**Job Description & Person Specification**

**AFTERCARE**

**PROJECTS & PARTNERSHIPS LEAD
Listening Ear**

**Job title** Aftercare Projects & Partnerships Lead

**Hours of Work** 0.8 FTE, 28 hrs per week within LE’s operational hours over 4-5 days

**Working Days** usually Monday to Friday, with one Saturday per month

**Employer** Listening Ear, abbreviated as LE below

**Base** Home-based with regional (within Merseyside) and occasionally national travel required

**Accountable to** Head of Clinical Services

**Salary** £30,095 to £32,798 (pro-rata). Starting salary dependent on experience.

**Summary**

To manage the development of LE’s Aftercare programme to ensure its successful delivery against a range of desired outcomes for individuals, communities and our organisation. Our Aftercare programme is for adults, children and young people who have received Counselling from Listening Ear to help them cope with bereavement, separation & loss, domestic abuse and/or stress & anxiety. Our Aftercare beneficiaries benefit from ongoing support in a group context with support from experienced Counsellors. We run a number of Aftercare groups, all at different stages of development, and have recently been awarded funding from the National Lottery Community Fund for a period of just over four years. This will enable us to develop, evaluate and embed a more consistent Aftercare approach that is informed by our beneficiaries.

We are looking for an experienced Projects & Partnerships Manager, with a passion for providing effective services for people of all ages who face challenges with their mental health. You will work with our amazing team of Counsellors (who deliver the Aftercare groups) and with Aftercare beneficiaries and potential beneficiaries to plan, manage and evaluate an ongoing Aftercare programme, including positive activities. You will be responsible for managing a project budget of up to £30,000 per annum.

# Key Working Relationships

* LE’s SMT, Staff and Volunteers
* External activity providers (i.e. artists, craftspeople, physical activity facilitators, nature/wildlife/environmental organisations, food/growing/nutrition organisations etc)
* Our main funder - the National Lottery Community Fund plus other funders who will support the programme
* LE clients across relevant contracts

# Job Purpose

* To gain a full understanding of the needs and interests of Aftercare beneficiaries (and potential beneficiaries) through regular consultation using a variety of methods.
* To work with our Aftercare delivery team to design a programme of positive activities that will help beneficiaries connect, take notice, keep learning, stay active and give (The Five Ways to Wellbeing). The programme will be informed by regular consultation with beneficiaries and will be delivered online and face to face dependent on the group.
* To research and identify appropriate external activity providers, supporting them to deliver high quality experiences that achieve outcomes against the Five Ways to Wellbeing and are safe, inclusive and appropriately resourced within budget.
* To ensure that all external providers, activities, venues and equipment are risk assessed and that appropriate mitigations are in place to manage and minimise risk.
* To ensure that all required materials and resources are purchased and posted to participants in advance of online activity sessions.
* To ensure that all Aftercare opportunities are communicated to potential beneficiaries in a timely and effective manner, maximising engagement and attendance through supportive reminders.
* To directly support the delivery of face-to-face Emotional Youth Club sessions, which take place on one Saturday of every month, usually in the Knowsley or St Helens areas, always involving a positive activity. You will do this alongside a team of two trained Counsellors and the selected Activity Provider.
* To work with colleagues in Operations to ensure the right systems are in place to monitor and evaluate our desired outputs and outcomes, using a CRM system (Lamplight) for which training will be provided.
* To ensure that Aftercare delivery staff understand and are fully recording the required monitoring and evaluation information.
* To convene a regular (monthly and later quarterly) Aftercare Project Team involving staff of LE, circulating agendas, distributing notes and actions and supporting their input as required.
* To communicate about the project internally, ensuring a high level of awareness of its benefits and working with Counsellor colleagues to ensure referrals to Aftercare groups increase and are consistent.
* Contribute to the vision, strategic planning and relevant policy development, for LE and actively participate as a member of the management team, supporting and working closely with the SMT.
* To work collaboratively with other Project and Partnership Leads within Listening Ear.
* To contribute significantly to biannual project reports for the National Lottery Community Fund, and quarterly Commissioner reports working with the Development Manager.
* To attend meetings with funders/Commissioners as required to give progress updates.
* To complete all administrative tasks relevant to the post.
* To manage the project budget, with support from the Finance and Development Teams.

**Overview of Responsibilities**

**Maintaining** **an Accessible Service**

* Participate in data collection and evaluation processes that contribute to service improvement and ensure that records are stored confidentially following the Data Protection Act and LE’s GDPR policy.
* To be responsible for liaising with staff and volunteers to maximise referrals.

**Premises and Physical Resources**

* To ensure LE complies with all health and safety (H&S) requirements in accordance with relevant legislation where appropriate and to cascade concerns to Senior Managers within LE.
* To ensure the proper maintenance and security of premises and equipment.
* To take personal responsibility of their own H&S at work and that of other people.

**Information Management and Technology**

* To maximise the use of IT systems and Lamplight (LE internal digital case management system)
* To highlight any gaps in IT knowledge within supervision so that LE can provide appropriate training

**Communications**

* To develop positive long-term relationships with staff and stakeholders.
* To provide written reports and information as requested.
* To communicate clearly and appropriately with internal colleagues, including volunteers and to actively promote a positive team environment.
* Act as LE ambassador at all times and raise any concerns regarding LE directly with LE managers during working hours.
* Attend LE meetings and follow up any agreed actions as required.
* Ensure good liaison exists between self, relevant external agencies and clients.
* To produce regular statistical and narrative reports in line with grant reporting requirements including overseeing the production of case studies.

