**Salary** £2,548 **hours:** 3.5 weekly (hourly rate: £14) **Pension Auto-Enrolment** is through NEST where eligible

In this role you will be a creative, organised individual, who works well with children in a therapeutic role.

You will be expected to work out of school hours such as evenings and weekends. **All duties are essential unless otherwise stated.**

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| **RESPONSIBILITY / DUTY** | **Notes**  |
| **1a HUMAN RESOURCES** including supporting the Safeguarding of all service users | You will support the Practitioner Support Team Leader and the Managing Director to make decisions on appropriate safeguarding responses, and where necessary will support families to understand why safeguarding responses have been initiated. This might include speaking to parents, or the child, to explain what will happen next and why, or supporting the CYP counsellor to do the same.  |
| **2a THERAPEUTIC PROVISION** including counselling one to one for children  | You will be a qualified counsellor with 1 or more years experience working therapeutically with children and young people aged 8 and over, and with adults. You will have your own case-load of CYP work. You may support the Practitioner Support Team Leader and the Managing Director in triaging CYP referrals and may also complete initial assessments where appropriate.  |
| **2b THERAPEUTIC PROVISION** including own case-work management  | You will schedule your appointments around the organisation’s availability and needs. This means complying with opening hours and room availability. You will submit your own case-notes and follow procedures around session duration, number of sessions and logging of attendance.  |
| **3a FOLLOW RELEVANT PROCEDURES** including supporting the MD to manage the waiting list  | You will support the Practitioner Support Team Leader and the Managing Director by submitting your notes appropriately, raising safeguarding concerns appropriately, and following Open Minds’ policies around session numbers, and extensions where appropriate.  |
| **4a Financial Systems** including supporting the Finance Officer to record financial activity in the organisation  | You will support the Finance Officer by making efficient records of payments made by clients during your shift. You may take payments from clients by sumup reader, cash or equivalent method and record these as appropriate to the organisation’s needs.  |

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| **RESPONSIBILITY / DUTY** | **Notes**  |
| **5a Administration & Customer Care** including * Carrying out efficient reception duties
* Responding to the needs of individuals using the service
* Responding to the needs of groups using the service
* Dealing with personal and telephone enquiries
* Referring others to appropriate people / organisations
 | You may on occasion be expected to answer the phone You will be expected to have an appropriate phone manner; taking messages and communicating these to the appropriate staff member if you cannot address the issue yourself. You may be expected to send reminder texts where appropriate to CYP clients prior to their attendance, and to follow up missed attendance where applicable. You will be expected to signpost appropriately where people contacting the organisation are not best served by the support we can offer.  |
| **6a Other** including to effect any quality assurance systems of benefit to OPEN MINDS and our beneficiaries  | You will support in auditing the organisation. This will include completing appropriate anonymised forms for outcome and output monitoring. This may include contacting people who have benefited from Open Minds’ support in order to obtain feedback.  |
| **6b Other** including to be willing to undertake training as appropriate to the post and project  | You will undertake training as appropriate to the post and project  |
| **6c Other** including such other duties as may be required which are consistent with the duties and responsibilities of the post  | You will be expected to fulfil other duties as may be required which are consistent with the duties and responsibilities of the post such as those consistent with health and safety and ensuring proper upkeep of the service (for example, setting the dishwasher going at the end of your shift)  |

**The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.**

**Job description approved by: ……Helen Mason, Managing Director …………. Date: ……23.02.2022 ….**

**Employee Signed: ………………………………. Date: ……………….**

**Employer Signed: ….……………………………. Date: ……………….**

**Organisational Structure and Accountability**

**Line-Manager:** Managing Director (Helen). Helen will put in place support to ensure you can fulfil your role, and will evaluate your performance and workplace development.

**Other support and guidance:** Children and Young People’s Practitioner Support Team Leader (Simon) is responsible for co-ordinating the CYP waiting list, triaging referrals and allocating clients to CYP counsellors. He will be available to talk to about case-work as and when you need support, and can be relied on for support when making decisions about safeguarding. If you have safeguarding concerns or wish to discuss anything about the practical workings of the organisation you should speak to Helen or Simon.

The Practitioner Support and Office Team Leader (Mel) has responsibility for the adult waiting list and can offer you guidance with any difficulties you may have using our systems.

**Venue:** You will be expected to work from 28 Christchurch Road, Doncaster, DN12QL for in person counselling. Where remote and home working are required you will be provided with suitable equipment including a laptop for video call therapy, and expenses will be paid towards mobile telephone use for telephone therapy, in order to support you to perform your duties.

**This post requires an up to date, clear, enhanced DBS.**

There will be a 6 month probationary period.

**Annual Leave allowance** is 30 days, pro-rata, plus bank holidays and 2 mandatory weeks at Christmas.

**This post is fixed term**, and is a time-limited grant funded post until 31st March 2023, but may be extended subject to funding availability and the requirements of the organisation