



# PEACE OF MIND OUTREACH ENROLMENT CO-ORDINATOR RECRUITMENT PACK

A project supported by PEACEPLUS, a programme managed by the Special EU Programmes Body (SEUPB)



**PEACEPLUS**  
Northern Ireland - Ireland

Co-funded by the



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The  
**Executive Office**

[www.executiveoffice-ni.gov.uk](http://www.executiveoffice-ni.gov.uk)

# JOIN THE TEAM



Joining VERBAL means becoming part of a dynamic team committed to fostering inclusivity and amplifying diverse voices. If you are passionate about making a meaningful impact, eager to embrace creativity, and ready to support individuals in finding and sharing their unique narratives, then VERBAL is where you belong. Here, you will play a crucial role in helping people tell their stories and in building a community where every story matters.

## Our Values

Our values aren't just words on a wall; they are integral to who we are and how we operate daily. They were chosen collaboratively by our team, and they shape every interaction and decision we make

### **WE ARE INCLUSIVE :**

We make it our mission to meet people where they are, breaking down barriers to ensure everyone can engage and thrive.

Your efforts will help enhance the wellbeing of those we serve, creating a truly inclusive environment.

### **WE FOCUS ON QUALITY:**

We listen closely to understand the unique needs of our users and continually improve our programs to meet those needs. Your dedication to quality will ensure we provide the best support possible.

### **WE LOOK TO CONTINUALLY GROW:**

We embrace a culture of exploration and learning. You'll be part of a team that constantly challenges the status quo, seeking innovative ways to make a positive impact.

### **WE CONNECT:**

We believe in engaging the imagination, fostering rapport, and encouraging creativity in all our interactions. Your ability to connect with others will help build strong relationships and inspire new ideas.

### **WE WORK IN PARTNERSHIP:**

We value strong, lasting relationships with our partners. Working with us means collaborating towards common goals and making a greater impact together. Your collaborative spirit will be key to our success.

# Join Verbal: Where Your Wellbeing and Satisfaction are our Priority

At Verbal, we place immense importance on cultivating a vibrant and supportive culture. Our commitment to employee satisfaction and wellbeing is reflected in our comprehensive approach, including bi-monthly staff satisfaction and wellbeing surveys. These surveys allow us to continuously analyse and enhance every team member's experience within our organisation. Additionally, our dedicated wellbeing committee meets monthly to develop strategic initiatives aimed at promoting and enhancing your wellbeing.

**89%**

Of our staff find their jobs meaningful

**90%**

Of our staff report being satisfied within their role.

**93%**

Of our staff know how their role contributes to the organisation



Our Vision is a  
world where  
**EVERY  
STORY  
MATTERS**



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VERBAL was first established in 1992 and has been designing, developing & delivering language arts-based projects with vulnerable individuals and marginalised communities for over 30 years.



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# THE WORK THAT WE DO

WE DELIVER CREATIVE INTERDISCIPLINARY PROGRAMMES  
IN THE AREAS OF



**MENTAL  
HEALTH & WELLBEING**



**COMMUNITY DEVELOPMENT &  
RECONCILIATION**



**CREATIVE DEVELOPMENT**



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# OUR PROCESS

## Psychology team build the curriculum

Our psychology team work to ensure each programme follows a specified curriculum that will guide the participant through a tailored journey.

## Story creation

Verbal's Literary Editor will then research the perfect reading material that will match the psychology reviewed curriculum and the particular group we are working with.

## Delivery of programme

This is where the magic unfolds, as we engage with community groups. Here, we witness the transformative power of words and stories and the profound impact they can have on individuals. This is where our Wellbeing Facilitators really add value to our organisation.



## Co-production

We co-produce our programmes with our participants ensuring their true voices are heard.

## Psychology & CBT

Our psychology team embed within the reading material structured discussion intervals. These are designed to prompt participants to reflect on the content. Using questions and conversation starters.

## Content testing

Before we introduce our material to the groups we always test with a testing group to ensure that we have produced the highest quality programme for our participants.

## Impact reporting

Finally, We produce evidence based reports that reflect how our programmes have impacted those with whom we serve.

At Verbal, our commitment to excellence is deeply rooted in evidence-based research. Every project we offer is carefully co-designed, drawing from the latest findings in the fields of psychology, literature and co-production. Verbal's projects both contribute to and draw from pioneering research on the comprehensive advantages of arts-based interventions. We're constantly evolving, ensuring our work remains at the forefront of the field, adapting based on our findings and global advancements.



# JOB SUMMARY

We are seeking a dynamic and organised **Enrolment Co-ordinator** to join our team. This role involves coordinating and liaising with stakeholders to secure Peace of Mind project delivery throughout the funding period. The Enrolment Co-ordinator will work closely with the Project Co-ordinator and Project Trainers to ensure smooth and efficient transitions between project phases.

