

Our online support, “Breathe”, platform is a vital part of 42nd Street, prioritising reaching vulnerable young people from across Greater Manchester by providing a space where they can access therapeutic support in a text-based format. You will join a friendly and dedicated team committed to 42nd Street’s mission and values. Your role will be varied and offer the opportunity to develop skills within an award winning VCSE organisation.

**Senior Practitioner: Online Support
1 full time role (37.5hours)**

You will play a key role in the continued development of all aspects of online support at 42nd Street, ensuring that delivery of both counselling and psycho-social support is informed by practice and that the service is accessible and young person-centred. You will take on a lead role around clinical practice for 42nd Street’s text-based service, including some line management responsibilities, whilst holding an ongoing caseload.

Experience of providing therapeutic support in an online setting is essential to the position.

- NJC Pts. 27 - 32 (£35,745 - £40,221)
- 37.5 hours per week full time
- Fixed term ending July 2027, subject to funding, with potential for extension
- Annual leave 27 days per annum
- Contributory pension scheme available
- Office base in central Manchester

There is potential for contracts to be extended beyond fixed term, subject to funding / service needs.

We reserve the right to close the application process at any stage should we receive a high volume of applications. If you wish to apply for this post, you are advised to complete and submit your application for as soon as possible. Applications that do not meet the person spec points will not be shortlisted.

Closing date for EOI: 3pm Monday 15.07.24
Interview dates: Friday 26.07.24 & Monday 29.07.24

To find out more about the role or for any related queries contact Alexis Wilks (alexis.wilks@42ndstreet.org.uk) or Chris Jacobs (chris.jacobs@42ndstreet.org.uk)

**JOB DESCRIPTION:
Senior Practitioner: Online Support**

Job title:	Senior Practitioner: Online Support
Grade:	Pay scale NJC Pts. 27 - 32 (£35,745 - £40,221)
Contract end date:	Permanent (subject to funding)
Annual Leave:	27 days per annum (pro rata)
Responsible to:	Service Manager (Online and Digital Support)
Location:	Office base in Manchester and community locations across Greater Manchester.
Hours of work:	37.5 hours per week
Job Summary:	<p>To play a key role in the continued development of all aspects of online support at 42nd Street, ensuring that delivery of text-based counselling and psycho-social support is informed by practice and that the service is accessible and young person-centred. You will take on a lead role around clinical practice for 42nd Street's online service, including some line management responsibilities, whilst holding an ongoing caseload.</p> <p>The post holder will work directly with young people, online but also offline with young people focus groups, support the integration of effective online referral screening processes into the wider service, and work collaboratively with internal service managers, the executive and external partners to ensure high quality online support practice is aligned with best practice standards.</p> <p>Specifically, the post holder will be responsible for:</p> <ul style="list-style-type: none"> • Acting as a senior practitioner for continued development of the online support provision. • Providing expertise in relation to standards of delivery and excellence in provision in both the ongoing delivery and development of new areas of online work. • Ensuring the success of the online project in targeting the vulnerable communities of BAME, LGBTQ+ and Young Carers. • Participation in referral screening processes. • Assessment of the suitability of young people for online therapy interventions. • Working alongside the Service Manager to support the wider team in routinely evidencing the impact of online interventions using evidence-based approaches. • Delivery of timely and effective online interventions, in line with agreed service standards and working to best practice. • Contribution to the learning and development of online practitioners and the wider staff team across the service as well as delivering training and dissemination events to external audiences as required. • Line management of online support practitioners. • Hold responsibility for online support as a lead area, and so supporting the Service Manager and wider leadership team to drive development and quality in practice. • Supporting the implementation of the charity Business Plan
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KEY TASKS:

1.0 Specific to the post holder

1.0 PRACTICE

- 1.1 Accept referrals via agreed protocols within the service and regularly review these protocols in line with service developments.
- 1.2 Make decisions on suitability of new referrals, participating in 42nd Street's referral screening process, and referring unsuitable clients on to the relevant service or direct inappropriate referrals back to the referral source, as necessary.
- 1.3 Formulate, implement, and evaluate online support programmes for young people, co-ordinating with young people in online research groups.
- 1.4 Use highly developed communication skills online in working with young people to understand their personal and often extremely sensitive difficulties.
- 1.5 To exercise autonomous professional responsibility for the assessment and therapeutic support of young people in line with the service.
- 1.6 Educate and involve family members and others in therapeutic support, where appropriate, conveying counselling, therapy, and other psychological interventions with sensitivity and in easily understood language.
- 1.7 Adhere to an agreed activity contract relating to the number of therapeutic sessions offered, to minimise waiting times and ensure that support remains accessible and convenient.
- 1.8 Attend multi-disciplinary meetings relating to referrals or young people in-service, where appropriate.
- 1.9 Complete all requirements relating to data collection within the service and support others where necessary.
- 1.10 Keep coherent records of all therapeutic activity in line with service protocols and support others to do the same.
- 1.11 Work closely with other members of the team ensuring appropriate step-up and step-down arrangements are in place to maintain a stepped care approach.
- 1.12 Assess and integrate issues surrounding work and employment into the overall therapeutic process.
- 1.13 Liaise with other health and social care staff from a range of agencies in the support of young people.
- 1.14 Take a role liaising with development team for the 'Breathe' platform, highlighting clinical and therapeutic considerations.
- 1.15 Provide specialist advice and consultation to other professionals / individuals / groups / committees across Mental Health Trusts, and other voluntary agencies regarding service matters related to the practice and delivery of specific agreed therapeutic modalities and service provision.
- 1.16 Use supervision to reflect and identify areas for personal and professional development.
- 1.17 Upon request, deputise for Duty Managers as necessary to support 42nd Street's Duty/Co-Worker system in relation to inbound referrals.

