

## Job Description

### eTherapy Co-ordinator

|                        |   |
|------------------------|---|
| Responsible to         | Team Leader   |
| Salary                 | £21,892 (Agenda for change band 4 fixed point 13)                   |
| Hours per week         | 37.5  |
| Annual Leave per annum | 25 (rising to 30 days after 5 years)                                |
| Main base              | Brookfield House, 193-195 Wellington Road South, Stockport, SK2 6NG |
| Contract               | Permanent   |
| Level of DBS check     | Enhanced  |

#### Main aims of the post

- To manage a case load of clients.
- To deliver a range of evidence based one-to-one or group interventions.
- 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
2. To manage a varied caseload of clients
3. To work with groups of clients to help them achieve their goals
4. To collate and analyse performance data as necessary
5. To develop effective relationships with a range of external organisations and agencies
6. To promote the service to communities and agencies as appropriate
7. To keep accurate and up to date records of clients records
8. To ensure quality standards are adhered to and met and that audits are passed
9. 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
2. To contribute to the development of the Big Life group
3. 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
4. To commit to own personal development and attend training or development activities as required
5. To work in accordance with all relevant legislation
6. To undergo regular supervision and at least an annual appraisal
7. 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 Case Worker/Key Worker/Wellbeing Coach

The successful candidate must be able to demonstrate that they meet all of the following points below.

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

| Area  | Method of assessment | Essential (E)/Desirable (D) |
|---|----------------------|-----------------------------|
| <b>1.Experience</b>   |                      |                             |
| a. Experience of working with people facing a range of barriers and social issues   | A/I/P                | E                           |
| b. Experience of managing a caseload of clients and keeping up to date records using a database   | A/I                  | E                           |
| c. Experience of working with individuals (1-2-1) and groups of people in different settings to help them achieve their goals   | A/I                  | E                           |
| d. Experience of working with a range of agencies and organisations to develop effective working relationships  | A/I                  | E                           |
| e. 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                           |
| f. Experience of supporting individuals accessing online therapy, preferably in a IAPT, mental health or physical health setting  | A/I                  | D                           |
| <b>2.Skills</b>   |                      |                             |
| a. Ability to use a database/ability to learn how to use a database   | A/I                  | E                           |
| b. Ability to assist clients to help them define and achieve their goals and aspirations  | A/I                  | E                           |
| c. Ability to manage a varied and complex work load effectively   | A/I                  | E                           |
| d. 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                           |
| e. Ability to work with staff from a range of agencies and organisations to better integrate services for clients   | A/I                  | E                           |
| f. Ability to support individuals experiencing common mental health problems via the telephone  | A/I                  | E                           |
| <b>3.Knowledge</b>  |                      |                             |

|  |     |   |
|--|-----|---|
| a. Knowledge of the barriers and issues facing our client group  | A/I | E |
| b. Knowledge of the local area your service is based in (community groups, services available as well as local demographics) | A/I | D |
| c. Understanding of common mental health problems and the basic principles of CBT  | A/I | E |
| <b>4. Education – qualifications required for this post</b>  |     |   |
| a. GCSE or equivalent grade C or above   | A/I | E |
| b. Undergraduate degree in psychology, social work, mental health  | A/I | E |
| c. Training in mental health and/or physical health  | A/I | D |
| <b>5. Personal</b>   |     |   |
| a. Positive and outlook and a 'can do' attitude  | A/I | E |
| b. Personal resilience and flexible attitude in the face of difficulties   | A/I | E |
| c. Commitment to working towards the Big Life group's ethos and values, including having a non-judgemental approach          | A/I | E |
| d. Commitment to personal development and willingness to regularly update skills and experience                              | A/I | E |