



## **MAYTREE RESPITE CENTRE**

**APPOINTMENT BRIEF**  
**Operations Co-Ordinator**  
**October 2021**

Registered charity No: 1087668

## **MAYTREE**

Maytree is a refuge for those whom suicidal thoughts have become an increasing burden. Anyone from anywhere who feels they need a calm, confidential supportive place to spend some time. A place of safety where they will be listened to and gently encouraged to talk through their feelings and their options. Where they won't be judged, diagnosed or directed but enabled and cared for.

Maytree was started nearly 20 years ago by people with experience of volunteers providing support to people with thoughts of ending their lives. Including many who needed more time and space to talk but could find nowhere to do so.

The House in north London has now had several thousand guests for four nights and five days of Maytree support. In its four rooms it hosts up to 160 every year, thanks to the many dedicated trained volunteers supported by experienced staff.

Not everyone is suited to Maytree's particular service but everyone who contacts the house- there are many thousand contacts each year- is able to talk to, or correspond with our volunteers and staff, and an opportunity to take refuge and talk confidentially about past, present and future.

Now the north London house is to be joined by a second house in Prestwich, Greater Manchester with a doubling of capacity and greater geographical access for those outside the south of England. This is a very exciting but challenging time for Maytree and all those who make it a unique caring, and sometimes life changing charity.

## **MAYTREE BEFRIENDING MODEL**

Befriending is as its sounds: sitting alongside our guests as compassionate, confidential and non-judgemental friend. A caring person independent of the guest's situation who, by active listening and warmth enables each guest to explore their feelings and explore their options in their own way and in their own time.

This face-to-face support- given principally by volunteers is a safe space in the Maytree house- is not therapy but it is often profoundly therapeutic. Someone who is calm and committed and not afraid of difficult subjects – including suicidal thoughts- a fellow human being who simply cares.

Maytree is a volunteer centred organisation with over 120 volunteers recruited, trained and supported to befriend Maytree guests supported by Maytree co-ordinators.

# **JOB DESCRIPTION**

**JOB TITLE** Operations Co-ordinators (2) (London)

## **JOB SUMMARY**

Maytree is looking for two part time co-ordinators to be part of our dynamic and innovative charity making a crucial difference to those experiencing suicidal thoughts.

The team of operation coordinators lead the day-to-day operations of the Maytree service, including supporting and supervising volunteers in delivering high-quality services to Maytree guests in London.

The Operations Co-Ordinator's play a lead role in assessing potential guests and supporting them when they are in the house and promoting an atmosphere in which they can most benefit from their stay.

Volunteers are key to delivering Maytree services and the Operation Co-ordinators will help with recruitment, training and induction of volunteers and Maytree 'bank' staff providing day-to-day support and supervision as they befriend and support Maytree guests.

The Operation Co-ordinators play a key role in ensuring the well being of guests and maintain a comfortable and safe environment. This is a hands-on operational role which will include assisting with preparation of meals, attending to laundry as well as ensuring befriending and supporting guests with suicidal feelings.

The Operations Co-ordinator will work shifts alternating from 8am – 4pm one week, to 12 – 8pm + on-call the next week.

## **MAIN DUTIES & RESPONSIBILITIES**

### Volunteers

- To assist in the recruitment, training and induction of new volunteers.
- To supervise, coach and support volunteers during their befriending shifts.
- To contribute to the ongoing development of volunteers by sharing information gained from learning opportunities.
- To provide telephone support out of hours to address volunteers' concerns and to provide advice as required.
- To facilitate a thorough handover between shifts.
- To recruit and support Maytree 'bank' staff as necessary.

### Guests

- To ensure guest referrals are followed up in a timely manner.
- To facilitate the effective assessment of potential guests.

- To monitor the wellbeing and risk of guests, and to act appropriately to maintain safety in the house.
- To provide a period of befriending with each guest each day, to ensure a degree of continuity during the guest's stay.
- To assist guests developing a self care and crisis plan for use post stay.

### **House**

- To coordinate day-to-day operations and guest support including shopping, providing meals, cleaning and attending to laundry.
- To ensure the health and safety of volunteers, guests and staff and to ensure that Maytree regulations, policies, codes of practice and department safety rules are adhered to including incident-reporting policies and procedures as appropriate.

### **GENERAL DUTIES**

- To work in accordance with Maytree's policies and procedures.
- To develop and maintain links effective working relationships with professional referrers and potential referral agencies.
- To help with Maytree expansion plans in Greater Manchester including the recruitment and training of staff and volunteers.
- To promote Maytree's work, raising the charity's profile.
- To promote Maytree's inclusivity plan, supporting a diverse guest group.
- To stay abreast of suicide prevention initiatives.
- To attend team and staff meetings as required.
- To attend monthly external group supervision.
- To maintain accurate and complete records and monitoring information.
- To play a part in ensuring effective communication within the organisation.
- To undertake other duties including out of hours and on call work as required.

## **PERSON SPECIFICATION**

### **Experience**

Minimum two years' experience of delivering face-to-face services in a mental health setting.

Experience of befriending and providing one to one support to vulnerable adults.

Experience of supporting and managing volunteers preferably in a mental health setting.

Experience of inspiring and leading staff and volunteers towards high level of performance.

Experience of developing and delivering high quality innovative client-focused services.

A strong commitment to diversity, equal opportunities and inclusion and able to integrate this into service delivery and staff and volunteer support.

Experience of developing effective relationships with external referral agencies and other stakeholders.

### **Knowledge and Skills**

A strong passion, enthusiasm and sympathy for the organisation's vision

An understanding of the theory and trends around suicidal ideation.

An ability to identify and respond to developing risk.

An understanding of the challenges and risks of providing services in a residential setting.

Excellent communication skills and ability to support people in severe mental distress.

A self-starter who will 'roll up their sleeves' to provide operational support as required.

## TERMS AND CONDITIONS

**Contract:** Permanent

**Salary:** 2 days: £14,290 pa

3 days: £21,435 pa

### Hours:

Post 1: 2 days - Friday and Saturday - alternating 8-4 / 12-8  
+ on call

Post 2: 3 days – Sunday, Monday and Tuesday - alternating 8-4 / 12-8  
+ on call

**Reporting to:** Residential Services Manager<sup>1</sup>

**Location:** Maytree London, N4.

**Annual leave:** Full time = 30 days plus 8 days public holidays – pro rata  
depending on hours.

## APPLICATION PROCESS AND TIMETABLE

Closing date: 5pm 22<sup>nd</sup> October 2021.

Interview 1 Zoom: 25<sup>th</sup> October

Interview 2 London house, N4: 3<sup>rd</sup> and / or 4<sup>th</sup> November 2021.

Please send your CV and a supporting statement (2 sides A4) outlining how you meet the criteria for the role. Please send to [recruitment@maytree.org.uk](mailto:recruitment@maytree.org.uk)

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<sup>1</sup> Please note Maytree is currently reviewing the leadership structure and this role maybe revised but will line manage the co-ordinators.