



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: TIC+ Eating Difficulties Service (TEDS) 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 is Friday 16th June 2023

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

Interviews will be held on: Wednesday 28th June 2023

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 Detail

Job Title:	TIC+ Eating Difficulties Service (TEDS) Service Lead
Salary:	£40,618 - £41,457 per annum (depending on experience)
Hours:	Part time or Full Time hours available: Part Time: 3 days (22.5 hours a week) or 4 days (30 hours a week) Full time: 5 days (37.5 hours per week). Hours can be delivered flexibly Monday – Friday between 8am and 9pm. Must be able to attend weekly Team Meeting Thursday pm. Some early evening hours until 6pm will be necessary. You may also be required to work occasional weekends.
Terms:	Fixed Term 12 months (may be extended subject to funding). The role is subject to a six-month probationary period where your suitability for the role will be assessed. Employment is conditional upon the post holder providing a satisfactory Disclosure and Barring Certificate (coordinated by TIC+)
Place of work:	The main base for this role is Eastgate House, Eastgate Street, Gloucester, GL1 1PX. However, the post holder will also be expected to work across several sites in Gloucestershire including Mitcheldean, Stroud, and Cheltenham. Mileage will be paid for travel away from base.
Responsible to:	Director of Clinical Services
Holiday:	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.

JOB SUMMARY

Following the successful launch of our community based counselling service for young people with eating difficulties (TEDS), TIC+ has received additional investment to expand the program from August/September 2023. The team is thrilled to be able to continue their work making a positive impact on the lives of even more young people in the community. The program focuses on interagency collaboration and research, aiming to improve the wellbeing of individuals and reduce their reliance on specialist services.

As a result, we are looking for a dynamic, empathetic and supportive service lead who is excited by the opportunity of helping to develop an innovative, transformational service ensuring the best possible outcomes for children, young people and their families.

Requirements:

The right candidate for this role will have experience line managing a small team and ideally will have held a leadership role within new or developing services. They will have completed a Counselling Children and Young people qualification of at least 100 hours meeting BACP Core Competencies (can be accessed at TIC+) They will also have successfully completed at least 50 hours specialist eating disorder training from a recognised training provider and have extensive experience delivering therapeutic interventions to young people and their families presenting with eating difficulties. They will have at least 1000 hours post qualifying supervised counselling practice working with children, young people and young adults. The TEDS Service Lead will ideally be BACP (or equivalent) Accredited or must be willing to work towards accreditation.

ROLE AND RESPONSIBILITIES

Clinical Delivery & Leadership

- to hold a therapeutic case load providing counselling and group work to young people and parents across several sites in Gloucestershire and online
- oversight (supported by TIC+ Clinical Advisor and NHS Eating Disorder Team) of the management of complex cases and supporting staff in the management of such cases.
- Oversight of the management of suitability of referrals and delivery of care
- ensure high standards of care within the service in order to meet best outcomes for Children and young people accessing the service
- oversight of care plans and clinical interventions, ensuring they meet best practice guidelines and professional standards
- the development of step-up and step-down internal and inter-agency referral pathways
- ensure all aspects of safeguarding and clinical risk management are adhered to and that TIC+ policies and procedures are followed at all times

Line management

- line management and performance monitoring of a small clinical team
- facilitating weekly clinical team meetings for complex case management, CPD, staff wellbeing etc.
- to coordinate recruitment, selection and induction of staff
- to respond to communications regarding team issues
- ensure that all staff have access to appropriate and relevant training.
- ensure all clinical staff participate in supervision as specified in their job descriptions

- contribute to the development of a training needs analysis for the clinical team

