

**open door** 

want to be a part of something fantastic?

# Shape Change

in mental health



## About the charity

Open Door is 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 catalysts 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 12 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 - Bloom Building. From Bloom, we offer hot desking, workshops, tenancies and more. 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
- Visionary
- Fire
- Professionalism



## **Our vision**

What we hope to achieve in the longer term

Together our members, mentors and staff transform cultures around mental health. The times when we need support become moments of meaningful change. We all have opportunities to connect with brilliant people, transformative tools, and inspirational places.



## **Our mission**

Why we are here and what we do

Open Door exists to shape meaningful change in mental health. We create inclusive communities, joyful places and evidence-based programmes that empower people to be mentally well. What we do first-hand in Merseyside, we share with others, inspiring change across the UK.

Creativity and shared experience is at the heart of everything we do; we innovate, we collaborate, and we push for lasting change.



"Open Door Charity has, over the last 12 years, shone a light on the positive impact that communities can have in the world when the people within them come together to exact real change. By building negative life experience into a positive outcome in the lives of others, we can rewrite the mental health agenda and co-create truly progressive and impactful resources.

What started as a grassroots, modest concept has grown on Wirral to become a key player in the mental health, culture, and voluntary fields. We now influence strategy within statutory working, work with the LA and NHS to help to unpick traditional problems which exist within Wirral and provide dynamic, impactful support and culture events and activities free of charge with no waiting lists.

We are now at a transition point, one in which we are moving from being a regionally significant voice in this sector to an organisation which influences nationally. At the same time strengthening and reinvigorating our Wirral provisions. To make this a success we much recruit exceptional people into new and exciting roles, and would love you to be involved".

**Lee Pennington - Director, Open Door Charity**



## Our Future

Open Door Charity has been through a significant period of development over the past three 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 twelve-year anniversary. We have some exciting projects in the pipeline and now is a great time to join the Open Door Charity.

## A Place to Develop

Open Door Charity strives to be the best job you ever have. We understand when you recruit passionate, driven and ambitious people we won't be the last stop in your career journey. We are committed to ensuring your time with us is as transformational and developmental as it can be.

The ways we achieve this include:

- Access to networking events within the third sector and beyond.
- Access to training opportunities within your role.
- Regular one to one meetings with your line manager.





**Role:** Branch Matcher (Central point of Access Coordinator)

**Working pattern:** 37.5 hours per week, Monday - Friday

**Location:** Joy Building (Hamilton Square, Birkenhead )

**Contract type:** Fixed Term

**Contract:** 5 years\* with possible extension due to external funding

**Reports to:** Central Point of Access Manager

**Salary:** £22,308

\*Dependent on a successful 6 month probationary period, demonstrating ODC values and excellent execution of responsibilities.

### **Other benefits:**

- 25 days annual leave (excluding bank holidays)
- £20 monthly wellbeing budget
- Weekly yoga
- Opportunity to take part in quarterly team away days
- Cycle to work scheme



## **Branch Overview**

Branch is a new alliance made up of members Open Door Charity, Action for Children, Kooth, Hatch and Koala NW, with support from Family Toolbox and our associate member CAMHS. We have been jointly commissioned by Wirral Children's Services, Public Health and NHS Cheshire and Mersey and have come together to radically improve the access to emotional health and wellbeing support for 0-18's in Wirral through Branch, a central point of access for emotional health and wellbeing.

Our goal is to get children and young people matched to the help they need as humanly, smoothly, and quickly as we can. Our contract starts in April 2024, and we are in the process of contract mobilisation currently. Open Door Charity will provide the backbone matching function of Branch through an online platform, over the phone, and through face-to-face conversations, in our Joy Building just off Hamilton Square.

We want to bring warmth, colour, and creativity to what can be a stressful, painful time in people's lives. The alliance members will be delivering a range of support options for different issues and needs, and across age ranges. We will be working closely with other services who aren't in the alliance to make sure people know about what they offer and ensure that the brilliant support we have in Wirral is accessible to the people who need it.

## **Job Purpose**

To form part of the delivery team of a central point of access that supports the emotional health of children and young people in Wirral. Assist families and young people in navigating access to the most appropriate services within the Branch emotional health and well-being alliance, ensuring smooth and efficient matching to the help they need.

