



Registered Charity Number: 1045429

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

Phone: 01594 372 777 Email: admin@ticplus.org.uk Web Site: www.ticplus.org.uk

Job Pack

Job Pack: Safeguarding and Allocations Team Lead

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: Friday 31st March 2023

Interview: Mitcheldean H.O. Tuesday 11th April & Wednesday 12th April 2023

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 emailed to: hr@ticplus.org.uk
or sent by post to:**

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

Guidance Notes

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.
- 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.

Commitment to Inclusivity and Diversity

Here at TIC+ we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

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.

Keeping children, young people and families safe

TIC+ is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced Disclosure and Barring check. You will be

interviewed and assessed against the criteria set out in the job description and person specification. We are 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.

The post is exempt from the Rehabilitation of Offenders Act 1974, therefore, all convictions, cautions and bind-overs, including those regarded as 'spent' must be declared. Details of any criminal record should be submitted with your application form in a sealed envelope marked 'Confidential'.

The declaration section of the application form must be completed.

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.

All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service;
- satisfactory references
- right to work check
- satisfactory health check

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

Thank you for considering applying to TIC+

About TIC+

TIC+ is a charity established in 1993, and now reaches thousands of children and young people every year as well as offering support & advice to parents & professionals. We are passionate about ensuring that every young person has easy, prompt, independent access to appropriate support according to their needs. We want 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.

We offer:

- Counselling – online, remote (video & phone) and face-to-face for children and young people
- Anonymous online helpline for children and young people
- Counselling support for young people with eating difficulties
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals

TIC+ has a head office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county.

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."*

The Christian faith is not explicit in any of the services we provide. An outworking of our 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:



Job Description: Safeguarding and Allocations Team Lead

How this role contributes to the TIC+ Mission, Vision and Values:

We are passionate about making a difference in the lives of children, young people, and families. We strive to be the go-to provider of therapeutic services in the UK, empowering and transforming the lives of those we work with. We want to give every young person the chance to live their best life by creating a safe, supportive space where they can talk to someone when they need it most. We believe that every child and young person deserves quick and easy access to the best evidence-based therapeutic support available, and we're committed to making that happen.

As the Safeguarding and Allocations Team Lead, you will be responsible for managing the team that handles allocations, immediate safeguarding, and ongoing risk assessments for children and young people referred to our service. You will develop and implement policies and procedures to ensure compliance with relevant legislation and best practice guidelines. You will also help to develop partnerships and pathways with key agencies in the local integrated care system and contribute to our Clinical Governance.

All roles at TIC+ will embody the Christian ethos and values of TIC+

Reports to:

Director of Clinical Services (DoCS)

External Relationships: The Safeguarding and Allocations Team Lead will be responsible, with the TIC+ team, for establishing and maintaining caring, professional, ethical and effective working relationships with service users and professionals from a wide range of organisations including the statutory and voluntary sector.

Key Relationships

- Referral Taking Team
- Clinical Team
- Safeguarding and Counselling Coordinators
- Clinical Leadership Team
- Director of Clinical Services
- Clinical Advisor and Research Lead
- Key external colleagues CAMHS and Social Care etc.

Post:

This is a full time post 37.5 hours a week, however a minimum of 30 hours a week will be considered for the right candidate. You will be expected to work some evenings and weekends providing on call safeguarding oversight on a rota basis. You may be required to work additional hours when authorised and as necessitated by the needs of the business.

Place:

- The base for the post is Mitcheldean GL17 0DD.
- We also have offices in Gloucester where you will be required to work for part of the week.
- You will be able to work one day a week from home (subject to the demands of the business).
- The successful candidate will

- be required to travel to attend meetings and meet other external stakeholders.
 - not be required to work outside the UK.
- Travel expenses will be paid for travel away from your normal place of work.

Use of vehicle

- The post requires you to hold a valid UK driving license.
- You are required to have the use of a vehicle to travel for work purposes.
- It is your responsibility to inform your insurance company that you use your car for work.

Terms:

- This post is permanent subject to funding.
- There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed.
- Employment is conditional upon the post holder providing a satisfactory Disclosure and Barring Certificate (coordinated by TIC+)

Role and Responsibilities:

Your role will involve the following activities:

- Promoting and safeguarding the welfare of vulnerable individuals
- Oversight of the Allocations and Safeguarding Team responsible for:
 - the efficient and safe assessment and allocation of clients
 - providing advice and support to clinical staff managing clinical and safeguarding risk.
- Providing operational cover for the Allocations and Safeguarding Team when necessary
- Oversight of TIC+ participation at the twice-weekly NHS ICB Single Point of Access Navigation Hub.
- To meet regularly with colleagues at CAMHS and Social Services for case management discussions each week/month where appropriate
- To escalate external referrals to relevant agencies as a matter of urgency where appropriate
- Manage and oversee the rota providing safeguarding cover for the clinical team out of hours.
- Develop and deliver training to staff and volunteers to ensure that they have a clear understanding of safeguarding responsibilities and how to respond to concerns or incidents.

