



**BRANDON CENTRE FOR COUNSELLING AND PSYCHOTHERAPY
FOR YOUNG PEOPLE**

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A. OUTLINE OF POST

Job Title	Counselling and Psychotherapy Referrals Coordinator and User Participation Lead
Contract	Fixed 12 months (may be renewed subject to funding)
Hours	9.30 – 5pm, 35 hours per week plus 30 minute unpaid lunch break
Salary	£31,129 p.a.
Location	The Brandon Centre, 26 Prince of Wales Road, London NW5 3LG
Reports to	Centre Manager and Director of Clinical Services
Accountability	The post holder shall be accountable to the Council of Management of the Brandon Centre through the Chief Executive Officer.

B. JOB SUMMARY

The main function of the post-holder is to manage the counselling and psychotherapy referrals and waiting list for the Brandon Centre's Camden and Islington services, supervise the referrals assistant at the Drum and provide administrative support to the counselling and psychotherapy service. This will include: taking referrals from young people, parents and professionals and liaising with referrers and other services with support and direction from the clinical lead, completing outcome monitoring questionnaires with young people and general administrative tasks.

In addition, the post holder will contribute to the continual improvement of the Brandon Centre services for young people by leading on service user participation work. This will include arranging a range of interesting participatory activities which work to ensure the voices of young people are heard at all levels of the service. To encourage a greater involvement and awareness of choices available to young people in particular, with accessing counselling, psychotherapy and sexual health services.

C. BACKGROUND OF POST

The Brandon Centre is a registered charity no. 290118 and Company Limited by Guarantee no. 1830241. The Centre, founded in 1969 is managed by a Council of Management, set up in accordance with its Articles of Association. The Director is responsible for the organisation and direction of the Centre and is accountable to the Council of Management.

The principal objective of the Brandon Centre is to maintain and develop an accessible and flexible professional service in response to the psychological, medical, sexual and social problems of young people aged 12 to 25 years.

- a) To relieve distress, mobilise personal resources and facilitate growth in adolescents towards responsibility and self-fulfilment.
- b) To prevent or alleviate suffering caused by unwanted pregnancy, mental ill health, psychological disturbance and maladaptation in adult and future family relationships

The Brandon Centre's service extends to a support young people presenting with a range of difficulties and is based on a developmental model of adolescence. There is particular medical provision for contraceptive, pregnancy and psychosexual difficulties.

The work of the Centre covers:

- 1) Direct clinical work:
 - Contraception and sexual health service
 - Individual psychotherapy/counselling using a range of evidence-based psychological therapies
 - Systemic Integrative Therapy (SIT)
 - Parent management training
 - Outreach work with young people and families
- 2) Information
- 3) Consultation and teaching
- 4) Research and evaluation

D. PRINCIPAL DUTIES AND RESPONSIBILITIES

1) General:

- To treat all clients in a sensitive and non-judgmental manner.
- To maintain confidentiality in accordance with national, local and Brandon Centre policies, with specific consideration to those under the age of 16 years.

2) Psychotherapy and counselling duties:

- Overseeing and maintaining the running of the Brandon Centre's Camden and Islington Counselling and Psychotherapy Service referrals and waiting lists for assessment and treatment.
- Attending the weekly clinical team meeting, typing minutes and overseeing the upkeep of the treatment plan documentation for counselling and psychotherapy clients, following assessments.
- Taking referrals over the telephone or face to face.

- Attending weekly referral meetings to present referrals; reviewing them with the clinical lead in order to ensure they are appropriate for the service.
- Liaising with other services regarding referrals, signposting to other services where appropriate and sending correspondence.
- Inputting referrals into the database.
- Maintaining the counselling and psychotherapy signposting resources.
- Dealing with enquiries from professionals and meeting with other services in order to promote the Centre's services.
- Responsibility for records of counselling and psychotherapy cases being logged.
- Facilitating file audits and archiving for all therapy files.
- Typing up and sending letters, sending out follow-up questionnaires and conducting telephone questionnaires.
- Keeping notes of all communication with clients in line with information governance policy.
- Arranging appointments with young people, contacting young people/families on the waiting list and liaising with professionals.
- Updating the information in the waiting room about psychotherapy services and service user involvement when needed.
- Face to face or telephone contact with young people and parents dropping in for self-referral who understandably may be emotionally troubled and therefore emotionally challenging. The post-holder would access support from a clinician as appropriate for these contacts.

