

**Job Description**

**eTherapy Coordinator**

|  |  |
| --- | --- |
| Responsible to | Senior eTherapy Coordinator/Specialist Services Team Leader |
| Salary | £21,089 pro rata (Agenda for Change band 4 fixed point 3) |
| Hours per week | 37.5 |
| Annual Leave per annum | 25 pro rata (rising to 30 days after 5 years) |
| Main base | Oakland House |
| Contract | Permanent |
| Level of DBS check | Enhanced |

|  |
| --- |
| Main aims of the post |
| To manage a case load of clients.  To support the delivery of evidence based guided self-help via the telephone and face-to-face.  To support events within the community.  To promote the service, and where necessary to generate referrals. |

|  |
| --- |
| Main duties of the post |
| 1. To use a range of evidence based tools and techniques for assessments, goals and motivating clients |
| 1. To manage a varied caseload of clients |
| 1. To collate and analyse performance data as necessary |
| 1. To develop effective relationships with a range of external organisations and agencies |
| 1. To promote the service to communities and agencies as appropriate |
| 1. To keep accurate and up to date records of clients records |
| 1. To ensure quality standards are adhered to and met and that audits are passed |
| 1. To ensure all statutory responsibilities are followed and reported as required |

|  |
| --- |
| General work related expectations |
| 1. To work within the Big Life group’s values ethos and vision |
| 1. To contribute to the development of the Big Life group |
| 1. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding |
| 1. To commit to own personal development and attend training or development activities as required |
| 1. To work in accordance with all relevant legislation |
| 1. To undergo regular supervision and at least an annual appraisal |
| 1. To undertake any other duties as required, and as appropriate to the post |

**Minimum Training required for this post**

|  |  |  |  |
| --- | --- | --- | --- |
| Course title | Needed for this post | Frequency | Other notes |
| Group induction | ✓ | Once |  |
| Mission and Values | ✓ | Once |  |
| Confident Managers |  |  |  |
| Safeguarding training Adults and Children | ✓ | Every 3 years |  |
| Safeguarding for Managers |  |  |  |
| Designated Safeguarding Lead Training |  |  |  |
| Health and Safety (external IOSH) | ⬩ | Every 3 years | Potentially dependant on team size |
| Motivational Interviewing | ✓ | Once |  |
| Health and Safety internal/briefing | ✓ | Annual |  |
| Information Governance | ✓ | Once | Annual refresh |
| Equality and Diversity | ✓ | Every 3 years | Updates as legislation changes |

Attendance at other training courses will need to be discussed with your line manager

Suggested courses:

* Lone working
* Managing professional boundaries
* Managing challenging behaviour
* Managing conflict



**Person Specification**

**eTherapy Coordinator**

**\*\* Please complete your application in reference to (and include) each of the points below. \*\***

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

|  |  |  |
| --- | --- | --- |
| Area | Method of assessment | Essential (E)/Desirable (D) |
| **1.Experience** |  |  |
| 1. Experience of working with people facing a range of barriers and social issues | A/I/P | E |
| 1. Experience of managing a caseload of clients and keeping up to date records using a database | A/I | E |
| 1. Experience of working with individuals (1-2-1) and groups of people in different settings to help them achieve their goals | A/I | E |
| 1. Experience of working with a range of agencies and organisations to develop effective working relationships | A/I | E |
| 1. Experience in one or more of the following fields: mental health, family support, physical health, smoking cessation, diet and exercise, employment, social inclusion or debt management | A/I | E |
| 1. Experience of supporting individuals accessing online therapy, preferably in a IAPT, mental health or physical health setting | A/I | D |
| **2.Skills** |  |  |
| 1. Ability to use a database/ability to learn how to use a database | A/I | E |
| 1. Ability to assist clients to help them define and achieve their goals and aspirations | A/I | E |
| 1. Ability to manage a varied and complex work load effectively | A/I | E |
| 1. Ability to work well across a range of different subject areas such as housing, mental health, education and debt management for example | A/I | E |
| 1. Ability to work with staff from a range of agencies and organisations to better integrate services for clients | A/I | E |
| 1. Ability to support individuals experiencing common mental health problems via the telephone | A/I | E |
| **3.Knowledge** |  |  |
| 1. Knowledge of the barriers and issues facing our client group | A/I | E |
| 1. Knowledge of the local area your service is based in (community groups, services available as well as local demographics) | A/I | D |
| 1. Understanding of common mental health problems and the basic principles of CBT |  | E |
| **4. Education – qualifications required for this post** |  |  |
| 1. Level 5 qualification (i.e. Diploma of higher education Diploma of further education Foundation degree HND) | A | E |
| 1. Ability to learn at level 6, or evidence of substantial professional expertise in a similar role. | A/I | E |
| **5. Personal** |  |  |
| 1. Positive and outlook and a ‘can do’ attitude | A/I | E |
| 1. Personal resilience and flexible attitude in the face of difficulties | A/I | E |
| 1. Commitment to working towards the Big Life group’s ethos and values, including having a non-judgemental approach | A/I | E |
| 1. Commitment to personal development and willingness to regularly update skills and experience | A/I | E |