Reporting and record keeping:

- Maintain timely, accurate, comprehensive, and securely stored records of all correspondence with the clinical team and external agencies, in line with data protection legislation and the charity's policies and procedures.
- Providing monthly reports and analysis of activity and risk levels.

Clinical Governance

- Implementing and ensuring compliance with safeguarding policies and procedures
- Make recommendations to the Clinical Senior Leadership Team for the improvement or development of policies and standard operating procedures and where non-compliance indicates a need for organisational/individual training.
- Participating in inter-agency meetings
- To regularly audit level of risk, urgency and suitability of external referrals

- In consultation with the Senior Clinical Leadership Team: Organise and manage Clinical Governance meetings, including an annual plan, proposing an agenda and preparing papers, coordinating and inviting attendees, and arranging for the production of minutes and action plans.
- Attend Trustee meetings as and when required

Workforce support and Line Management

- Providing line management to the Safeguarding Coordinator roles
- Providing line management to the team Safeguarding Coordinator Administration roles

Continuing Professional Development

- Keeping informed of good practice and new legislation
- To undertake any training needs identified for professional and service development.
- To engage in continued professional development through undertaking training and partaking in other learning opportunities in line with professional organisational/membership guidelines

Personal accountability

- To participate in regular clinical supervision with an approved Clinical Supervisor for the safeguarding coordinator role
- To take part in own line management and performance review.
- The hours include your availability to take part in TIC+ leadership meetings during working hours.

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.

Holidays:

5.6 weeks inclusive of public/bank holidays. In addition to this entitlement we also gift all employees the days between Christmas Eve and New Year's Day excluding Bank Holidays.

Rate of Pay: £38,229.50 Whole Time Equivalent (pro rata for part time employees)

Expenses:

Legitimate business expenses incurred as part of carrying out your job will be reimbursed.

PERSON SPECIFICATION

All of the roles at TIC+ are key to achieving our mission. While we will shortlist the most qualified people for the role, we ask everyone to describe how they believe they can meet the job description. If you think you could do the role, but don't have all the experience required, we would still love to see an application from you.

| | | Essential | Desirable |
|-------------------------------------|--|-----------|-----------|
| Qualifications and education | A recognised professional qualification in counselling, psychotherapy and/or Social Work/Psychology or other Health/Education related field. | * | |
| | Registered member of BACP or other relevant/recognised professional body. | | * |
| Knowledge and Experience | Three years' relevant experience in a management/supervisory role preferably delivering services for children, young people and families. | | * |
| | Knowledge of BACP ethical framework for the Counselling Professions | | * |
| | Demonstrable experience of managing safeguarding in a similar context. | * | |
| | Experience of evaluating and developing operating procedures and organisational policies | * | |
| | Experience of making referrals to external agencies/breaking confidentiality following agency protocol | * | |
| | Knowledge of the impact on young people with complex mental health difficulties including suicidal feelings and engaging in risk-taking behaviours | * | |
| | Knowledge of the impact of common mental health problems that affect young people e.g. Anxiety, Depression, OCD, Self-harm. | * | |
| | Good knowledge of Government and professional body and guidelines and procedures for child and vulnerable adult protection. | * | |
| | Excellent Knowledge of local Safeguarding Children Partnership resources and guidelines | * | |
| | Experience of clinical assessment and safeguarding/risk management in an organisational setting | * | |
| | Experience of escalating referrals to statutory agencies when appropriate/required | * | |

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|---------------------------|--|---|---|
| | Experience of multi-agency working and a clear commitment to partnership working | * | |
| | Competent literary, numeracy and IT skills in order to write, compile and present reports in a range of contexts | * | |
| | A good working knowledge of local services for young people, safeguarding and health care pathways. | * | |
| | An understanding of the CAMHS model and wider mental health system. | * | |
| | Able to represent the team and the counselling model in strategic spaces as well as to commissioners, funders, delivery partners and colleagues. | | * |
| Personal Qualities | Values led with a personal commitment to equality, diversity, social justice and change. | * | |
| | Willing to support the Christian ethos and the aims and objectives of the charity | * | |
| | A strong personal interest in and commitment to the mental health and wellbeing of children and young people. | * | |
| | Have excellent interpersonal skills, and the ability to build strong collaborative, supportive working relationships with staff team and external partner agencies | * | |
| | Highly organised and structured approach to documentation and record keeping. | * | |
| | Demonstrates reflexivity and resilience when responding to challenge, change and complex or difficult situations | * | |
| | Have the ability to work on own initiative and regulate own workload. | * | |
| | Willingness to work flexibly, including some evenings and weekends. | * | |
| | A demonstrable commitment to personal growth and development. | * | |
| | Ability and willingness to travel as required | * | |
| | Resilient; able to model good self-care. | * | |