2.0 TRAINING AND SUPERVISION

- 2.1 Attend and fulfil all requirements in relation to the development of supervision skills, participating in appropriate training and development opportunities.
- 2.2 Ensure online practitioners at 42nd Street have access to regular and appropriate clinical and line management supervision. You will be allocated a number of staff whose line management will be split between yourself and the service manager.
- 2.3 Ensure online practitioners are kept up to date with current role requirements with support from Service Managers and the executive.
- 2.4 In collaboration with the Service Manager, support the induction of new staff and students.
- 2.5 Alongside the Service Manager ensure online practitioners have access to and hold an appropriate and manageable case load.

3.0 PROFESSIONAL

- 3.1 Ensure the maintenance of standards of practice according to 42nd Street and any regulating, professional and accrediting bodies (e.g. BACP, HSCIC, BPS, UKCP, BABCP), and keep up to date on new recommendations/guidelines set by the Department of Health (e.g. NHS plan, National Service Framework, National Institute for Clinical Excellence).
- 3.2 Ensure that young people's confidentiality and privacy is always protected.
- 3.3 Keep up to date with, and communicate internally, all advances in the spheres of online therapies and other psychological interventions with a view to 42nd Street being a beacon of good practice in this field.
- 3.4 Ensure clear professional objectives are identified, discussed, and reviewed on a regular basis as part of continuing professional development (CPD).
- 3.5 Attend external clinical and internal managerial supervision on a regular basis as agreed with the Service Manager.
- 3.6 Participate in individual performance reviews and respond to agreed objectives and contribute to the performance review/management of colleagues where appropriate.
- 3.7 Keep up to date all records in relation to CPD and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models/developments.
- 3.8 Attend relevant conferences / workshops in line with identified professional objectives.
- 3.9 Participate in service improvement by highlighting issues and implementing changes in practice.

4.0 ADVISORY / LIAISON

- 4.1 Provide an advisory service on matters related to the practice and delivery of online interventions to individuals/groups/committees across the Mental Health Trust, Primary Care services and other voluntary agencies.
- 4.2 Develop and maintain links with statutory and voluntary sector agencies to inform an effective counselling & therapy service within 42nd Street.

5.0 Shared with other senior staff and managers:

- 5.1 To contribute to the writing of relevant action plans and work plans and be involved in their monitoring and evaluation.
- 5.2 To ensure that activities involving young people are properly risk assessed and due regard is given to safeguarding and health and safety in line with legislative requirements and 42nd Street policy and procedure.
- 5.3 To provide reports on projects and services as required.
- 5.4 To attend and facilitate internal and external meetings as required.
- 5.5 To deliver training, workshops, conference presentations and other forms of knowledge and learning dissemination relevant to your role and work.
- 5.6 To contribute to the effective implementation of all 42nd Street's policies and procedures, particularly those relating to Equality & Diversity, Health & Safety, GDPR, the Data Protection Act 2018 and wider information governance, Confidentiality, safeguarding of Youth and Vulnerable Adults.
- 5.7 To, always, undertake your role and responsibilities in a professional manner maintaining a high-quality standard of work and to always work with the aims, objectives, values, and ethos of 42nd Street.

6.0 Shared with all workers:

- 6.1 Ensure that the values and principles underlying the organisation's mental health and emotional well-being support with young people are maintained and developed. These include an active commitment to anti-discriminatory practice and to ensuring that services are accessible to those young people who are often excluded from such services, for example, black young people, disabled young people, young carers, gay, lesbian, bisexual / pansexual and trans and non-binary young people.
- 6.2 Be aware of and ensure compliance with legal requirements and internal policies with reference to information governance, GDPR and wider data protection, confidentiality, health and safety, and safeguarding children and vulnerable adults.
- 6.3 Contribute to the development of 42nd Street through active involvement in team meetings, consultations and other relevant systems and structures.
- 6.4 Maintain all relevant information systems including monitoring and evaluation, recording and personnel systems.
- 6.5 Be involved in staffing 42nd Street's Duty/Co-Worker system, where this is relevant to the role.
- 6.6 Participate in managerial and external supervision and have an active involvement in professional development opportunities at 42nd Street.
- 6.7 Always maintain safe systems of work and take care of your own safety, and that of colleagues and others who may be affected by your activities.
- 6.8 To participate in regular supervision and annual appraisals, to help in identifying your own job-related development and training needs.
- 6.9 Undertake any requests made by the Leadership Team at 42nd Street which are commensurate with your role.

