

JOB DESCRIPTION – SERVICE COORDINATOR
(To be read in conjunction with the Person Specification)
Integrated Wellbeing Service
Noah’s Ark Centre Therapeutic Services

LOCATION:	Noah’s Ark Centre, 322-326 Ovenden Road, Halifax, HX3 5TJ and allocated community venues.
POST:	Integrated Wellbeing Service Delivery Coordinator
RESPONSIBLE TO:	Therapeutic Services Manager or in their absence the Senior Therapeutic Services Coordinator
SALARY:	£33, 540pa pro rata; Fixed Term for 12mths with the possibility of extension subject to available funding
HOURS:	30 hours per week
START DATE:	To be discussed at interview
OUTLINE OF POST:	<p>To ensure the smooth running, administration and delivery required to offer efficient and values-based professional therapeutic and wellbeing services for children, young people and adults.</p> <p>To be specifically responsible for co-ordinating Noah’s Ark Centre’s Integrated Wellbeing Service (15-25yrs) by providing therapeutic person-centred assessments and administrative tasks, as well as coordinating project workers and volunteers as appropriate in line with delivering this service to Noah’s Ark Centre clients.</p> <p>To support and complement the Therapeutic Services Manager, other Service Coordinators, Therapeutic Practitioners, the Money Advice Service staff, administrative staff, other project staff and Board of Trustees in progressing the development of Noah’s Ark Centre.</p>
ORGANISATIONAL EXPECTATIONS:	
Noah’s Ark Centre aims to provide high quality therapeutic services adhering to the principles of best practice, promoting equal opportunities and client autonomy, always work positively with diversity; whilst adhering to the Ethical Framework of the British Association of Counselling and Psychotherapy, individual’s rights to confidentiality and data protection, and the need for appropriate safeguarding of children, young people and vulnerable adults.	
We expect all employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. We expect employees to deliver a flexible, creative, person-centred approach to supporting individuals, focusing on developing trusting relationships to improve service user’s abilities to relate with other people.	
We expect all staff to work together to deliver a comprehensive infrastructure for the efficient and effective delivery of our Therapeutic, Counselling, Wellbeing and Advice Services.	
We expect that together with all staff and management that the required record keeping, data management, and reporting is carried out to the satisfaction of the Board of Trustees.	
ORGANISATIONAL RESPONSIBILITIES:	

1.	To support Noah's Ark Centre's Designated Safeguarding Team in their roles as the organisations Safeguarding Leads, ensuring compliance with Safeguarding requirements by following safeguarding policies and procedures and keeping up to date with appropriate training.
2.	To work with and communicate effectively to all Noah's Ark Centre's management team and attend team meetings.
3.	To support the Therapeutic Services Manager and Therapeutic Practitioners around client risk in respect of children, young people and adults accessing the counselling/psychotherapy work delivered by the post holder at Noah's Ark Centre.
4.	To ensure that the aims, objectives and funding goals of the Noah's Ark Centre Therapeutic Services are met.
5.	To support the governance of the organisation, including attending Board of Trustees meetings as required, AGM, Annual Report, and liaise with statutory bodies as required.
6.	To ensure compliance with regulations governing the delivery of Counselling and Therapeutic services and to always ensure that we adhere to the Ethical Framework of the BACP and GDPR.
7.	To deal with complaints and incidents in line with Noah's Ark Centre's Policies and Procedures.
8.	To reflect on practice and participate in team meetings, practice development, continuous professional development opportunities provided and peer supervision group meetings wherever possible.
9.	To ensure that Noah's Ark Centre uses a range of techniques and interventions to support people to achieve an appropriate outcome.
10.	To support the implementation of Noah's Ark Centre's strategic priorities and ethos within the delivery of its therapeutic services.
11.	To ensure Noah's Ark Centre's policies and procedures are adhered to and inform practice and development when performing the job role.
ROLE RESPONSIBILITIES:	
12.	To build and strengthen Noah's Ark Centre's relationships with other community services, within Park and Ovenden Calderdale wards, as well as with other service partners in Calderdale involved in young people and adult's emotional, mental and physical health and wellbeing.
13.	To support the Therapeutic Services Manager in preparing and delivering an effective communication strategy with partner community services; arranging and chairing partnership meetings, creating and distributing informative leaflets and digital materials to enable appropriate signposting to the service.
14.	To carry out risk assessments at community venues hosting wellbeing interventions as appropriate
15.	To contribute to the recruitment of paid staff, volunteers and any outsourced contractors in the management of the service and to have line management responsibility for activity workers and volunteers, as required by this specific service.
16.	To ensure membership of a relevant therapeutic professional body (e.g. BACP, UKCP, NCPS, HCPC) is registered with and maintained whilst holding this post, including ensuring adequate supervision is attended in line with this body.
17.	To contribute to the supervision and motivation of service staff, including their involvement in relevant development and training programmes, identifying training and continuous professional development needs for service staff to ensure a high-quality service.
18.	To co-ordinate all referrals into the service, collect the appropriate registration data, organise and ensure thorough person-centred assessments are carried out.