Offer comprehensive information, advice, and guidance to young people, families, and professionals seeking support for emotional health issues. Utilise various channels including online platforms, phone consultations, and face-to-face interactions. To offer a collaborative approach to improving children and young people's emotional health and well-being.



## Responsibilities

- To match children and young people to services and enable their access to evidence-based support in a safe, efficient, warm, and caring way.
- To champion the voice of the child and to assist in developing procedures that focus on the individual and enable access to the best support.
- To work with professionals and parent/carer referrers in an inclusive, supportive, empowering way to enable them to support the child or young person.
- To work with young people in an inclusive, supportive, and empowering way, ensuring that all systems and processes are responsive to young people.
- To input and access information through Beacon CRM, maintaining accurate and up-to-date records.
- To work closely with professionals from other alliance teams, associate members, and wider system partners to discuss cases and enable access to their offer and to support effective communication between partners.
- To develop great relationships and work collaboratively with colleagues from CAMHS, to develop a solid understanding of their offer.
- To develop and utilise a comprehensive knowledge of available resources within the alliance and wider community to match individuals with the most suitable support options, considering their specific needs, preferences, and circumstances.
- To provide personalised support and guidance to children, young people, families, and professionals seeking assistance with emotional health concerns.
- To utilise a variety of communication channels, including face-to-face consultations, telephone helplines, and online platforms, to ensure accessibility and responsiveness to diverse needs and preferences.
- To participate in matching team meetings to ensure that the matching process is efficient, transparent, and aligned with the needs and preferences of children, young people, and families in Wirral.
- To follow the safeguarding policies, responding appropriately and raising any safeguarding concerns to the designated safeguarding officer.





### **You will be a great fit if...**

#### **You have this experience...**

- Experience working in a collaborative team environment, with a range of stakeholders (E)
- Experience of working in a customer facing role, dealing and responding to enquiries in a friendly, efficient and confident manner (E)
- Ability to prioritise workload in a fast paced, changing environment (E)
- Strong administration and organisational skills (E)
- Experience of working directly with children, young people, and families (D)
- Experience of working within the children's or adults' mental health or emotional health and wellbeing system (D)
- Experience of working within charity, voluntary or community sector (D)
- Experience using technology and digital platforms for communication, data management, and service delivery. (D)
- Experience in maintaining accurate and up-to-date documentation, in accordance with organisational policies, regulatory requirements, and best practice standards. (D)

#### **You have these skills...**

- Ability to communicate effectively and empathetically with individuals of diverse backgrounds, including children, young people, families, professionals. (E)
- Proficient in active listening, and able to communicate clearly, convey information accurately and sensitively. (E)
- Ability to prioritise tasks and make informed decisions in a fast-paced environment while maintaining attention to detail. (E)
- Ability to take initiative, work independently, and demonstrate resourcefulness in finding solutions to problems. (E)
- Ability to work collaboratively with a cross sector health and social care workforce (E)
- Ability to develop positive relationships to support children and young people (E)
- Experience in identifying problems, obstacles and risks and being able to provide solutions in a timely manner (E)
- Ability to handle tricky conversations and challenging situations while retaining good relationships (E)
- Self-reliant IT skills, in particular Microsoft Office programmes (E)
- Ability to work alongside different stakeholders who have different priorities, whilst advocating the voice of the child/young person (E)



## **You will be a great fit if... (continued)**

### **You demonstrate these behaviours:**

- Familiarity with community resources related to emotional health and well-being support. (D)
- Understanding of trauma (D) and ability to work in trauma informed way (E)
- Proven advocacy skills and a commitment to empowering people to advocate for their own needs and preferences within the healthcare system and broader community. (D)
- Knowledge of issues facing children and young people that impact on emotional health and wellbeing (D)
- Understanding of the importance of the voice of the child (E)
- Personable, professional, and able to comfortably communicate with a variety of stakeholders (E)
- Commitment to equal opportunities and equity of access (E) Willingness to undertake training (E)






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 care leavers, 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 register your interest, please send a copy of your CV and a cover letter through to [vacancies@opendoorcharity.com](mailto:vacancies@opendoorcharity.com). For more information, please contact Philippa Tree, our Central Point of Access Manager ([Philippa@opendoorcharity.com](mailto:Philippa@opendoorcharity.com))

This opportunity closes on Thursday 2nd May 2024.

We look forward to hearing from you!

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