

Job Description

eTherapy Coordinator

Responsible to	Senior eTherapy Coordinator
Salary	£20,962 pro rata (Agenda for Change band 4 fixed point 13)
Hours per week	18.85
Annual Leave per annum	25 pro rata (rising to 30 days after 5 years)
Main base	Oakland House, Manchester, M16 0PQ
Contract	Fixed Term until March end, 2019
Level of DBS check	Enhanced

Main aims of the post
<p>To manage a case load of clients.</p> <p>To support the delivery of evidence based guided self-help via the telephone and face-to-face.</p> <p>To support events within the community.</p> <p>To promote the service, and where necessary to generate referrals.</p>

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 collate and analyse performance data as necessary
4. To develop effective relationships with a range of external organisations and agencies
5. To promote the service to communities and agencies as appropriate
6. To keep accurate and up to date records of clients records
7. To ensure quality standards are adhered to and met and that audits are passed
8. 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 eTherapy Coordinator

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)
1.Experience		
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
2.Skills		
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
3.Knowledge		
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		E
4. Education – qualifications required for this post		
a. GCSE or equivalent grade C or above	A/I	E

b. Undergraduate degree in psychology, social work, mental health	A/I	D
c. Training in mental health and/or physical health	A/I	D
5. Personal		
a. Positive 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