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**Job Advert**

**Service Coordinator – Newham Bereavement Service**

# Job Title: NBS Service Coordinator (P/T)

**Grade:** NJC Scale Point 20-26 currently £32,010 - £36,548, FTE per annum (inclusive of Inner London Weighting) Pro rata based on contracted hrs.

**Hours:** P/T between 21 – 24hrs per week (office based with 1 day working from home)

**Accountable to:** CEO

**Supervised by:** Operations Director

**Location:** London Borough of Newham

**Contract Term:** Initially until Oct 2023 (Extended pending further contract agreement)

Mind in Tower Hamlets and Newham are excited to promote this exciting role for the right candidate.

We are looking to recruit an experienced and qualified Service Coordinator for the Newham Bereavement Service with strong leadership ability, excellent organisation skills and experience of managing counselling services.

**About Us**

We are a local Mind Organisation, operating across Tower Hamlets, Newham, Redbridge and Havering. With 1 in 4 people experiencing mental health problems at some point in their lifetime, we have a vision of a society where people with mental health and emotional needs are accepted and included without fear of stigma and discrimination. We work towards a society where our clients’ needs, and ambitions are supported and where people with mental health and emotional needs are free from stigma and discrimination. We believe that everyone has the right to access comprehensive services which enables them to reach their full potential and to work towards their recovery.

Our Counselling and Psychotherapy services are accredited by the British Association for Counselling and Psychotherapy (BACP). As an accredited service by the BACP, the Psychological Therapies team operate within the [Ethical Framework for the Counselling Professions](https://www.bacp.co.uk/media/2176/bacp-ethical-framework-for-the-counselling-professions.pdf).

**The key duties will include:**

* Management and Coordination of the Newham Bereavement Service
* Ensure that each service strand is operating to full capacity and able to deliver against the agreed KPI’s, recruiting to roles as necessary.
* Engage with local providers to deliver workshops and groups that promote the service and increase awareness, in particular concentrate on LGBTQ, Men, LD and Autism, and BAME/Faith communities.
* Production of quarterly/annual monitoring reports
* Undertake clinical assessments for those accessing counselling and allocate to appropriate counsellor.
* Recruit, support and manage the Counselling Volunteers programme and delivery
* Monitor and promote access to groups programme
* Monitor counselling practice delivery, ensuring that data capture and evaluation is being recorded accurately.

**Knowledge, Skills and Experience Required**

* A qualification in Counselling/Psychotherapy at level 4 or above
* Membership with the UKCP / BACP or BCP or prepared to work towards this within the first 6 months in post
* Substantial and demonstrable experience of managing counselling services or equivalent
* Proven experience of working within at least 2 therapeutic modalities, including in group settings
* Experience of the use of clinical outcomes measures, CORE 10, PHQ9 and GAD7
* Experience of using database systems and collating reports for commissioners
* Experience of engaging and communicating effectively with a diverse range of people
* Can manage all areas of performance related to contract management, including client experience and clinical outcomes
* Has the ability to manage and support paid counsellors as well as volunteer counsellors on placement
* Ability to make clinically sound decisions appropriate to a range of situations
* Ability to broaden the scope of counselling to reach all sections of a multi-ethnic community in a creative manner

The benefits of working for the organisation include 30 days annual leave, rising to 35 days after 5 years of service, training opportunities, good Company Pension Scheme, Death in Service Benefit and an Employee Assistance Programme.

The post is subject to a Right to Work Check and an enhanced Disclosure and Barring Service check.

We welcome applications from all sections of the community.

Please note that we reserve the right to close this vacancy early if we receive sufficient applications for the role.

**Closing date:** 12 noon, Thursday 8th December 2022

**Interview date:** Tuesday 13th December 2022 (Provisional)