

## JOB DESCRIPTION

<b>Job Title:</b> Self Harmony Coordinator	<b>Grade/Pay Scale:</b> £21,199.36
<b>Reports to:</b> Swindon Manager	<b>Hours:</b> 28 hours per week This is a fixed term post until December 2022
<b>Location:</b> 1 day a week – Gloucester, 3 days - Swindon	<b>Self Harmony</b>

### Job Purpose:

We are looking to recruit a Self-Harmony Coordinator who will lead on the Self Harmony service which has several service areas:

- Daytime counselling service which offers free counselling for people living within the Swindon borough
- A new paid evening service offering counselling sessions
- The growth of a Self Harmony counselling service in Gloucestershire
- Training in 'Understanding Self Injury and Self Harm

A counselling or psychotherapy qualification and professional accreditation is essential.

### Key Accountabilities:

#### Swindon Day Service

1. Monitor outcomes and evaluate the service in relation to key performance indicators.
2. To manage and monitor the waiting list, assessments and referrals timescales, meeting targets set by Swindon manager.
3. To build links with referral partners and wider community, including increasing referrals from high risk groups
4. To maintain up to date knowledge of legislation, national and local policies
5. Ensure that counselling sessions and practice is carried out in accordance with the BACP framework and other ethical guidelines.
6. To recruit, manage and supervise staff who conduct assessments and deliver counselling sessions
7. To provide personal development reviews (PDR) to counsellors within the team.
8. To offer 121 support/debrief meetings when needed by the team
9. To manage own case load of clients
10. To work with the team to identify supported exits for service users, in line with policy of total number of sessions
11. To authorize any extended sessions, exploring reasons and outcomes for additional sessions
12. To coordinate, manage and lead the Self Harmony counselling service.
13. To develop and review Self Harmony policies and procedures, including cancellations, assessments, referral and financial procedures.
14. To work closely with the Business Coordinator and Director to implement a business plan for the growth into Gloucestershire.
15. To lead on the recruitment, training and induction for volunteer counsellors.
16. To ensure adequate professional supervision is arranged and attendance by counsellors, including volunteers.
17. To liaise and network with relevant statutory and voluntary sectors.
18. To conduct yearly internal evaluations of the Self Harmony service.
19. To undertake assessments and allocate clients to counsellors
20. To liaise and arrange clinical supervision for all counsellors including volunteers
21. To ensure safeguarding procedures are adhered to, and if needing to be escalated, reported to Swindon Safeguarding Lead
22. To ensure all counsellors meet their CPD hours
23. To build a relationship with GWH e.g. ED and develop a referral pathway for people to access Self Harmony service.

24. To build relations with agencies which work with young people, including CAMHS to promote a referral pathway into the Self Harmony service.
25. To promote the service to high risk groups by linking in with external agencies to build relationships and referral pathway.
26. Adhere to clinical governance
27. To attend external meetings/steering groups in relation to self-harm and suicide prevention.

#### **Evening Service**

28. To ensure income from evening service sessions are provided by clients, including cancellation charges.
29. To handle and record total amount of income from evening service
30. To collect data and report on activity and outcomes when requested by Contracts
31. To promote the service with set targets to see growth in the service area
32. To build relationships with relevant statutory and voluntary sectors and external agencies within and outside of the Swindon area to promote the service
33. To build a relationship with GWH e.g. ED and develop a referral pathway for people to access the service.
34. To link in with Wiltshire services by promoting the service and developing a referral pathway e.g. through primary and secondary services.
35. Adhere to clinical governance

#### **Gloucestershire Service**

36. To develop and implement a business plan for the service, working with the Business Coordinator and Contracts manager.
37. To develop and expand existing provision.
38. To promote the Self Harmony counselling service among relevant agencies in Gloucestershire.
39. To attend meetings and steering groups in Gloucestershire in relation to self harm and suicide prevention.
40. To liaise and network with relevant statutory and voluntary sectors.
41. To attend events in Gloucestershire to promote Self Harmony services.
42. To link in with Gloucestershire services to promote service e.g. primary and secondary services, and third sector organizations.
43. Adhere to clinical governance

#### **Self Harmony Training**

44. To deliver training when required
45. To promote Self Harmony Training 'Understanding Self Injury & Self Harm'
46. To liaise with the Business Coordinator to ensure client sessions are not impacted if staff are delivering training
47. To ensure training is continually CPD accredited.

