



Registered Charity Number: 1045429

Office 73, 4th floor, Building 8, Vantage Point Business Park,
Mitcheldean, Glos. GL17 0DD

Phone: 01594 372777 Email: admin@ticplus.org.uk Web Site:
www.ticplus.org.uk

Job Pack

Job Pack: Referral Team Administrator

Thank you for your interest in working for TIC+. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About TIC+ and the Role
- Job Description/Person Specification

The closing date for applications is **Friday 30th July**
Interviews will be held on **Wednesday 3rd August**

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.

Completed applications should be sent to:

hr@ticplus.org.uk

Or by post:

HR Department
Office 73, 4th floor, Building 8
Vantage Point Business Park
Mitcheldean
Gloucestershire
GL17 0DD

Guidance Notes for Applicants

Filling in the application form

- Please complete all parts of the application form. **(CVs will not be accepted in place of an application form).**
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Give full details of your duties in your present or most recent job. This may be a voluntary role. Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- TIC+ does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Candidates with disabilities

TIC+ welcomes applications from candidates with disabilities. Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Safer Recruitment

TIC+ is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. You must be willing to undergo child protection screening appropriate to the post, including checks with past employers. You will be interviewed and assessed against the criteria set out in the job description and person specification. All employment offers are made subject to the following checks

- satisfactory references
- right to work check
- satisfactory health check

The declaration section of the application form must be completed. TIC+ is an organisation that provides services for children young people and families and operates a Safer Recruitment Policy.

You will appreciate therefore, that TIC+ must be particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults.

Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

Details of any criminal record must be submitted with your application form in a sealed envelope marked 'Confidential'.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about TIC+ please contact a member of our Human Resources Department 01594 372777 or email hr@ticplus.org.uk.

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Thank you for considering applying to TIC+

Job Detail

- Job Title:** Referral Team Administrator
- Rate of pay:** £10.37 per hour
- Managed by:** Referral teams Supervisor
- Place of Work:** TIC+, Office 73, 4th floor, Building 8, Vantage Point Business Park, Mitcheldean, Glos. GL17 0DD. You may also be required to attend TIC+ meetings and training related to the post at various locations across Gloucestershire as required.
- Hours of Work:** 25 hours over 4/5 days – To be worked within core hours of Monday- Friday 0900-1800
- Contract:** Permanent (subject to funding)
- Holiday:** 5.6 weeks a year (inclusive of bank holidays) pro rata for part time employees.
PLUS
TIC+ offers enhanced annual leave of up to ten days (pro rata) based on length of service. You will become eligible for this after your first year of service. In addition, TIC+ gifts any non-Bank Holiday days that you would normally work between Christmas Day and New Years Day.
- Terms:** There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed.
- Job purpose:** Due to increased growth and need for our services an opportunity has arisen for the appointment of a **Referral Team Administrator** to join our passionate, dedicated and professional team based at our Head Office in Mitcheldean. The role mainly involves taking referrals from children, young people, parents and professionals, in addition to a variety of administration tasks which enable and support the service delivery.

About TIC+

TIC+ is a charity established in 1993 serving Gloucestershire and surrounding areas. TIC+ reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling - online and face-to-face for children and young people
- Family Counselling
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals

TIC+ has a home office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

Our Mission, Ethos and Values:

TIC+ is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."* John 10:10.

An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos

Our values are at the core of who we are and how we work. They set out how we work with our service users, each other and anyone who encounters TIC+. If you come to work with TIC+ these are the values you can expect from us and which we will ask you to work to as well.

Our Values:



WE CARE

- We value everyone as unique individuals
- We show appreciation
- We create safe spaces
- We are kind, supportive, warm and friendly

WE'RE HERE

- We offer non-judgemental support
- We communicate openly, honestly and respectfully
- We take time to understand
- We are accessible and responsive

WE HELP CHANGE LIVES

- We support everyone to reach their full potential
- We build relationships that matter
- We offer hope
- We are passionate about getting the best outcomes

WE KEEP MOVING FORWARD

- We listen, learn and grow to make things better
- We seek new ways of working
- We embrace collaboration
- We use our funding wisely

