

SERVICE COORDINATOR - JOB DESCRIPTION

Blue Smile's mission is to improve the mental wellbeing and prospects of Cambridgeshire children through arts-based therapies. The charity has over 70 clinical roles, working in teams and as individuals in schools in Cambridgeshire, giving vital therapy and mentoring to children. Blue Smile's office team supply essential management and administrative support to this clinical work.

Safeguarding is central to all Blue Smile activities, and we recognise that the welfare of all children, young people and adults at risk, is paramount and that all have equal rights of protection. We have a duty of care when they are in our charge, and we will do everything we can to provide a safe and caring environment whilst they attend our activities.

Job Title:	Service Coordinator
Hours:	21 hours per week (0.6 FTE), term time only
Salary:	£14,410 per annum (£28,000 FTE)
Place of work:	Office/Home-based
Responsible to:	Clinical Services Manager
Responsible for:	-

MAIN PURPOSE

To manage the delivery of Blue Smile's 1:1 therapeutic service to non-Partner schools, ensuring a high-quality clinical service is provided at all times.

To recruit a pool of self-employed therapists, supporting their induction and training, and allocating them to appropriate schools.

To support the Clinical Services Manager to promote the 1:1 service to schools in Cambridgeshire, taking responsibility for managing ongoing referrals under service level agreements.

To abide by the BACP's Ethical Codes of Practice for therapy, by Blue Smile's policies, procedures and Practice Standards and by the rules and regulations of the referring organisation, and ensure self-employed therapists do the same.

To work closely with the Clinical Services Manager who provides overall strategic lead for all clinical services.

RESOURCES CONTROLLED

- Service specific documentation

JUDGEMENT AND DECISION MAKING

- Good judgement will be required with regards to prioritising workload and responding appropriately to schools
- Good decision making is required in relation to managing clinical enquiries and responding to self-employed therapists

LIAISON

- Operations Manager
- Clinical Admin Assistant
- Groupwork Coordinator
- Data & Impact Officer
- Fundraising team

AUTHORITY/SUPERVISION

- Required to work on own initiative as day-to-day work will not be supervised
- Fortnightly 1:1 with line manager
- Monthly clinical team meeting

MAIN RESPONSIBILITIES & DUTIES

Clinical Responsibilities

- Manage the delivery of Blue Smile's 1:1 therapeutic service to non-Partner schools under service level agreements
- Recruit and support a pool of appropriately trained and qualified self-employed therapists to deliver 1:1 therapeutic services, ensuring that they are provided with appropriate support to deliver clinical work to a high standard
- Following the return of signed service level agreements, allocate therapists to appropriate schools, maintaining an overview of their work/caseload
- Work with the self-employed therapists to manage referrals from their allocated school
- Maintain links with senior-level school staff, providing consultation and support as required
- Ensure that all services demonstrate effective clinical practice and high ethical standards
- Work with the Data & Impact Officer to support the efficient completion and collection of service information, assessments, and outcome measures to ensure effective feedback for service delivery and development and for internal and external communications
- Support clinical service innovation and delivery of new clinical projects, as agreed with the Charity Director
- Ensure all records are stored and maintained in keeping with appropriate confidentiality regarding the sensitive personal and clinical data being processed to comply with Blue Smile's policies and GDPR requirements
- Regularly review the BACP's guidelines to ensure up to date adherence to ethical standards and high-quality provision of the charity's clinical services, and making the Charity Director aware of any changes

Management responsibilities

- Work with the Fundraising team to support applications and bids by providing service development ideas, clinical information, and contributing towards stewardship of donors
- Support the Clinical Services Manager to promote our services to schools in Cambridgeshire and surrounding areas
- Fulfil our obligations towards clinical safeguarding by supporting the Designated Safeguarding Lead
- Act as a representative of Blue Smile for external audiences
- Any other related duties as requested by the Clinical Services Manager

This job description is intended to be forward thinking and indicative rather than final and exhaustive. The listed responsibilities and key duties and tasks may develop and evolve over time and Blue Smile reserves

the right to update and/or remove certain elements. Blue Smile endeavours to keep substantial changes to a minimum and to promptly update this job description to take account of such developments.

PERSON SPECIFICATION

Essential:

- A masters-equivalent qualification in psychotherapy or therapy with children and young people
- At least 3 years post-qualification experience as a practising counsellor or therapist working with children and young people
- Accreditation to, or registration with, a relevant professional body; e.g. BACP, UKCP, BAAT, BPS
- Competency in working within an ethical framework and according to organisational guidelines and standards
- Excellent interpersonal and communication skills, both verbal and written
- Good management skills, which includes an understanding of the pressures on self-employed therapists and the ability to lead a dispersed team
- Good IT skills including Word and Excel, and ideally experience of a cloud-based storage system such as SharePoint
- An ability to work under pressure, deal with a fast and varied workload, and prioritise activities
- Knowledge of best practice in working with children and an ability to apply this and to keep up to date with research and developments
- Knowledge of relevant legislation and safeguarding obligations
- Clean driving license and access to a car

Desirable:

- Experience of working in a voluntary sector organisation
- Experience of working with school systems and statutory agencies
- Experience of working with cloud-based client record management system