#### **Volunteers**

48. To build relationships with local colleagues and other training providers for future counselling placements.
49. To provide regular supervision to volunteers and produce placement reports
50. To recruit and provide inductions for volunteers
51. To allocate clients to volunteers, and ensure volunteers input data/session notes correctly in line with SG Mind policies and procedures
52. To review volunteering policies and procedures within Self Harmony
53. To manage volunteer counsellors across Swindon & Gloucestershire

#### **Monitoring & Evaluation**

54. To collect relevant information in line with management expectation to capture, track and monitor performance

55. Maintain accurate, confidential records of individual activity, writing reports and letters, utilising electronic record and other systems available within Swindon & Gloucestershire Mind
56. Report and record within agreed timeframes, all activity relating to information reporting and performance requirements
57. To provide timely reporting and monitoring for the Swindon Manager and Contracts Manager for reporting to stakeholders and commissioners

#### Support & Advice

58. Provide up to date information, signposting and referral information for children, young people and adults.
59. To refer, signpost and support individuals to the most appropriate services, within Swindon & Gloucestershire Mind, with mental health service providers and community resources

#### General Duties

60. Effectively build hope inspiring relationships which acknowledge the personal journey of each person, and focus on strengths and aspirations to allow the creation of meaningful personal recovery plans
61. Work collaboratively and sensitively with individuals, with a range of mental health needs to develop skills to manage their own health, in accordance with their personal recovery plan
62. Actively promoting and using approaches which are affirming, build on strengths, identify past positive experience and success
63. Use small steps to move towards the person's goal
64. Promote the rights of individuals by recognising differences and acting in accordance with the relevant legislation, recognising and reporting discriminatory behaviour, and taking appropriate action
65. Monitor and maintain health, safety and security of self and others, taking appropriate action where required
66. To undertake general admin duties (e.g. answering the telephone) whilst in the office.
67. To deliver training when required
68. To support other areas of work and undertake other duties at Swindon & Gloucestershire Mind when needed

#### Training and support

- You will receive an induction to Swindon & Gloucestershire Mind, your job role and working environment.
- You will have a line manager and receive supervision.
- You will be provided with training to enable you to do your job effectively
- Where possible and relevant to your job, we will support you to further your learning and development.

The role will involve flexible working covering some evenings and you will be required to work across both offices.

#### Knowledge/Experience/Skills:

##### Essential

- Relevant experience of working in any health, social care, or any related voluntary organisation setting
- A counselling or psychotherapy qualification and professional accreditation
- Experience of leadership and management skills
- Demonstrable knowledge and experience of working with people with mental health problems
- Able to articulate a clear knowledge of policy and legislative frameworks within which mental health services are delivered.
- Demonstrates a good understanding of recovery principles and the role of mental health services in the delivery of care

- Demonstrate well-developed listening skills and effective verbal communication skills, such as being able to engage appropriately with service users, carers, colleagues, statutory and voluntary agencies, both face to face and by telephone.
- Well-developed IT skills including competent use of Microsoft Office, and the use of electronic record keeping systems
- Demonstrates a willingness to embrace new technology and processes
- Demonstrate well developed written communication skills, with the ability to produce letters, written reports, maintain accurate records and record required statistical information
- Able to support, coach and empower people within counselling sessions
- Willingness to support people with a range of needs to meet their recovery goals
- Understanding of the issues and concerns of individuals with mental health needs
- Knowledge and commitment to service users' rights
- Knowledge of local policies in respect of safeguarding
- Able to demonstrate a broad understanding of the concept of confidentiality
- Willingness to take part in activities which support team working
- Able to demonstrate an understanding of equality and diversity
- Able to manage stress and to plan and prioritise workload

#### Desirable

- Experience of working with people with learning disabilities and autism
- Experience of teaching/training individuals or groups
- Knowledge or understanding of employment needs and support for people with mental health issues
- Qualification in providing counselling supervision
- Able and willing to reflect on work practice and be open to constructive feedback
- Able to work in an enabling and creative way
- Able to carry out practical tasks
- High level of self-awareness – ability to critically appraise own performance
- To be able to maintain a flexible working pattern

#### Review

These duties are intended to be a guide to the post and should not be considered exhaustive. It is subject to review, depending on the needs of Swindon & Gloucestershire Mind. The post holder will be encouraged to participate in any such review.

#### Probationary Period

New employees will be subject to a six-month probationary period and will be subject to an enhanced DBS check