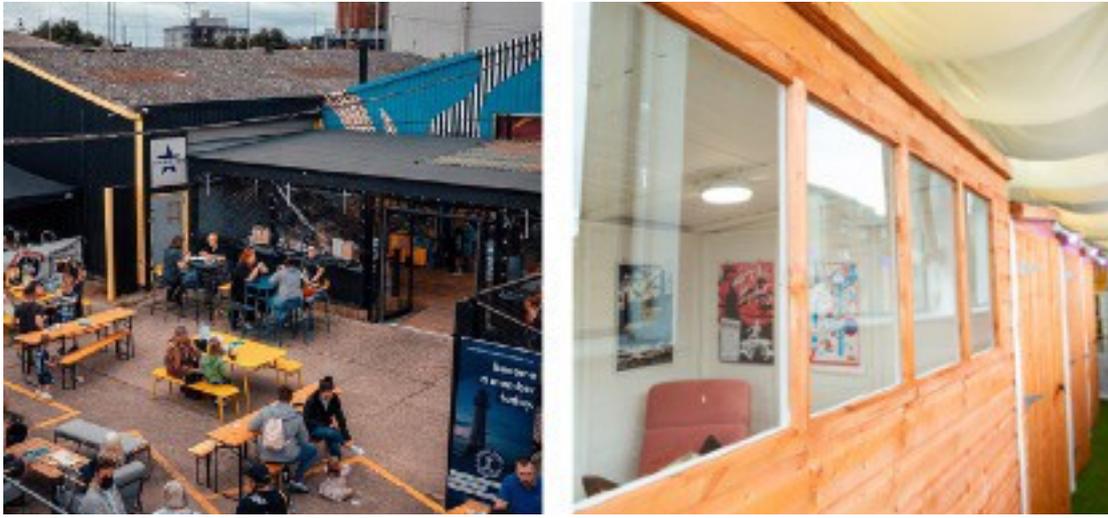
We supported more than 900 people this year and have been able to respond to the current mental health crisis with innovation and courage. Our average reduction of symptoms in anxiety and depression outcomes are 50% by the end of the 8-session programme and suicidal ideation also significantly reduces 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: Bloom Events Bar Supervisor**

**Type: 25 hours a week, based on a 7-day week**

**Reports to: Bloom Lead**

**Salary: £22,000 pro rata**

**Other Benefits:**

**25 days annual leave (plus Bank Holiday's) pro rata**

**£20 per month wellbeing budget**

**Opportunity to take part in wellbeing activities including weekly staff yoga and 'away days'.**

**Bloom Building is a progressive arts centre and venue for hire with several tenants including the Open Door Charities Bazaar programme and Be Well Learning.**

**It has a number of key purposes, but its central aims include:**

- **Breaking traditional thinking around where and how mental health is supported**
- **Exploring the power of creativity in positive change in people's lives**
- **Forging and maintaining dynamic cross sector partnerships**
- **Playing a key role in the long term sustainability of ODC by generating a sustainable revenue**
- **Being a big part of the local communities that surround it**

**This is a hugely important role which includes the full running of weekend events, the development of a team of staff who work on the bar/events and being responsible for all of the Bars legal requirements.**



## General purpose of role:

The Bloom Events Bar Supervisor role is a key function of Team Bloom, they are the heart of the excellent customer experience we provide at Bloom and will help to create a thriving welcoming space for all visitors. You will be required to oversee the delivery and preparation of Bloom's events and be the central point of contact for customers and event staff to ensure that the events run smoothly without any issues. Should any arise, you will be quick to fix them, using positive problem solving and initiative, ensuring minimal impact on the event.

## Essential duties:

- Provide excellent customer service at all times.
- Weekend and evening availability is a must and additional hours will be throughout the week.
- Be the face of Bloom when managing a shift in the absence of the Bloom Worker.
- You will work closely with the Bloom Worker on making sure event standards are first class from the start of an event to the close down.
- Handle payments and float in accordance with company standards.
- Apply responsible alcohol management awareness and ensure all customers and staff are safe at all times.
- Stock taking the bar monthly.
- Making sure bar due diligence is maintained and actioned regularly in accordance with Environmental Health Official guidelines.
- Ensuring the bar staff operate efficiently and deliver a high standard of customer service.
- Being the main point of contact at the Event making sure you are always one step ahead of the guests' requests.
- Delegating work duties and tasks to the team.
- Uphold high hygiene standards and ensure the staff are trained to do so.
- Fully support all of the bar staff and assist in their training from day one with continuous up skilling for all.
- Work collectively with Team Bloom to creatively drive sales at events.
- The right candidate will have bar experience along with a knowledge of craft beers and wines.
- Report any discrepancies or incidents to the Bloom Lead at weekly team meeting.
- Line Cleaning knowledge is a must.



## Working Hours:

Work will be primarily at the weekends when we have private events on and the rest of the hours will be in the week to cover day shifts and attend the weekly staff meeting between you, the Bloom Lead and the Bloom Worker.

## Relevant Behaviours:

Leadership skills, adaptability, effective listening, friendly manner, ability to prioritise, understanding the vision for ODC and demonstrating values, accountable, proactive, attention to detail, proactive problem solver, ability to work at pace.

## Candidate requirements:

Essential (E) / Favourable (F)

- (E) Able to manage good working relationships with staff, beneficiaries, the public and partners
- (E) Knowledge of lighting and sound equipment/use/set-up
- (E) Proven experience Supervising in a busy bar environment
- (E) Knowledge of alcohol laws/legislations
- (E) Ability to train staff on all levels of bar hygiene/rules/laws/company standards
- (E) Demonstrate compassion, empathy and a non-judgmental approach to all who attend Bloom
- (E) Ability to work independently as well as part of a team
- (E) Able to solve problems, use initiative and make important decisions
- (E) IT literate
- (E) Knowledge/interest in craft beers/wines/draught
- (E) Knowledge of cleaning of lines procedure
- (E) Be highly organised with a great attention to detail
- (E) Able to manage your workload and prioritise work if needed, multi-tasking is important
- (F) Has a knowledge of the local area and local relevant services
- (F) Personnel License
- (F) Eager to contribute new ideas for Blooms growth
- (F) Experience of working in a mental health service/related third sector organisation





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 and 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 'Bar Supervisor Vacancy' to [hayley@bloombuilding.co.uk](mailto:hayley@bloombuilding.co.uk)

This opportunity closes at midnight on the 17<sup>th</sup> of March.

We look forward to hearing from you!

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 <https://opendoorcharity.com>



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