6.10 Provide some of your work at times other than office hours so that the service is accessible, depending on the operating times of partners and the needs of young people. This means regular evenings until 7.30pm (up to twice a week) and occasional evening and weekend work.

The principal responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with the post holder, the duties may change from time to time to reflect the changing needs of the service.

PERSON SPECIFICATION:

Senior Practitioner: Online Support

Note to applicants: The ideal post holder should meet all the essential requirements detailed below. Consideration will be given to desirable requirements if there are more than 6 candidates who meet all the essential requirements. With reference to the requirements under **item 4** where it is referenced 'application' it is sufficient to **indicate agreement** to commit to the identified professional areas.

SELECTION CRITERIA	METHOD OF ASSESSMENT	ESSENTIAL	DESIRABLE
1. Training, Qualifications & Experience			
The successful candidate will have:			
a) A relevant professional qualification in counselling, psychotherapy or social work at Graduate Level or the equivalent.	✓ Application	x	
b) Advanced professional training / qualifications in counselling, psychotherapy or other therapeutic support modality.	✓ Application		x
c) Qualification and experience in delivering CBT and IAPT therapies online	✓ Application		x
d) Training and/or experience in providing supervision to staff, students, or volunteers.	✓ Application ✓ Interview		x
e) A minimum of 2 years' post-qualifying experience in providing effective and empowering individual therapeutic support to young people (11-25 year olds) experiencing difficulties with their emotional wellbeing and mental health, either online or via text-based services	✓ Application ✓ Interview	x	
f) Experience of working with vulnerable young people, from a diversity of backgrounds and with complex lives and/or with mental health difficulties.	✓ Application ✓ Interview	x	
g) Experience of working alongside young people to plan, develop and evaluate support plans, using young person-centred approaches.	✓ Application ✓ Interview	x	
h) Experience in working closely with a variety of multi-disciplinary professionals across disciplines and sectors.	✓ Application ✓ Interview	x	
i) Experience of developing and delivering training to a variety of audiences.	✓ Application ✓ Interview	x	
j) Experience of project management, delivering specific outputs and outcomes within agreed timescales.	✓ Application ✓ Interview		x
2. Knowledge and Understanding			
The successful candidate will be able to demonstrate knowledge and understanding of:			

a)	Understanding of the personal, social, and cultural factors that can impact on young people's experience of mental health difficulties.	✓ Application ✓ Interview	x	
b)	Understanding of the specific difficulties facing the target communities of BAME, LGBTQ+ young people and Young Carers	✓ Application ✓ Interview	x	
c)	Knowledge of the broad issues surrounding emotional wellbeing / mental health and resilience for young people across Greater Manchester.	✓ Application ✓ Interview	x	
d)	Proficient ICT skills including use of Microsoft Office applications and use of online communication tools.	✓ Application	x	
e)	A broad knowledge of online resources and the platforms young people use to access online content	✓ Application ✓ Interview	x	
f)	A working understanding of risk management including safeguarding, confidentiality, information governance and data protection.	✓ Application ✓ Interview	x	
3. Skills & Abilities				
The successful candidate will be able to:				
a)	Engage young people using young person-centred methods, models, and processes.	✓ Application ✓ Interview	x	
b)	Liaise with and develop key relationships with partners and colleagues.	✓ Application ✓ Interview	x	
c)	Work in a way that engages and demonstrates consistent commitment to issues of equality and diversity.	✓ Application ✓ Interview	x	
d)	Communicate positively, effectively, and sensitively in person and in writing with a variety of audiences, offline and online	✓ Application ✓ Interview	x	
e)	Plan, organise, prioritise own workload, and manage time effectively.	✓ Application ✓ Interview.	x	
4. Professional Commitment				
The successful candidate should be able to demonstrate a commitment to:				
a)	Ensuring that issues of equality and a respect for diversity are reflected in all aspects of work.	✓ Application	x	
b)	Working at locations across Greater Manchester, including working from home and be prepared to work some evenings, weekends, and anti-social hours.	✓ Application	x	
c)	Continued professional development through undertaking training and participating in other learning opportunities.	✓ Application	x	
d)	Recognition of the need to be accountable for work through supervision, performance management and other relevant processes.	✓ Application	x	
e)	Work as part of a team, contributing to 42 nd Street's effectiveness, quality of services, skills, and expertise.	✓ Application	x	