

Candidate Pack

**Mental Health
and Emotional
Wellbeing
Coordinator**

Want to do something amazing?

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.

open door 

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 14 years have grown to become one of the largest independent providers of talking therapies in Merseyside and one of the most progressive organisations of our kind in the UK.

We were awarded the Queens Award for Voluntary Service in the 2019 Honours List, the Investing in Volunteers Chartermark in 2019 and most recently we were named as a winner of the prestigious Kings Fund x GSK Impact Awards for our excellent work in health and wellbeing.

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 art exhibitions, 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





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.

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 established a robust senior leadership team, governed by a strong board of trustees and have just passed our 14th anniversary. We have some exciting projects in the pipeline and now is a great time to join the Open Door Charity to help us on the next stage of our development.

In our most recent staff survey, our team reported:

100%

of staff feel valued
by their manager.

100%

of staff feel they are
part of a supportive
team and have good
working relationships.

100%

of staff feel positive
about the work they
are doing at Open
Door.

A place to develop

Open Door Charity strives to be the best job you ever have. We understand that when we 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 for the charity and for your personal and professional development.

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

“ODC is in a hugely exciting place.

We have been in the world for 14 years, delivering a dynamic and holistic package of services that are helping set the tone nationally in how mental health can be supported, where the mental health conversation sits and the power of deep human connection and collective experiences to bring about tangible change in peoples lives.

We have large scale commissioned projects which we now deliver independently and alongside regional and national partners, and are pressing ahead with creating what we believe will be the most progressive and spectacular wellbeing and creativity environment in the UK - Joy.

To achieve all of this we need the best people to come on board, so have focused efforts and resources in recent years on creating a workplace which is exciting, challenging and fun to be in, gets the best out of its people, supports one another and has the achievements of our people's purpose front and centre in our approach.

We will do everything we can to make this the best job you will ever have. We look forward to hearing from you.”

Lee Pennington – Charity Director



Job description

Role: Mental Health and Emotional Wellbeing Coordinator

Working pattern: Part-time, 25.5 hours per week over 3 days: Tuesday-Thursday OR Monday-Wednesday, 9:30am-6:30pm
(Flexibility required for one Saturday per month and occasional events such as awards evenings and excursion events)

Contract Type: Permanent

Location: Bloom Building, Birkenhead

Salary: £17,000

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

Other benefits:

- 25 days annual leave (pro rata) excluding bank holidays, plus annual Christmas shutdown
- Weekly staff yoga
- Opportunity to take part in quarterly team away days
- Cycle to work scheme
- Wellbeing support available
- Free eye tests

Role Overview

All of our Mental Health and Emotional Wellbeing Coordinators work across our services: Branch, Bazaar, OOMOO, Mysa or ZOOP. You will receive full training across all of our services. Open Door strives to safeguard all young people and vulnerable adults we support. You will be expected:

- To safeguard members and the people in their lives by following safeguarding policies and procedures in place.
- To log any safeguarding or suicide prevention concerns internally.
- To liaise with emergency contacts and emergency services as appropriate.
- To respond to risks and action appropriately, including completion of safety plans.
- To pass on any safeguarding to Designated Safeguarding Leads.

Bazaar - An 8-week, one-to-one therapeutic programme for people aged 14–35, delivered by peer mentors from our therapeutic sheds at Bloom.

OOMOO - Emotional wellbeing and Mental Health support for care-experienced young people aged 11–18, using MOVE, MAKE and BE activities to build connection and break down barriers to accessing help.

Branch - Wirral's central access point for emotional health and wellbeing support for 0–18s, delivered by an alliance of local organisations including Open Door.

Mysa - A 1:1 CBT-ED support programme for anyone aged 18+ living with disordered eating, offering a safe, patient and inclusive space with no diagnosis required.

ZOOP - An Autism Hub offering wellbeing activities for adults aged 18+ who are waiting for an autism assessment, providing support and connection during the waiting period.

Main Duties and Responsibilities

- Deliver a front-facing programmes directly with members, building strong relationships, having impactful conversation, and thereby shaping change in their mental health.
- Working as a team to create a welcoming and member-focused environment to ensure members have a good experience accessing and capturing this.
- Deliver targeted mental health support face-to-face, such as Bazaar, to our members.
- Managing referrals and making initial contact with new members and referees.
- Ensuring thorough handovers and updating CRM systems to ensure up-to-date notes.
- Co-ordinate, encourage and oversee members engagement in our services: welcoming members, sending reminder texts, managing cancellations, keeping members and professionals informed, updating bookings schedule, answering and making phone calls, responding to emails and voicemails, etc
- Confidently support and provide guidance to professionals who support our members through a multi-agency approach in an inclusive, supportive, empowering way to ensuring that all systems and processes are responsive to members.
- Understanding member's needs and how we can meet them whilst capturing barriers in terms of accessing the services to work together on alternative solutions.
- Maintaining the presentation and functioning of the services spaces: opening up and locking up at start and end of day, restocking resources and supplies etc.

Main Duties and Responsibilities

- Signposting to external partners where needed, e.g. social care, local third sector organisations, emergency services etc.
- Contribute to the planning and delivery of wellbeing activities and programmes that support emotional wellbeing and mental health across services.
- Attend outreach activity to engage members and raise awareness of the service among professionals and partner organisations.
- Capture and input relevant data to support monitoring, reporting, and continuous service improvement.
- Respond appropriately to risk, including completing safety plans, logging concerns, liaising with emergency contacts or emergency services when necessary, and passing concerns to the Designated Safeguarding Lead.
- Participate in team meetings, case discussions, and reflective practice, contributing to service design, development and reviews.
- Engage in ongoing training and development to build skills and knowledge across all projects.
- Be committed and accountable to following organisational policies and processes, including safeguarding procedures and scheme of delegation.

You will be a great fit if...

You have these qualifications:

(Essential – E, Desirable – D)

- Psychology, health, or social care undergraduate degree (D)
- A full UK driving license (D)
- Successful candidates will require an Enhanced DBS Check

You have this experience:

(Essential – E, Desirable – D)

- Working within the children's or adults' mental health or emotional health and wellbeing system or in a therapeutic setting (E)
- Working directly with children, young people, and those supporting them (D)
- Handling general safeguarding concerns and the ability to make sound judgements with rationale for the safeguarding decisions (E)
- Handling safeguarding concerns specifically relating to suicide ideation (D)
- Using a CRM system to record, manage and utilise data (D)
- Facilitating support sessions 1:1 or in group settings (D)
- Coordinating programming of activities, outreach events and volunteers (D)

You will be a great fit if...

You have these skills:

(Essential – E, Desirable – D)

- Ability to develop trusting relationships with young people and handling difficult conversations directly and sensitively (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 and with people from varied backgrounds (E)
- Self-reliant IT skills, in particular Microsoft Office programmes (E)
- Trained in suicide prevention (D)

You demonstrate these behaviours:

(Essential – E, Desirable – D)

- Familiarity with community resources related to emotional health and well-being support (D)
- Understanding of trauma (E) and ability to work in trauma informed way (D)
- 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)

Any questions, get in touch

Email us:

vacancies@opendoorcharity.com



Registered with
**FUNDRAISING
REGULATOR**

We are committed to having a diverse workforce and promoting equality, however, 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, completed equality & diversity form and cover letter outlining how you meet the requirements through to vacancies@opendoorcharity.com with the job title as the subject line.

We look forward to hearing from you!



www.opendoorcharity.com

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