



Registered Charity Number: 1045429

Office 73, 4th floor, Building 7, 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: Parent/Carer Support Group Co-Facilitator

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: 5pm Wednesday 6th March 2024.

We reserve the right to interview as we receive applications and may close applications early if the right candidate is found.

Interview: Week commencing 11th March 2024

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:

HR Department
TIC+
Office 73, 4th floor, Building 7
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's specification.
- Do not miss out on experience gained in previous jobs but select the most relevant points. Also include details of any skills or knowledge gained from voluntary, committee, or community work.
- 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.

Short-listing

When short-listing, we will seek 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 an 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 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. 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

The declaration section of the application form must be completed. TIC+ is an organisation that provides services for children and 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 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 any way, way to act upon applicants' integrity but is necessary to protect the vulnerable and assist us in making safe recruitment decisions.

The post is exempt from the Rehabilitation of Offenders Act 197. 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'.

Providing false information is an offense 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 get in touch with a member of our Human Resources Department at 01594 372777 or email tracy.bartram@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

Job Title:	Parent/Carer Support Group Co-Facilitator
Salary:	£15.07 per hour
Reports to:	Parent/Carer Support Group Service Lead
Contract:	Zero Hour Contract starting 1 st April subject to ongoing funding
Place of work:	Various locations throughout Gloucestershire
Hours:	You will be delivering PSG sessions on various dates, agreed in advance. Most sessions are run in the evenings.

Job Summary:

To assist Lead Facilitators in the delivery of face to face parent/carers support groups within various settings within the Gloucestershire area, e.g., schools, youth centres, etc. These groups are also offered via online platforms, it is essential that you are proficient and comfortable working in these communication mediums.

As Co-Facilitator you'll be joining a passionate, dedicated, and professional team delivering Groups consisting of six weekly sessions. You may also be asked to cover one-off sessions.

Personal Specification

- Relevant knowledge related to mental health, parenting, anxiety, self-harm, etc.
- Excellent communication and group presentation skills
- Ability to work with challenging group/individual dynamics
- Flexible in your approach to delivery both F2F and via online platforms (Zoom/teams).
- Excellent time management, administration skills, and IT skills (Email, Word, PowerPoint)
- Ability to work well with competing priorities
- Ability to work independently and as part of a team
- Able to offer empathy, compassion, and be non-judgmental
- Have a good level of emotional resilience
- Adhere to policies and confidentiality around safeguarding
- An ambassador for TIC+, promoting the charity's more comprehensive work and interests where appropriate
- To support the TIC+ Christian Ethos Statement

Other working Relationships

You will be expected to develop good working relationships with Trustees/Directors, paid & volunteer counselling, and administrative staff within the whole of TIC+, and with funders, schools, statutory agencies, and other bodies or representatives you may have dealings with.

Main Responsibilities

1. You will be expected to assist the Lead Facilitator in delivering psychoeducation to other parents/carers within a support group setting.
2. This will be facilitated in an experiential and interactive way, helping equip parents/carers to support young people with various developmental, emotional, and mental health issues.
3. Be responsible for knowing the steps of the process the group will be guided through from start to finish through each of the week's content, activities, and discussions.
4. The ability to work flexibly with challenging groups, diversity, and difference using a proactive strengths-based model.
5. To identify risk and safeguarding concerns with those that engage with the service.
6. To signpost or refer parents to other suitable services when appropriate in collaboration with the Lead Facilitator.
7. To debrief at the end of each workshop with Lead-facilitator.
8. TIC+ is committed to protecting its staff, clients, service users, assets, and reputation through an effective risk management process. The post holder will be required to comply with the TIC+ Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
9. TIC+ is committed to correctly and safely handling client-identifiable data and takes every precaution to protect such data from being inadvertently disclosed to unauthorized personnel. All staff are therefore required to abide by the TIC+ Data Protection; IT & IG Governance and Security Policies.
10. The post holder must abide by all TIC+'s policies. These will be communicated during the induction process, which you must attend, and you will be provided with copies.
11. Staff must maintain the strictest confidence in relation to client or personnel-related information, and it must be stressed that all client-related information is confidential, whether formally recorded or not.
12. You will be required to attend the following **mandatory** team meetings required for supervision, continuous professional development, support, training, and agency safeguarding and administrative updates:

- Compulsory 6 x 3 hourly team meetings/training/supervision (paid at your hourly rate), dates/times as per contract.
 - 1-day compulsory initial/induction training paid at an hourly rate.
 - Any additional training required for service delivery will be provided by Tic+.
13. At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss this with their team leader. All staff are responsible for informing those supervising their duties if they are not competent to perform a duty.
14. Perform any special duties requested by the Trustees, Director of Counselling Services, Counselling Coordinator or service users in line with the remit of the post.
15. To support the Christian ethos of the charity as stated in the TIC+ 'Ethos Statement'.
16. To be an ambassador for TIC+ promoting the wider work and interests of the charity where appropriate.
17. Employment is conditional upon the provision of a satisfactory Disclosure and Barring Certificate of a level appropriate to the post. Therefore, you will be required to consent to a criminal record checks from time to time during your employment as deemed appropriate by the organisation. In the event that such certificate(s) are not supplied your employment with us will be terminated.

PERSON SPECIFICATION

Job Title: Parent Support Group – Bank Facilitator

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Experience in a group setting working with parents/carers and other professionals	Experience with Children and Young People, Youth Work, Mental Health, Social Work, Teaching or Mentoring, Counselling Skills or similar	<ul style="list-style-type: none"> • Application Form • Certificate Check • References
EXPERIENCE	Previously have worked facilitating groups/workshops	Parenting experience relating to supporting children and young people with their mental health, developmental or emotional needs.	<ul style="list-style-type: none"> • Application Form • Interview
SKILLS	<p>Ability to form a strong supportive working relationship with parents/carers</p> <p>Demonstrate competent spoken and written communication skills F2F and using online mediums – Zoom and email.</p> <p>Demonstrate the ability to communicate clearly and effectively within various ethnic</p>	Can show a record of continuous professional development or relevant training/experience	<ul style="list-style-type: none"> • Application Form • Observed F2F and Zoom presentation / Interview

	<p>groups adapting communication style dependent on the participants attending the support groups/workshops.</p> <p>Work with Lead Facilitator to create and maintain a safe, open environment for sharing. Effectively helping Lead Facilitator to manage challenging situations where participants see differences facilitate finding and using similarities to establish a foundation for building bridges to consensus.</p> <p>Actively listen to discussions, be able to quickly analyse and compare comments to formulate questions that help manage group discussions and challenge the group when appropriate.</p> <p>Throughout workshops, carefully observe for signs of</p>		<ul style="list-style-type: none"> • Observed F2F and Zoom presentation / Interview
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	<p>potential strain, weariness, aggravation, and disempowerment- actively respond to effect constructive conflict resolution.</p> <p>Assist Lead Facilitator in keeping sessions on track, tactfully cutting short irrelevant discussions, and maintaining a consistent level of detail throughout the session.</p> <p>Be encouraging and supportive to participants for the effort put forth, progress being made and, results being achieved – “Praise well, often and specifically”</p> <p>Competent IT skills EDITING MICROSOFT products, particularly WORD & POWERPOINT</p> <p>Ability to develop working relationships with other team members, staff at TIC+ HO, etc.</p> <p>Ability to operate within an Agency’s framework of</p>		<ul style="list-style-type: none"> • Basic IT skills demonstration at the interview • Interview
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	policies and procedures		
SPECIAL KNOWLEDGE	Understanding how to communicate and support parents/carers to manage/address young people's developmental, emotional, and mental health issues.	Understands the importance of confidentiality, safeguarding adults, children & vulnerable adults, and consent.	<ul style="list-style-type: none"> • Application Form • Interview
PERSONAL QUALITIES (<i>Demonstrable</i>)	<p>Organised and reliable.</p> <p>A personal and professional commitment to the personal development parents/carers and young people.</p> <p>Empathic interpersonal style.</p> <p>Reflective capacity.</p> <p>Personal self-care and awareness.</p> <p>To be an effective team player</p> <p>Enthusiastic and motivated</p> <p>Able to be flexible towards service needs</p>		<ul style="list-style-type: none"> • Application Form • Interview

	<p>A positive attitude to personal development</p>		
<p>COMMITMENT</p>	<p>Demonstrate a commitment to equal opportunities and anti-oppressive / anti-discriminatory practice.</p> <p>Engage in all mandatory meetings as required for the purpose of the role. Recognise the importance of CPD.</p> <p>To be willing to support the Christian ethos of the charity.</p> <p>To be an ambassador for TIC+ promoting the wider work and interests of the charity where appropriate</p> <p>Employment is conditional upon the post holder providing a satisfactory Disclosure and Barring Certificate (coordinated by TIC+)</p>		<ul style="list-style-type: none"> • Application form • Interview • Document check