19.	To ensure efficient recording of information collected; assessment information, therapeutic session notes and the accurate monitoring and recording of outcomes using recognised outcome assessment tools.
20.	To carry a small caseload of clients (approx 1-2 clients) within any of the therapeutic services (Child, Young People, Adult).
21.	To perform this job role whilst working out in the community at partner venues as well as at the Noah's Ark Centre, adhering to agreed partner service's policies and procedures whilst doing so. To represent Noah's Ark Centre in a knowledgeable and professional manner, providing consultative support to our service delivery partners, whilst working out in the community.
22.	Any other duties commensurate with the grade and level of responsibility of this post.
Please note this job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible approach to the tasks, which may be varied from time to time, following discussion with line management and/or the Board of Trustees. Any variations will be subject to the operational requirements of Noah's Ark Centre and will be in keeping with the general profile of the post.	

PERSON SPECIFICATION
Integrated Wellbeing Service
Noah's Ark Centre Therapeutic Services
SERVICE COORDINATOR

The person specification should be read in line with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Noah's Ark Centre does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

APPROACH	Essential	Desirable	Evidence: Application Qualification Interview
Demonstrate a commitment to safeguarding the welfare of children, young people, families and adults.	X		Application Interview
Demonstrate understanding and commitment to equal opportunities and diversity.	X		Application Interview
Demonstrate commitment to combatting disadvantage and inequality in mental health provision. "Parity of esteem".	X		Application Interview
Able to build and maintain relationships whilst maintaining appropriate professional boundaries.	X		Application Interview
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload.		X	Interview
Demonstrate an appreciation of the BACP Ethical Framework in relation to staff and client issues, with a particular sensitivity to confidentiality.	X		Application Interview
Demonstrate a flexible, approachable and resilient personality with good time management and	X		Application Interview

organisational skills to meet the priorities of the organisation.			
KNOWLEDGE & SKILLS			
Professional therapeutic qualification in counselling or psychotherapy (minimum Level 4 Diploma)	X		Application Qualification
Therapeutic Qualification/CPD for Counselling Children and Young People		X	Application Qualification
Knowledge of safeguarding principles, policies and procedures and managing client risk in a clinical environment.	X		Application Interview
Excellent verbal communication skills with the ability to communicate effectively at all levels.	X		Application Interview
Excellent written skills including the ability to formulate detailed reports as required.	X		Application Interview
Good technical literacy of Microsoft applications (e.g. Office 365; Word, Excel, Forms, as well as good overall IT skills) and experience of using a digital client management, monitoring and recording system.	X		Application Interview
Good interpersonal skills including listening and displaying empathy.	X		Application Interview
Excellent prioritising and time management skills.	X		Application Interview
Ability to work independently, with confidence, thought through, decision making skills.	X		Application Interview
Ability to coordinate the various key components of a counselling and therapy service, including planning services which are safe, appropriate and contribute to good mental health.	X		Application Interview
Creative, flexible and imaginative approach to working with people who have been impacted by 'adverse childhood experiences' (trauma) and have diverse mental health support needs.	X		Application Interview
Ability to support and motivate people when working as part of a team or independently.	X		Application Interview
Ability to reflect on and share practice with peers.	X		Application Interview
Have knowledge of a range of different Calderdale 3 rd sector services, community groups and services which support mental health wellbeing.		X	Application Interview
Knowledge of a range of interventions, which support positive outcomes in mental health, particularly within counselling / psychotherapy.	X		Application Interview
EXPERIENCE			
A minimum 2 years' experience working therapeutically with young people / young adults suffering from 'trauma' and / or with a mental health problem.	X		Application Interview
Experience of completing assessments of individuals, case holding and making judgements about risk, need and eligibility for services.	X		Application Interview
Experience of providing advice and support to	X		Application Interview

other agencies working with individuals suffering from 'trauma' and / or with mental health problems.			
Experience of working with people with a diverse mix of mental health needs.	X		Application Interview
Experience of working in a similar service.	X		Application Interview
Experience of multi-agency working and signposting to appropriate support.		X	Application
Demonstrable experience of effective planning and organisational skills to deliver targets with deadlines.	X		Application Interview
Experience of using recognised clinical assessment tools e.g. YP CORE, CORE 10 & CORE 34.	X		Application Interview
OTHER			
Postholder will be required to complete an enhanced DBS disclosure.	X		
Have access and willingness to use a car (together with a full current driving licence and business insurance).		X	Application Interview
Experience working in the voluntary / 3 rd sector.		X	Application
Ability to work in schools and community venues across Calderdale	X		Interview