Job Description

Job Title:	Referral team Administrator
Responsible to:	Referral Team Supervisor
Job Purpose:	<p>Due to an exciting period of growth an opportunity has arisen for the appointment of an Administration Assistant to join the passionate, dedicated and professional administration team based at our Head Office in Mitcheldean.</p> <p>The role mainly involves taking referrals from children, young people, parents and professionals, in addition to a variety of administration tasks which enable and support the service delivery.</p> <p>The administration assistant is the first point of contact for users of the service, who may be in a state of emotional crisis or shock. It is therefore essential that the post holder:</p> <ul style="list-style-type: none"> • is confidential with a high level of personal integrity • has a warm and welcoming manner • a flexible and robust character • efficient in multitasking <p>We are looking for an individual who can learn quickly and work collaboratively alongside a mainly part time staff team.</p>
Main Duties:	<p>Your role may involve any of the following activities depending on the priority of the organisation:</p> <ul style="list-style-type: none"> • Taking telephone counselling enquiries from service users and directing to relevant service as appropriate. • Processing referrals from service users and professionals from the statutory and voluntary sector. • To assist the Counselling Coordinator with the administration and the allocation of clients to counsellors as appropriate. • To manage the service central email correspondence, phone and post enquiries. • To manage a workload of day to day administrative tasks working effectively and collaboratively within a small administrative team. • To enter client data and performance measure statistics onto an internal and external database. • Maintain office equipment and ordering of stationary. • Liaising with counsellors, managing any immediate difficulties which may arise until appropriate Team Lead is available. • Communication via letter, email and phone with detailed direction from other staff, or using own initiative and consultation with others. • Create and maintain accurate and up to date administrative records on all clients of the service.

	<ul style="list-style-type: none"> · Attend team meetings and take notes as appropriate. · To support Team Leaders/Supervisors in maintaining accurate Standard Operational Procedures.
General duties	<p>The post holder will be expected to:</p> <ul style="list-style-type: none"> • work in accordance with the aims of TIC+. • observe and act in accordance with the policy and procedures set out by the trustees and directors of the charity this includes but is not restricted to the following policies: <ul style="list-style-type: none"> ○ TIC+ Safeguarding Vulnerable Adults and Children and Young People ○ TIC+ Data Protection & Information Governance & IT Governance ○ TIC+ Equal Opportunity/Anti-oppressive/Anti-discriminatory. • assist with any reasonable duty at the request of the line manager for the post. • engage in regular line management 1-1s, supervision, staff meetings and recognise the importance of each.

Person Specification:

The person appointed will be expected to have the key essential skills and attributes listed below. The items under the heading 'desirable attributes' will also be useful. However, candidates who do not have these desirable attributes should not be deterred from applying as relevant support/training can be made available for the right person.

Selection Criteria	Method of Assessment	Essential	Desirable
1 Training, Qualifications and Experience			
The successful candidate will have:			
1.1 experience of supporting people experiencing emotional distress.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 		√
1.2 experience of working with children, young people and families.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 		√

1.3 a recognised qualification in a business related discipline.	<ul style="list-style-type: none"> ▪ Application form 		√
1.4 experience of working with complex administrative / organisational systems, policies and procedures.	<ul style="list-style-type: none"> ▪ Application form 	√	
2 Knowledge			
The successful candidate will be able to demonstrate an awareness of:			
2.1 the General Data Protection Regulation GDPR and the principles of confidentiality and sharing information.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
2.2 the importance of safeguarding children, young people and vulnerable adults and related practices.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
2.3 equal opportunities and anti-discrimination practices.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
2.4 the issues faced by young people and families experiencing emotional and mental health difficulties.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
3. Ability			
The successful candidate will be able to:			
3.1 demonstrate a high degree of competency and confidence in the use of IT systems and software packages e.g. Microsoft Word, Excel, PowerPoint etc. navigation of the web, internet and intranet use, email etc.	<ul style="list-style-type: none"> ▪ Application form ▪ Demonstration at Interview 	√	
4. Communication Skills			
The successful candidate will be able to:			
4.1 convey warmth and compassion to service users.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
4.2 hold professional boundaries with service users.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	

4.3 demonstrate a high degree of competency in written and verbal communication skills	<ul style="list-style-type: none"> ▪ Application form ▪ Demonstration at interview 	√	
5. Personal Attributes			
The successful candidate will demonstrate:			
5.1 a passion for the mission of the charity – “to improve, preserve and promote good mental health and wellbeing among children, young people and families.”	<ul style="list-style-type: none"> ▪ Application form and Interview 	√	
5.2 the necessary compassion, values and behaviours required to provide person-centred care and support to service users, colleagues and all other charity stakeholders.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
5.3 a high level of personal integrity and confidentiality	<ul style="list-style-type: none"> ▪ Application form 	√	
5.4 the ability to plan, organise and prioritise workload and manage time effectively.	<ul style="list-style-type: none"> ▪ Application form 	√	
5.5 a willingness to learn	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
5.6 the ability to work under pressure	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
5.7 the ability to embrace change well	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
5.8 the ability to deal with difficult situations effectively.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
5.9 the ability to work in a way that positively engages with issues of diversity and difference.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
5 Commitment			
The successful candidate should be able to demonstrate commitment to:			

6.1 support the Christian ethos of the charity.	<ul style="list-style-type: none"> ▪ Application form 	√	
6.2 To attend: <ul style="list-style-type: none"> • office Staff Team meetings on a regular basis. • regular 1-1 sessions with your line manager. • to attend monthly reflective supervision 	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 		