

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: Bazaar Coordinator

Working pattern: 37.5 hours per week, Monday - Friday (With one regular evening, 11am-7pm, and flexibility for out of hours events)

Location: Bloom Building (Birkenhead)

Contract type: Permanent (dependent on passing a successful 3-month probationary period, demonstrating ODC values and excellent execution of responsibilities).

Reports to: Bazaar Lead

Salary: £22,308

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



Bazaar Coordinator

Overview

The 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 Bazaar and are the first point of contact for mentors and members.

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, patient, and welcoming and pay attention to timekeeping and keeping appointments and sessions on track. They are organised, proactive, and ensure that the service runs smoothly.

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.

Responsibilities (Shared between two Bazaar Coordinators)

Front of House

- Managing referrals and making initial contact with new members.
- Keeping up to date notes in Beacon (CRM)
- Managing the daily schedule: sending reminder texts, managing cancellations, keeping members and mentors informed, making notes in the schedule spreadsheet
- Opening and locking up at the start and end of the day
- Welcoming members and mentors
- Assisting with IT or practical issues during session times
- Handling questions from members, mentors, staff
- Providing signposting information or supporting mentors or members to refer into external services
- Maintaining the presentation and functioning of the mentor room, sheds, Bazaar terrace and office space, restocking resources, updating posters etc.



Behind the scenes

- Answering the phones and regularly checking and responding to voicemails
- Managing email inbox
- Updating mentor Beacon accounts with availability and notes
- Maintaining the session schedule
- Running DBS checks and updating them when expired
- 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., Everyturn and ensuring any partner requirements are met

Safeguarding

- Ensuring safety plans completed when a member 'flags'
- Responding to risk using safeguarding flow charts - actioning where appropriate
- Debriefing with mentors following safety planning
- Logging any safeguarding or suicide prevention concerns internally
- Liaising with secondary contacts (GP's, family members)

You will be a great fit if you have this experience, behaviours, attitude and these skills... (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)
- An enthusiastic attitude and willingness to learn (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)
- 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 and initiative (E)
- Good knowledge of Microsoft Office, including Excel and/or other database software (E)
- Ability to record data and work with Macintosh computer system (D)
- Practical experience of handling general safeguarding concerns and/or specifically 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 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.

This opportunity closes on Tuesday, 9th April 2024 at 5pm.

We look forward to hearing from you!

@theopendoorcharity



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www.opendoorcharity.com

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