**Quality Assurance**

* To follow LE’s robust systems, policies and procedures at all times which provide safe and effective client care and that minimise risk.
* To engage with the organisational system for reporting and learning from critical incidents.
* To actively participate in regular line management supervision.
* To follow all LE’s policies and procedures accurately.
* Provide evidence of current working knowledge of Safeguarding/ Child Protection and Risk Procedures.
* Attend mandatory annual Safeguarding/ Child Protection training to update this knowledge.

**Service Development**

* To keep up-to-date with changes in practice and undertake training/ education identified in supervision and/or professional and personal development plan.
* To work with colleagues to develop services in partnership with relevant agencies.

**General**

The post-holder will be expected to undertake duties relating to the work of LE as appropriate to the grade of this post or as delegated. The job description is not exhaustive and will be subject to adjustments in relation to the needs of a developing service and the skills and experiences of the post holder.

**Person Specification: Aftercare Projects and Partnership lead**

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| **No** | **Criteria** | **Essential** | **Desirable** |
| 1 | Undergraduate degree level education | E |  |
| 2 | Demonstrable experience of inclusive consultation with people who have living experience of a presenting issue and using their input to shape service design | E |  |
| 3 | An excellent communicator both verbally and in writing, with a proven ability to influence and cascade information through teams | E |  |
| 4 | Demonstrable experience of programming, coordinating and supporting the delivery of positive activities towards the achievement of health and wellbeing outcomes | E |  |
| 5 | Demonstrable experience of researching, and communicating effectively with, potential partnership organisations  | E |  |
| 6 | Experience of conducting risk assessments for activities  | E |  |
| 7 | Experience of facilitating or co-facilitating high quality activities for children and young people | E |  |
| 8 | Experience of monitoring outputs and evaluating outcomes using a variety of methodologies | E |  |
| 9 | Experience of convening meetings involving internal and external stakeholders including the production of agendas, notes and actions.  |  | D |
| 10 | Experience of working to a budget and keeping accurate financial records. | E |  |
| 11 | An ability to analyse data to evaluate the effectiveness of services in order to inform improvements or innovations | E |  |
| 12 | Experience of working with funders and contributing to funder reporting |  | D |
| 13 | Demonstrate high levels of resilience and ability to self-monitor | E |  |
| 14 | Understanding of Trauma Informed Care and Adverse Childhood Experiences |  | D |
| 15 | An understanding of mental health and the services in the voluntary sector |  | D |
| 16 | Evidence of continuing CPD  | E |  |
| 17 | An ability to accurately record information  | E |  |

**Person Specification: General Criteria for all LE Staff**

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| --- | --- | --- | --- |
| 1 | Experience of working on own initiative in a supportive environment | E |  |
| 2 | Excellent administrative skills, with the ability to prioritise work and to manage a number of cases and priorities | E |  |
| 3 | Flexible working across a range of duties and across our range of opening hours including evenings and weekends | E |  |
| 4 | Excellent team working and communication skills both verbally and in writing | E |  |
| 5 | A positive contributor to achieving team goals | E |  |
| 6 | Demonstrate excellent knowledge of safeguarding and child protection practices and also ability to provide support to staff and volunteers | E |  |
| 7 | A calm approach to problem solving and to working in a busy team environment | E |  |
| 8 | A willingness to undertake training as required | E |  |
| 9 | Strong ethical values, personal integrity and the ability to work within the principles of confidentiality | E |  |
| 10 | An understanding and commitment to a client focused approach | E |  |
| 11 | An awareness and understanding of Equality & Diversity and ability to work in a non-judgmental way with people from all backgrounds | E |  |
| 12 | Evidence of resilience and experience of working on own initiative with minimum of supervision, with the ability to remain professional under pressure | E |  |
| 13 | Excellent IT skills with the ability to effectively complete impact monitoring systems and to create professional reports for external agencies. | E |  |
| 14 | Full, clean driving licence and access to a car |  | D |

**Why Listening Ear?**

* Face-to-face training, induction and warm welcome provided at our headquarters in the North West to meet colleagues and welcome you to Listening Ear
* Values-driven organisation supporting vulnerable people across England
* Work within a BACP-Accredited Organisation that delivers support recognised by the Support After Suicide Partnership and Public Health England as best practice
* Annual Training and CPD Allowance to support growth and career development
* We support flexible home working practices and you will be supplied with an iPhone and laptop, plus a DSE Assessment during induction to support safe and comfortable home working
* Access to free and confidential counselling provided through LE’s Insurance Provider, to support staff welfare
* Pension contribution at 3%
* Daily informal communications with colleagues via remote platforms

**Who are we looking for?**

We are looking for someone with creative vision and great attention to detail to help us make this project a success. You will thrive on helping people find meaningful activities that will inspire and empower them to improve their own mental health and wellbeing. You will have the energy and enthusiasm to drive this exciting project in the context of a busy organisation with multiple priorities.