

Job Description

Emotional Wellbeing Service Coordinator

Role: Emotional Wellbeing Service Coordinator

Organisation: Vineyard Compassion

Location: Hope Centre (Vineyard Compassion, 10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED)

Line Manager: Emotional Wellbeing Service Lead

Hours of Work: 24 hours per week (within Mon-Fri 9am-5pm)

Salary: £20,000-£22,000 per annum pro rata (subject to qualifications, experience, desirable criteria)

Pension: A generous employers pension contribution of 5.5% is included with this role

Sick pay: Company sick pay policy is included

Holiday allowance: 31 days per year including bank holidays (pro-rata)

Length of employment: 2 Years Fixed Term Contract

Final application date: Mon 13th June at 12noon

Interview dates: Week starting Mon 20th June

Likely start date: ASAP

About Vineyard Compassion

Vineyard Compassion provides people with practical & emotional support at their point of need while empowering them to tackle the underlying root causes of poverty through a range of innovative projects. As we move towards creating a transformed & thriving community, we want to remain inwardly strong as well as outwardly focussed.

Vineyard Compassion, a charity birthed out of Causeway Coast Vineyard Church with a Christian ethos & values, is first & foremost a volunteer organisation with (paid) staff coordinating the projects & releasing volunteers to work effectively within them. When a decision is made to appoint a paid staff member, each staff member will be expected to gather a volunteer team to multiply the hours they work. For more information, please visit our website www.vineyardcompassion.co.uk.

Project Summary

The Emotional Wellbeing Service (EWS) seeks to empower people at all stages of their mental health journey to become resilient no matter what life throws at them. The 3 stages are:

1. Crisis Intervention
2. Early Intervention
3. Prevention

We achieve this by bringing together the 3 strands of:

1. One to One Talking Therapies (Counselling for Children, Young People & Adults)
2. Therapeutic Groupwork (ie Emotional Resilience)
3. Therapeutic Activities (ie Community Allotment)

Role Summary

The EWS Coordinator will be a Christian & he/she will be required to represent Vineyard Compassion's Christian ethos throughout all his/her activities by applying a Christian mind-set & attitude to the role & to spiritually support the work of Compassion through Christian prayer & fellowship.

The EWS Coordinator is responsible for the day-to-day administration & coordination of the Emotional Wellbeing Service under the direction & line management of the EWS Leads. The EWS Leads are responsible for the strategic development of the EWS, which would be both implemented & coordinated by the post-holder. The EWS Coordinator will therefore be responsible for setting up systems & processes that facilitate the expansion & smooth running of the service. The post-holder will coordinate the various strands that make up the service, engaging with counsellors, group facilitators & project leaders to ensure clients have a clear pathway to wellbeing & resilience.

Key Activities

Reporting to the EWS Leads, the EWS Coordinator will oversee the effective administration of the EWS & be responsible for coordinating the delivery of high-quality services for a range of clients.

Administration

- Provide excellent customer service as a main point of contact for EWS
- Manage all enquiries via telephone, email & social media & send out communications as required to clients/agencies including posts on social media to market & promote the service
- are dealt with efficiently & in timely manner.
- To provide a high level of administrative support to the EWS Leads, counselling team, course facilitators & project leaders.
- To manage & organise (online & paper) filing system, keeping it up to date personally as required.
- Maintain & develop the effectiveness of EWS client case management IT system & support staff to maintain up to date & accurate record keeping & data
- Develop a range of useful monitoring reports from EWS client case management system & run these reports regularly
- Collate information from client feedback & present in a suitable format
- To ensure the consistent collection of EWS data for service audit & statistical reports.
- Respond to client requests for case notes, GP letters etc
- Help promote & raise awareness of EWS
- Make general enquiries with external agencies about clients, referrals, invoicing, & payments
- To maintain confidential & accurate records of client contact in line with data protection requirements
- To assist EWS Leads to review governance & protocols for the service, ensuring policies, procedures & guidelines are current.
- To assist EWS Leads to uphold safeguarding & risk management procedures.
- To help establish effective links with other community/voluntary service providers & statutory agencies.

- To identify, compile & submit appropriate cases to be used as case studies for monitoring, funding & organisational reports.

Financial

- Ensure Counsellors & facilitators invoices are submitted on IT system & sent to Finance Dept for payment each month
- Ensure any external contracts have been invoiced accurately each month
- Keep a spreadsheet on any funded services & regularly update EWS Leads & Chief Exec

EWS Coordination - Counselling

- Ensure referral process is simple & effective for agencies & individuals
- Ensure EWS Leads allocate all referrals & first contact takes place within 10 working days of referral
- To arrange counselling appointments, follow up the administrative progress & report to Service Manager of changes in schedules, etc.
- To ensure messages from client to counsellors are delivered efficiently
- To support EWS Leads in the organisation & distribution of material to the counselling team.
- To assist EWS Leads to build, maintain & coordinate a bank of self-employed sessional counsellors to deliver the client caseload, ensuring quality standards are met
- To encourage counsellors in training by offering practice placement opportunities.
- To assist in the timely allocation of clients & waiting list management.
- To help develop & improve counselling service by ensuring efficiency in service delivery, establishing effective service monitoring systems, & managing communication pathways.
- Assist clients to engage with the other services as required

