



## **Job Description: Mental Health and Wellbeing Service National Co-ordinator**

<b>Post:</b>	Mental Health and Wellbeing Service National Co-ordinator
<b>Hours:</b>	35 hours per week, flexibly to meet the demands of the job
<b>Salary:</b>	OPFS Points 19 – 23 (£26,716 - £32,330)
<b>Location:</b>	Edinburgh
<b>Reports to:</b>	Head of Support for Families

### **Role and Responsibilities**

Funding for this post comes from a successful application to the UK Government's Tampon Tax Fund to create a mental health and wellbeing service. The aim of the Wellbeing Service is to offer a free support and counselling service for those most in need to enable them to better manage their mental health and minimise the impact on their well-being. This service will be accessed on-line, text chat, face to face and in a group setting. The post holder will be a member of a multidisciplinary team providing support for single parent families and their children.

The post holder will be responsible for the overall management of OPFS Therapeutic Support, including partnership and volunteer management, collaboration with OPFS Digital to produce online content and communications and development of OPFS Health & Wellbeing Training Services.

### **Key Tasks**

- To plan, resource and deliver OPFS Therapeutic Support which are responsive to the needs of service users and staff, meet BACP and other relevant standards, SSSC Code of Practice and regulation, fit with OPFS strategy and follow annual operational plans.
- To recruit, induct, manage, motivate and develop volunteers, in keeping with OPFS policies, ensuring that they are appropriately skilled and able to fulfil the changing requirements of their roles.
- To monitor the caseload of counsellors and allocate clients nationally appropriate to their skills and experience.



- **Case Management:** To manage the service including referral development, triage, assessment, liaison, allocation and administration processes.
- **Information and support:** Provide phone based and digital counselling based/informed support and advice including referral to other OPFS services or other agencies.
- **Resource Development:** Contribute to the development of mental health and wellbeing resources (online and offline) and information for single parent families.
- **Publicity:** Contribute to the development of publicity materials, supporting digital awareness raising activities; and publicising the service effectively.
- **Training:** Develop resources for and deliver training on phone based/online support and wider Health & Wellbeing issues affecting single parents. Develop group based programme support and Ambassadorial programmes.
- **Networking:** Developing and maintaining purposeful contact with a wide range of agencies to develop referral pathways and contribute to potential partnership working in order to create new beneficial opportunities.
- **Support Rotas:** Co-ordinate online and phone-based support rotas for local Health and Wellbeing workers.
- **Representation:** Represent Health & Wellbeing Services and OPFS as required at appropriate external meetings and effectively promote the organisation.
- **Record keeping, evaluation and reporting:** Maintaining service records as required, conducting regular evaluations of work to ensure aims and outcomes are being met and submit, or contribute to, reports in line with OPFS reporting schedules.
- Any other duties relevant to the post, service or organisation as requested by the manager or OPFS directorate.

*The job description is a broad picture of the post at the time of preparation. It is not an exhaustive list of all possible duties. It is recognised that jobs change and evolve over time.*



## Personal Specifications

### Essential

- **Qualifications:** Relevant qualification to degree level in a relevant discipline or equivalent relevant experience, including:  
Knowledge of counselling interventions and qualifications  
Counselling Diploma  
Relevant professional membership
- **Experience:** Substantial professional experience delivering support services.
- **Single Parents:** Clear understanding of the barriers faced by, and the needs of, single parent families and the issues they face and the impact these can have on mental health and wellbeing.
- **Telephone and Online Support:** Previous experience of supporting people using counselling approaches by telephone or online contact.
- **Training:** Previous experience of developing and delivering training material
- **IT:** Competent in word processing, spreadsheets, use of databases and email
- **Initiative:** Ability to work independently to an agreed plan of work and contribute to the work of a team.
- **Communication Skills:** A good standard of written and oral communication and ability to compile comprehensive reports and records.
- **Flexibility:** Ability to work flexibly to meet the needs of the service provision.

### Desirable

- **Qualifications:** Counselling Supervision.
- **Services for families:** Specialised knowledge and experience of services that can benefit single parents and their children.
- **Mental Health and Wellbeing:** Experience of delivering services supporting positive mental health and wellbeing for families.
- **Marketing:** Previous experience of developing and delivering effective promotional materials.
- **Driving License:** A valid driving licence and access to a car.



## Terms & Conditions

- **Confirmation of Appointment:** Fixed term contract until 30<sup>th</sup> June 2020. Confirmation of appointment is subject to satisfactory completion of a 3-month probationary period.
- **Salary:** OPFS Points 19 – 23 (£26,716 - £32,330)
- **Hours of work:** Hours of work will be 35 hours per week, worked flexibly to meet the demands of the job.
- **Holidays:** Annual leave entitlement is 25 days and 12 Public holidays.
- **Pension:** You will be auto-enrolled in our pension scheme with a 2% contribution from you and 3% from OPFS. Once the appointment has been confirmed you are eligible to join the Employer's Full Pension scheme with the Pensions Trust. OPFS pays 7% of your salary and you pay a minimum of 3%.
- **Training and support and supervision:** You will receive induction training and frequent support in the first three months. Thereafter you will receive monthly individual support and supervision and annual appraisals. Regular team meetings will be held and staff have access to internal and external training.
- **Equal Opportunities and Family Friendly Employment:** OPFS aims to be an equal opportunity and family friendly employer. OPFS has Investors in People status.
- **Recruitment Timetable:** Closing Date: 5pm Monday 4<sup>th</sup> February 2019. Please email a completed application form to [jobs@opfs.org.uk](mailto:jobs@opfs.org.uk)

