



Mental Fight Club

'Our Business is to Create'

Dragon Café in the City Programme Coordinator

Responsible to: Mental Fight Club (MFC) Managing Director

Period of Appointment: 1 April 2019 - 31 January 2020

Pro-rata annual salary: from £23,400 - £29,250 (depending on level of experience)

For 0.2 WTE: 4 days a month (£390 - £487.50 per month)

Overview

Responsible for the delivery of Dragon Café in the City (DCC), a fortnightly mental health and wellbeing events programme at [Shoe Lane Library](#). The events series is known as *Wellness Wednesdays* and was inspired by [The Dragon Café](#), Mental Fight Club (MFC)'s weekly arts and health programme in the Crypt of St George the Martyr Church in Borough. For more information about MFC's activities, please read our latest [Annual Report](#).

Job Description

1. Mental Fight Club Ethos, Policy & Operations

- Working principally with the MFC Managing Director, Shoe Lane Library, City of London Corporation and The Dragon Café Managers as appropriate, in accordance with Mental Fight Club's creative and managerial ethos.
- To work in accordance with all of MFC's extensive written policies including the safeguarding of vulnerable adults and children, health and safety, equality and diversity.
- To attend MFC and DCC meetings as and when requested.

2. Dragon Café in the City *Wellness Wednesdays* (every 2 weeks, apart from in August when there will be no events)

2.1 Weekly Programming (remote working)

- A maximum of eight hours preparation per DCC event will be paid.
- To programme each event at least 2 weeks' ahead so that details on the next event can be shared with attendees in advance.

- Circulate the agreed programme to the Shoe Lane Library Programme Lead, City of London Corporation and MFC Team.
- In preparing the programme you should consult the programme partners, MFC Team and relevant arts and health networks/ venues for ideas.
- To keep the costs of the activities within the budget provided.

2.2 Main responsibilities at the events (every 2 weeks)

- **To work from 11.00 – 20.00** (Regular breaks are recommended: to be scheduled in collaboration with DCC Volunteers and the Library Team)
- To manage volunteers and coordinate the setting up and packing down of the activities at Shoe Lane. Including setting up the reception area, welcoming workshop leaders/ speakers, coordinating the registration of new Patrons and ensuring the free massage sessions are allocated in a fair and efficient way.
- To collect and manage data relating to the events programme and visitors.
- To coordinate the evaluation of the programme and analyse the data in collaboration with Shoe Lane Library and the City of London Corporation.

2.3 Weekly Planning & Reporting

- Report any issues arising amongst Volunteers and/or Patrons to MFC's Volunteering Lead and Managing Director on a weekly basis.
- Report any challenges to roles and boundaries encountered with reference to MFC's Safeguarding Policy and Safeguarding best practice.
- Discuss any technical/practical issues relating to your area of responsibility and take the necessary steps to resolve them.
- Discuss Volunteer needs for each DCC event and take appropriate action.
- Consider any purchases needed for each DCC event and take appropriate action.
- Coordinate communications and social media activity in collaboration with Shoe Lane and the City of London Corporation.

3. Professional Conduct

- Work mindfully and sensitively to ensure Dragon Café in the City remains a safe space, both physically and emotionally, for all and at all times.

- Maintain clear, professional boundaries at all times in line with MFC's Safeguarding policies.
- Provide a listening and welcoming ear to Patrons and Volunteers.
- Look out for any challenging behaviour or vulnerability amongst Patrons and Volunteers.
- Work co-operatively and provide support to other Team members and programme partners in challenging situations.
- Provide Volunteers with clear instructions, offering support and guidance when necessary.
- Pass on any concerns to MFC's Managing Director as soon as possible.

4. Coordinating Volunteers (to work with The Dragon Café Volunteer Lead)

4.1 Volunteers - Induction

- Ensure volunteers have been through an induction process at The Dragon Café (if appropriate) led by The Dragon Café Volunteer Lead.
- Agree on timings, specific tasks, and expectations.
- Introduce new Volunteers to other Volunteers and the Library Team.
- Signpost provision of travel and other expenses.
- Provide relevant training.

4.2 Volunteers - Ongoing

- Monitor Volunteers' performance during the events.
- Provide guidance and training as necessary.
- Respond to any Volunteer concerns as a matter of urgency. Ensuring any advice provided/ actions taken are in line with MFC's Safeguarding policy.
- Discuss any concerns or requests for support with MFC's Managing Director.
- Attend Volunteer Review Days and training sessions outside DCC as and when required.
- Adhere strictly to Safeguarding best practice in supporting and developing Volunteers.

5. As and When Duties

It is in the nature of Mental Fight Club that some tasks and responsibilities may be unpredictable and varied. All staff are expected to work in a flexible way when the occasion arises where tasks not specifically covered in this document have to be undertaken.

6. Data Protection Act

All information is held in keeping with General Data Protection Regulation (GDPR) as it applies in the UK, tailored under the Data Protection Act 2018. If you have any queries regarding the holding of any information about you, please contact the Managing Director.

Person Specification

Essential

- Track record in programming and coordinating creative health and wellbeing events.
- Knowledge and experience of working for or in collaboration with health and wellbeing organisations/ networks.
- Knowledge and experience of coordinating and developing volunteers.
- Knowledge and experience of working in partnership with diverse organisations and networks including businesses and community groups/organisations.
- Knowledge and experience of project and finance management.
- Knowledge and experience of marketing and communications.
- Knowledge and experience of word-processing and spreadsheets.
- Good administrative, internet and computing skills.
- Ability to work on own initiative and as a member of a closely-knit team.
- Commitment to and good understanding of the creative and managerial ethos of Mental Fight Club

Desirable

- Experience of working in a grass roots mental health/arts/community organisation.
- Personal experience of mental illness and recovery.
- Knowledge and experience of basic design software.