EWS Coordination - Therapeutic Groupwork

- Under the direction of EWS Leads - recruit course facilitators & coordinate the various group sessions, ensuring they are advertised widely in VC & community.
- Ensure Facilitators invoice for sessions & submit to Finance Dept for payment
- Ensure courses are reviewed & evaluated for continued development

EWS Coordination - Therapeutic Activities

- Under the direction of EWS Leads - liaise with project leaders to create sessions suitable for EWS clients to engage.
- Ensure activities are reviewed & evaluated for continued development

Pastoral Responsibilities

- Pray with & lead others into a personal relationship with Jesus
- Pray with staff & others who request it
- Signpost others to appropriate pastoral / spiritual help within the church
- Willingness & ability to communicate their own story of their faith journey
- Positively promote the Christian faith in line with the objectives of Vineyard Compassion (& Causeway Coast Vineyard)

Culture:

- Will clearly live out, embrace & impart the culture of Vineyard Compassion (& Causeway Coast Vineyard church) through being Relational, Intentional, Missional & Supernatural.
- Clearly demonstrate a heart & passion for the charity.
- Sincere acceptance, understanding & practice of the Christian ethos & purpose of the charity.

Other Duties

- This job description is a broad picture of the post at the date of preparation. It is intended to convey information essential to understanding the scope of the job & the general nature & level of work performed by job holders within this job. It is not an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position & it is recognised that jobs change & evolve over time. Consequently, the post-holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Personnel specification

	Essential	Desirable
Qualifications	5 x GCSEs (or equivalent) at Grade C or above including Maths or 3 x A Levels (or equivalent) at Grade C or above	Relevant qualification in counselling or mental health related field
Experience	Experience of general administration duties Experience of working both on own & as part of a team Experience of coordinating projects Experience of leadership & managing a team Experience in meeting agreed deadlines & targets whilst managing a complex & varied workload Experience & understanding of mental health issues Pastoral experience including praying with & leading others to personal faith in Jesus	Experience of working in a church or charity environment Experience of managing volunteers Experience of overseeing budgets
Skills	Excellent communications skills; verbal, written & oral Excellent organisational skills including: planning, setting priorities, delegation skills, meeting deadlines & multi-tasking. Proven ability to work with minimum supervision & use own initiative to complete duties & tasks Proven ability to build effective working relationships Concern for excellence & attention to detail High capacity for Troubleshooting / Problem solving Excellent at inspiring & motivating others Project Coordination Skills Ability to deal with conflict Excellent time & task management	Good numerical ability Skilled in budgets & financial processes



	<p>IT skills - excellent use of Microsoft Office package</p> <p>Able to use software & electronic work methods such as such as email, Facebook, Twitter, etc</p> <p>Excellent use of databases</p>	
Personal	<p>Enjoys a dynamic & changing environment</p> <p>Life-long learner, eager to improve skills & strengths; personally, & in the role</p> <p>Responsive to correction & direction</p> <p>Will show a high degree of relational & emotional intelligence, demonstrating excellent self & other awareness</p> <p>Aware of how they influence others & how to foster healthy team dynamics in order to be a relational fit within the team, particularly with those they will be working closely with.</p> <p>Will have a clear awareness of their strengths & applying them in a team context</p>	
Christian Commitment	<p>The candidate must be a Christian - demonstrated by their love for God, intentionality in developing their character to be more like Jesus; they must love the church & be committed to our mission here at Vineyard Compassion (& Causeway Coast Vineyard church).</p> <p>Be able to give both verbal assent to & practical demonstration of agreement with Vineyard Churches UK & Ireland Statement of Faith as well as Vineyard Compassion's Ethos & Values Statement.</p> <p>Be able to actively participate in prayer & worship, whether individual, small group or corporately, as an expression of own personal faith & in line with VCUKI Statement of Faith.</p>	<p>Our desire would be that the successful candidate would be committed to Causeway Coast Vineyard church (as an existing member or willing to join)</p>

Additional Information

For this role, we recruit for character, competence, chemistry & culture.

Application Forms can be requested from our office or downloaded from our website at www.vineyardcompassion.co.uk

Please return completed typed application forms by 12 noon on Monday 13th June to:

Email: james@causewaycoastvineyard.com

Post: James Johnston, Compliance and Resources Director, Causeway Coast Vineyard, 10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED

* Applicants please note: Shortlisting will be carried out on the basis of the essential criteria set out above, using the information given on the application form. You should therefore address the requirements when completing the application form, as failure to do so may result in you not being shortlisted. The selection criteria may be enhanced at the shortlisting stage if a high volume of candidates meet the current essential criteria. Appointments are subject to verification of appropriate qualifications & vetting clearance.