



**Registered Charity Number: 1045429**  
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Park, Mitcheldean, Glos. GL17 0DD  
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### **Job Pack**

#### **Job Pack: Mental Health Support Practitioner – Parent Support Advice line**

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 **17<sup>th</sup> June 2024**, however we will be reviewing and interviewing potential candidates through the application window.

TIC+ reserves the right to close this vacancy should the right candidate be identified.

Interviews will be held week commencing **1<sup>st</sup> July 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 closing 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](mailto: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

### 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 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 where applicable;
- 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](mailto:hr@ticplus.org.uk)**

Thank you for considering applying to TIC+

## 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
- Counselling Training courses

TIC+ has a main 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:



## Job Detail

**Job Title:** Mental Health Support Practitioner – Parent Support Advice Line

**Rate of pay:** Grade B, £14.09ph (£27,475 per annum, pro rata for part time employees)

**Reports to:** Clinical Manager

**Place of Work:** TIC+ Office, Eastgate House, Gloucester. You may also be required to attend TIC+ meetings and training related to the post at various locations across Gloucestershire as required. You will not be required to work outside the UK.

**Hours of Work:** Thursday 4.45pm – 9.15pm  
Bank shifts available to cover sickness and holiday

**Contract:** Permanent (subject to funding)

**Holiday:** 5.6 weeks a year (inclusive of bank holidays) pro rata for part time employees.

**Benefits:**

- Additional leave is awarded based on length of service up to a maximum of ten days, and this starts to accrue from day one of employment.
- Up to three volunteering days per year
- Enhanced company sick pay
- Blue light discount card
- Sight test

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

**Terms:** There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed.

<b>Job Title:</b>	<b>Mental Health Support Practitioner – Parent Support Advice Line</b>
Responsible to:	<b>Clinical Manager</b>
Job Purpose:	To make a difference to children, young people, parents and carers by providing mental health support via online text chat or telephone to parents and carers. Helping them with concerns about the mental health and emotional wellbeing of their children. This is an anonymous service for parents and carers of children and young people (from birth to 25 years).
Main Duties:	<ul style="list-style-type: none"> <li>• You will be expected to respond to advice line calls, via telephone or 1-1 online text chat, from parents and carers with concerns about the mental health and emotional well-being of their child.</li> <li>• To provide parents and carers emotional support, psycho-educational info, advice and strategies,</li> <li>• To signpost to other support local or national sources of support and information.</li> </ul>

General duties	<ul style="list-style-type: none"> <li>• To debrief to a supervisor at the end of each shift.</li> <li>• To be willing to engage in regular live supervision for support and training purposes</li> <li>• You will be able to follow all online, telephone and general procedures as defined in TIC+ policies and procedures including keeping accurate records</li> <li>• 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.</li> <li>• TIC+ is committed to the correct and safe handling of 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 &amp; IG Governance and Security Policies.</li> <li>• 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.</li> <li>• 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.</li> <li>• You will be expected to attend the following meetings for supervision, continuous professional development, support, training and agency safeguarding and administrative updates:</li> <li>• 2 x 3 hours staff meetings – AGM &amp; Summer Celebration (paid at your hourly rate) which takes place on a Friday morning.</li> </ul>
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	<ul style="list-style-type: none"><li>• A monthly - two hourly peer group meeting (paid at your hourly rate) held at the Gloucester offices.</li><li>• A minimum of 2 x two hourly, 1-1 meetings per year with your TIC+ line manager (paid at normal hourly rate).</li></ul>
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## 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 submitting an application as relevant support/training can be made available for the right person.

Selection Criteria	Method of Assessment	Essential	Desirable
<b>1 Training, Qualifications and Experience</b>			
<b>The successful candidate will have:</b>			
1.1 GCSE Maths and English to Grade C or level 4/5 or equivalent	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>	✓	
1.2 Good working knowledge of excel	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview task</li> </ul>		✓
1.3 experience of working with Access or a similar database	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview task</li> </ul>		✓
1.4 Experience in a setting working with parents and carers or young people or children and young people.	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>	✓	
1.5 Qualification or experience with parents and carers of youth work, mental Health, social work or mentoring, counselling skills or similar	<ul style="list-style-type: none"> <li>▪ Application</li> </ul>		✓
1.6 Experience in a role supporting parents and carers of children 9-25 years old and/or children and young people with mental health or emotional issues	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>		✓
<b>2 Knowledge</b>			
<b>The successful candidate will be able to demonstrate an awareness of:</b>			
2.1 the General Data Protection Regulation GDPR and the principles of confidentiality and sharing information.	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>		✓
2.2 equal opportunities and anti-discrimination practices.	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
2.3 Understanding of how to communicate and support children and young people	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	

2.4 Understanding the importance of confidentiality, safeguarding children and vulnerable adults, consent	<ul style="list-style-type: none"> <li>▪Application form</li> <li>▪Interview</li> </ul>		✓
2.5 A knowledge of psychological development of children and young people, and the impact of complex emotional behavioural stages children and young people face	<ul style="list-style-type: none"> <li>▪Application form</li> <li>▪Interview</li> </ul>		✓
2.6 Knowledge of local and national help available for parents and carers, children and young people	<ul style="list-style-type: none"> <li>▪Application form</li> <li>▪Interview</li> </ul>		✓
2.7 Understand strategies for effectively parenting children and young people aged 0-25 years where there are concerns around a young persons mental health and emotional well-being	<ul style="list-style-type: none"> <li>▪Application form</li> <li>▪Interview</li> </ul>		✓
<b>3. Ability</b>			
<b>The successful candidate will be able to:</b>			
3.1 demonstrate competency and confidence in the use of IT systems and software packages e.g. Microsoft Excel, as well as the ability to enter data accurately	<ul style="list-style-type: none"> <li>▪Application form</li> <li>▪Interview</li> </ul>	✓	
3.2 demonstrate competency in the principles of database management	<ul style="list-style-type: none"> <li>▪Application form</li> <li>▪ Interview</li> </ul>		✓
3.3 demonstrate experience of maintaining safe, accurate and confidential recording of information on the database, including giving history, communications, and activities	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>		✓
<b>4. Communication Skills</b>			
<b>The successful candidate will be able to:</b>			
4.1 demonstrate a good level of competency in written and verbal communication skills	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
4.2 deliver the role in line with TIC+ Values	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
4.3 Demonstrate competent spoken and written communication skills using telephone and online mediums - IM	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	

4.3 Ability to form a strong and supportive relationship with parents and carers or children and young people	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
4.4 Demonstrate the ability to communicate clearly and effectively to parents and carers providing advice about emotional problems, behaviour or mental health of a child or young person	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
<b>5. Personal Attributes</b>			
<b>The successful candidate will demonstrate:</b>			
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"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.2 a high level of attention to detail.	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.3 a high level of personal integrity and confidentiality	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>	✓	
5.4 the ability to plan, organise and prioritise workload and manage time effectively.	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>	✓	
5.5 a willingness to learn	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.6 the ability to work under pressure, and to be flexible to service needs	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.7 the ability to embrace change well	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.8 the ability to both work independently and as part of a team	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.8 Empathic interpersonal style	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.9 A reflective capacity and positive attitude to personal development	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
<b>6. Commitment</b>			
<b>The successful candidate should be able to demonstrate commitment to:</b>			
6.1 support the Christian ethos of the charity.	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>	✓	
6.2 To attend: <ul style="list-style-type: none"> <li>• office Staff Team meetings on a regular basis.</li> </ul> regular 1-1 sessions with your line manager.	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	