

# **Role Specification**

## **Education & Wellbeing Coordinator (mental health)**

**Post:** Education & Wellbeing Coordinator (mental health)

**Reports to:** Education Operations Lead

**Location:** Truro, Cornwall

### **Purpose of the role**

To provide high quality, flexible local management for mental health and wellbeing services in targeted education and youth settings and the mental health hub ensuring successful service coordination including all operational elements and ongoing delivery.

To provide high quality management support and supervision to a team of Education and Wellbeing Specialists and Counsellors who deliver mental health and wellbeing interventions and provide information, advice and guidance to people aged 11-24.

To work collaboratively to ensure Brook is aware of and accessing service and business developmental opportunities.

### **Key responsibilities**

- Oversee the coordination of mental health and wellbeing services ensuring effective delivery against key performance indicators as well as delivery which generates additional income for Brook.
- To work flexibly to manage and oversee operational hours in the mental health hub.
- To manage a team of Specialists and Counsellors including recruitment, training, job planning, delivery, monitoring and evaluation, report compilation, policies, procedures and appraisals.
- To ensure data and qualitative information is collected, collated, analysed and relayed to key partners and key stakeholders, as required.
- To produce reports for submission to the Assistant Director of Education, Education Operations Leads, Head of Education, Lead Counsellor, funders, and Brook colleagues as required.
- To take responsibility for ensuring quality and consistency within the team and to continually improve our service and drive up standards.

- Ensure seamless multidisciplinary working across Brook throughout the lifetime of the service, to include (but not limited to) our Safeguarding, Digital & Comms, Data, Quality and POD teams.
- To ensure the boundaries of all the service delivery are adhered to, in order to ensure the safe delivery all aspects of the service delivery.
- To provide local leadership for case management and the safeguarding of all service users engaged through the service.
- To co-ordinate and manage the continued development and implementation of mental health and wellbeing services by maintaining effective partnerships and relationships with local agencies and key stakeholders.
- Ensure that all delivery targets are met and that shortfalls are identified well in advance and reported to Education Operations Leads.
- Allocate and monitor staff resources to meet the smooth running of the mental health hub ensuring staff resource is managed within budgets and service commitments.
- To role model an empowering, non-judgemental, positive and welcoming atmosphere within Brook Education which is promoted by all colleagues to empower and encourages service users to access mental health and wellbeing services.
- Ensure the team works within national and professional guidelines and adheres to Brook's Protecting People Policy (PPP) and where we hold a safeguarding concern act in accordance with Brook's safeguarding procedure.
- Ensure the team works within Brook's internal pathways to refer clients to the appropriate professional team member or where appropriate, work within Multi Agency Teams to assist social workers and the Police to fulfil their statutory obligations.
- To ensure a healthy and safe working environment for service users and other staff whether in the mental health hub, education setting or youth setting.
- To oversee the monitoring, evaluation and impact assessment of all interventions, keeping secure written and statistical records of work undertaken and providing reports as required.
- Support the sharing of effective practice within Brook so that we constantly improve our offers and services.
- Represent Brook Education and Wellbeing at events, conferences and meetings as required.
- Recognise and accept responsibility for own personal development, undertaking training and CPD as required. Fully participate in Brook's

*Education & Wellbeing Coordinator (mental health), April 2024*

appraisal system and personal development planning process on a regular basis.

- Attend internal staff and supervision meetings to inform and support training and to keep up to date with developments in relevant fields.
- Recognise the effective utilisation of all appropriate development resources and opportunities, undertaking training where required.
- Comply, and ensure the team complies, with Brook's standards of information governance, data security and protection, and documented systems and procedures.
- Work, and ensure the team works, within the policy framework of Brook including code of conduct, maintaining confidentiality and safeguarding of young people.
- To perform other required duties commensurate with the terms and conditions of the post as required.

**NB:** This job description identifies the key responsibilities and requirements. It is not an exhaustive list of tasks that need to be completed. Brook reserves the right to amend the job description as the role develops with the organisation.

*Brook is committed to equality in employment and service delivery and all those working for Brook are expected to actively promote equality and diversity in all aspects of their work.*

*From time to time, due to the needs of the service, undertake other duties that are consistent with your role and banding, including absence cover.*

*This job description and person specification may be subject to review from time to time in consultation with the post-holder.*

## Person specification

### Experience

- Demonstrable experience of overseeing high quality and impactful mental health and wellbeing support to young people.
- Demonstrate a high level of understanding of the issues that affect young people, how this can impact upon their mental health and wellbeing and the importance of safeguarding.
- Demonstrable experience of managing staff.
- Demonstrable experience delivering against volume, quality and income generation targets on behalf of an organisation and can provide evidence of significant success.
- Demonstrable experience of holding safe boundaries for triage, service delivery and the need for onward referral in terms of target group and the type and outcomes of 1-1 and group interventions.
- Demonstrable experience of working with external partners, commissioners and funders and as part of a multi-disciplinary team.
- Demonstrable experience of working with service users including at risk or vulnerable groups who may not access mainstream services.
- Awareness of budgeting and business planning.

### Skills and Abilities

- Excellent communication and presentation skills.
- Good leadership conviction with the ability to inspire multi-disciplinary professional staff within a service.
- A 'hands on' approach and a 'can do' attitude.
- Resilient and able to work under pressure.
- Ability to lead a team to deliver engaging, interactive and meaningful mental health and wellbeing interventions and support.
- Understanding of the principles of equality and diversity and the ability to interact with others inclusively.
- Ability to network and build sustainable working partnerships with other professionals, agencies and key stakeholders.
- Ability to organise own workload and work without direct supervision.
- Proficient with the use of IT and communication-based systems including databases and social media.

## **Knowledge**

- Good understanding of mental health and wellbeing and mental illnesses.
- Good understanding the Strengths and Assets based approaches, motivational and goal focussed approaches and applied positive psychology.
- Knowledge of community-based provisions and mental health services in the local area.
- Good understanding of the law, guidance and safeguarding issues relating to emotional, mental, sexual health and wellbeing.
- Good understanding of the law, guidance and safeguarding issues relating to reproductive and sexual health.
- Supports the aims and work of Brook Services.
- Understanding of the communication skills required to work with a diverse client group including those with complex needs that can include disability and communication difficulties.
- Awareness of issues affecting young people, especially in the area of emotional mental health and wellbeing.
- Has keen interest in the welfare of young people and in their concerns.
- Understanding of equality and diversity principles.

## **Education and training**

- A relevant professional qualification e.g. degree or diploma.
- Willingness to work towards a 'leadership' qualification (supported by Brook).

## **Other Requirements**

- Ability and willingness to work evenings and weekends to meet the needs of the business.
- Ability and willingness to work in the hub-based location as well as travel to other locations.
- Driving licence and daily use of a car.
- Committed to working in an anti-oppressive way and striving to create equality of opportunity for all.
- Maintains strict confidentiality concerning all Brook matters.
- Willingness to take accountability for own actions in the delivery of objectives.
- Work within Brook's child protection and safeguarding policies. Education & Wellbeing Coordinator, January 2023 All roles will develop and Brook may change the role scope in consultation with the post holder.