Service Oversight

- work closely with service users, colleagues, managers, corporate and partner agencies to continuously improve services.
- support service evaluation, development and improvement including participation in research activities in collaboration with the TIC+ Clinical Advisor and Research Lead.
- to take account of the diversity of local communities, striving at all times to promote person centred care, wellbeing, safety and social inclusion.
- ensure service compliance for the completion of agreed quantitative and qualitative outcome measures
- undertaking regular audits monitoring record keeping and quality
- deliver a service within the agreed financial envelope ensuring maximum value in terms of clinical and cost effectiveness.
- collating and analysing relevant data and holding the service to account
- preparing monthly reports for the Clinical Governance Group and Trustees Meetings.
- ensure complaints are investigated fully, within the time limits following the TIC+ Complaints Policy at all times

External Relationships:

The TEDS Service 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

- Safeguarding and Allocations Team Lead
- Senior Clinical Leadership Team
- Director of Clinical Services
- Clinical Advisor and Research Lead
- Key external colleagues NHS Eating Disorder Team, CAMHS and Social Care etc.



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	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> • Diploma or equivalent in Counselling / Psychotherapy with a humanistic / person-centred / integrative approach. • Registered member of BACP or other relevant/recognised counselling/psychotherapy body. • Counselling Children and Young people qualification meeting BACP Core Competencies. • 50 hours recognised training in Eating Disorders 	<ul style="list-style-type: none"> • Masters/Post Graduate/ Counselling or Mental Health qualification. • Accredited member of BACP or other relevant or recognised counselling / psychotherapy body or must be willing to work towards accreditation. 	<ul style="list-style-type: none"> • Application Form • Certificates at interview
EXPERIENCE	<ul style="list-style-type: none"> • 1000 hours post qualifying supervised experience counselling children/young people. • Experience of supporting and 	<ul style="list-style-type: none"> • Experience of leading new and developing services 	<ul style="list-style-type: none"> • Application Form • Interview

	<p>managing or supervising a team of professionals (not necessarily counsellors) and an understanding of employment legislation and related issues</p> <ul style="list-style-type: none"> • Experience conducting staff annual appraisals/reviews • Experience in recruiting and inducting new staff, in line with relevant policies / procedures • Experience of working with young people with eating difficulties and utilising appropriate interventions 		
SKILLS	<ul style="list-style-type: none"> • Competent at clinical risk assessment • Competent at working therapeutically with young people and family/carers • Skilled at designing and delivering packages of care • An open and facilitative style of leadership which can be adapted when necessary to ensure delivery of objectives. 	<ul style="list-style-type: none"> • The ability to actively promote and represent the organisation through presentations and meetings with key stakeholders. 	<ul style="list-style-type: none"> • Application Form • Interview

	<ul style="list-style-type: none"> • Good performance management skills combining clarity around expectations, direction and holding others to account. • Organisation skills • Competent IT skills • Proven ability to develop working relationships with relevant key people/bodies e.g. school staff/local health authorities/other agencies etc. • Ability to develop and operate within an agency's framework of policies and procedures 		
SPECIAL KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of effective treatments and evidence base for children and young people with eating disorders. • A good working knowledge of local services for young people, safeguarding and health care pathways. • Knowledge of BACP Ethical Framework. • Knowledge of BACP core competencies 		<ul style="list-style-type: none"> • Application Form • Interview

	<p>related to TIC+ counselling services</p> <ul style="list-style-type: none"> • Understands the importance of confidentiality, safeguarding children & vulnerable adults, and consent. 		
PERSONAL QUALITIES	<ul style="list-style-type: none"> • 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 • Able to demonstrate effective leadership through their own behaviour and interactions in the workplace towards staff, volunteers, service users and external stakeholders. • Demonstrates 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. 		<ul style="list-style-type: none"> • Application Form • Interview

	<ul style="list-style-type: none"> • Able to model good self-care. • Organised and reliable. • Reflective capacity. • Able to be flexible towards service needs • 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 		
OTHER	<ul style="list-style-type: none"> • Driving license and vehicle access or an ability to travel to different TIC+ venues (if you have a medical condition which impacts on your ability to meet this condition, please highlight this and we can discuss options). <i>It is your responsibility to inform your insurance company that you use your car for work</i> • Can show a record of continuous professional development – counselling related 		<ul style="list-style-type: none"> • Interview • Application form