**As Enrolment Co-ordinator your responsibilities include;**

- Establish and maintain relationships with key stakeholders to secure and schedule project delivery sessions
- Plan and coordinate the logistics of Peace of Mind project delivery, including scheduling, resource allocation, and location arrangements
- Communicate session details to Project Trainers, including location, participant information, and session objectives

JOB TITLE: PEACE OF MIND  
OUTREACH ENROLMENT CO-ORDINATOR

REPORTING TO: PROJECT CO-ORDINATOR

ACCOUNTABLE TO: PROGRAMME MANAGER

SALARY: £27,741 PER ANNUM

CONTRACT: 36 HOURS PER WEEK  
3 YEAR FIXED TERM

LOCATION: DERRY~LONDONDERRY OFFICE

IN EXCHANGE FOR YOUR EXPERTISE WE  
WILL OFFER YOU

PRIVATE MEDICAL INSURANCE  
CRITICAL ILLNESS COVER  
LIFE COVER  
EVERYDAY MEDICAL CASH PLAN  
ENHANCED PENSION COVER  
24 DAYS HOLIDAYS PLUS 11 BANK HOLIDAYS

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# JOB DESCRIPTION

We are looking for an organised and proactive **Outreach Enrolment Co-ordinator** to join our team as part of our Peace Of Mind projects. The ideal candidate will have a background in project management or business administration, excellent communication skills, and experience in stakeholder engagement. This role involves liaising with stakeholders to secure project delivery throughout the year and co-ordinating with the Project Trainers to ensure smooth transitions between sessions.

## Duties & Responsibilities

### 1. Stakeholder Liaison

- Establish and maintain relationships with key stakeholders to secure and schedule project delivery sessions.
- Communicate project goals, and expectations to stakeholders clearly and effectively
- Provide perspective stakeholders with detailed information on Peace of Mind projects

### 2. Project Coordination

- Collaborate with the project team to understand the specific needs and requirements of each delivery session
- Plan and coordinate the logistics of project delivery, including scheduling, resource management and location arrangements

### 3. Facilitator Coordination

- Work ahead of the Project Trainers to prepare for upcoming sessions, ensuring all necessary materials and information are provided
- Communicate session details to Project Trainers, including location, participant information and session objectives

### 4. Monitoring and Reporting

- Track & report on the progress of project delivery, identifying any issues or areas for improvement
- Provide feedback to the project team and stakeholders to refine and enhance the delivery process

### 5. Continuous Improvement

- Participate in Peace of Mind project reviews and debriefs to continuously improve processes and outcomes
- Stay informed about best practices in project delivery and stakeholder engagement, integrating new methods into the role
- Provide exceptional customer service that builds trust and confidence in the Peace of Mind project services

## ADDITIONAL RESPONSIBILITIES

- Commit to and adhere to Verbal's vision, mission and values.
- Actively engage in monthly staff meetings
- Actively engage in training as & when necessary
- To comply with Verbal's Child Protection Adult Protection policies and procedures and with National Guidance
- Comply with Verbal's code of conduct
- Actively consider the involvement of funders and partners with whom we work, in all areas of practice
- Observe all Health & Safety requirements
- Work within and promote policies in relation to Equal Opportunities and anti-discriminatory practices
- Comply with Training & Development requirements.

## Other information

- **Safeguarding Policy**

In line with the organisations Safeguarding policy this position is subject to Access NI checks. Full adherence with this process will be requested in the event of a successful application.

- **Accessibility**

If you require copies of documentation in alternative formats, for example large print, please contact [clare@theverbal.co](mailto:clare@theverbal.co). If you require any particular requirements, should you be invited to interview, please make this clear in your application.

For background information on the organisation , please visit our website [www.theverbal.co](http://www.theverbal.co)

## NOTES

This job description describes the principal purpose and main elements of the job. It is a detailed guide to the nature of the main duties as they are currently envisaged but is not intended as a wholly comprehensive or permanent schedule of tasks. The post holder will be expected to work flexibly to changing business needs.

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# PERSON SPECIFICATION

## ESSENTIAL CRITERIA

	Criteria	Assessment	Stage
1	Minimum 3 years experience in a client relation role	CV application	1
2	Customer service experience	Application form / Interview	2/3
3	Experience with administrative tasks including scheduling, record keeping and handling correspondence	Application form/ Interview	2/3
4	Proven experience in engaging and managing relationships with diverse stakeholders	Application form/ Interview	2/3
5	Excellent oral and written communication skills	Application form/ Interview	2/3

## DESIRABLE CRITERIA

	Criteria	Assessment	Stage
1	BSc in Project management, business administration or related field	CV application	1
2	Strong team collaboration skills to work effectively with the project team to understand specific needs	Interview	3
3	Excellent organisational skills to plan and co-ordinate the logistics of project delivery session	Interview / Probationary	3/4
4	Ability to tailor communication style to different audiences, ensuring clarity and understanding	Interview/Probationary	3/4
5	Excellent IT skills working with MS Office especially Word & Excel	Interview/Probationary	3/4

# PERSON SPECIFICATION

	Criteria	Assessment
1.	Right to work in the UK	Provide original right to work documentation
2.	Provide 2 satisfactory references.	Give the name and contact details of relevant referees
3.	Successful applicants will be required to go through an enhanced Access NI check	Apply for an Access NI check online when requested and to provide the relevant ID without delay
4.	Successful candidates will be required to schedule their holidays in alignment with the school term calendar. However, in exceptional circumstances, this can be discussed with their line manager to seek a resolution.	Leave booked within school term calendar

## Notes

Verbal operates a child protection policy.

Verbal is an equal opportunities employer.

**TO APPLY SEND YOUR CV TO  
clare@theverbal.co**



**VERBAL**

**Stable Lane & Mall Wall**

**Bishop Street Within,**

**Derry-Londonderry**

**BT48 8PU**

**T: 02871266946**

**E: info@theverbal.co**



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