3) Supervisory duties

- Scheduling and facilitating regular training and supervision sessions with the referrals coordinator at the Drum in order to ensure the services are consistent with the Centre's information governance and other policies and procedures and to ensure a consistency in standards in interacting with clients and communicating with professionals.
- Assisting with induction of new staff members to familiarise them with counselling and psychotherapy day to day procedures and administration.
- Attending weekly meetings at the Drum with the Drum counselling coordinator, in order to review the waiting list.

4) Service User Participation Lead duties

- Develop the Brandon Centre strategy for service user participation.
- Coordinate specific Brandon Centre Youth Ambassador Forum (BCYAF) projects. The projects aim to reach a high level of participation goals and engender a sense of empowerment for the young people through ownership of project activities, working with clinical psychology trainees and other clinical staff on participation projects and other participation activities.
- Facilitate broader participation activities across the whole service, in line with the Centre strategy under the direction of the Heads of Department Team and in conjunction with the contraception and sexual health service.

- Consult young people on changes to the service and design creative methods of consultation in collaboration with young people whenever possible.
 - Oversee the methods of delivering information to young people regarding the feedback they have given us and the appropriate actions that were taken as a result.
 - Contribute to the development of creative ways for young people to be involved in decision making about their treatment at the Brandon Centre.
 - To contribute to future design and implementation of the Brandon Centre's vision statement.
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- To assist with the development of potential resources for young people.
 - To follow CYP-IAPT service user participation principles and attend regular meetings with national CYP-IAPT participation workers meetings organised via the Anna Freud Centre.
 - Keep a coherent log and record all participation activities including all contact with young people, costs, payment to young people, as well as creating a useful profile for all service users who attend participation activities, in particular the BCYAF projects.
 - Apply for external funding as and when needed, for specific BCYAF projects, with the support of the clinical lead.
 - Present participation project ideas achievements to the clinical team.
 - Recruit young people for BCYAF projects or broader Centre participation opportunities via recommendations from members of the counselling and psychotherapy team, responding to young people who have opted into being contacted via the CHI-ESQ (experience of service questionnaire), or contacting young people who have responded to posters and leaflets in the waiting areas.
 - Ensure that participation activities and BCYAF project opportunities are available to all services users where possible and that no young person is prevented from engaging due to financial or any other types of barrier.
 - Facilitate one-to-one inductions with all young people who take part in any participation work consistent with Brandon Centre participation policy, including the completion of skill tracker assessment to determine the areas that the young person is interested in developing new skills and planning how these skills will be developed through different project activities.
 - Assist young people throughout their project work to ensure they achieve the aims set out in their skill tracker assessment.
 - Co-construct meaningful and tailored feedback documents with all young people who engage in participation activities as well as more detailed achievements summaries for youth ambassadors.
 - Feedback to users of the services how participation and feedback has improved the service, also using this feedback as a way of encouraging further participation and feedback opportunities.

5) Other

- To cover reception/front office on occasion.

General responsibilities for all Brandon Centre staff

All employees of the Brandon Centre are required to observe legislation, Brandon Centre policies, standards and guidelines relating to confidentiality, information governance, risk management, safeguarding children, safeguarding adults, equal opportunities, data protection, freedom of information, health and safety, infection control, and the Health and Social Care Act 2008 (previously known as the Hygiene Code).

Confidentiality and data protection

All Brandon Centre employees are required to ensure that personal data and personal information concerning service users and staff is protected at all times, to maintain confidentiality in accordance with the Brandon Centre's policy on confidentiality and information governance, and data protection legislation.

Staff are required to obtain, process and/or use personal information in a fair and lawful way, to hold personal information only for the specific registered purpose, and to only share or disclose data to authorised persons or organisations following the strict guidelines and principles as outlined in Brandon Centre policies. as instructed

All Brandon Centre employees are expected to sign a confidentiality agreement on taking up their post at the Centre.

Safeguarding of children and adults

All staff have a responsibility to safeguard and promote the welfare of all children and adults who they come into contact with during the course of their work at the Brandon Centre. The post holder will receive the appropriate level of training, both at induction and on an on-going basis. She/he is responsible for ensuring that they are familiar with, understand and always work within the safeguarding policies of the organisation.

Health records, record keeping and record management

All staff have an obligation to ensure that patient records (both paper and electronic) are maintained in accordance with Brandon Centre policies, to facilitate clinical care and effective administration, and to ensure that confidentiality is protected at all times. All staff are advised to compile records on the assumption that they are accessible to patients in line with the Access to Health Records Act 1990.

Equality and Diversity

The Brandon Centre is committed to equality in employment and service delivery. Its Equal Opportunities Policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justified. All those working for Brandon Centre are expected to actively promote equality and diversity in

all aspects of their work.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Infection Control

The post holder will ensure compliance with the Brandon Centre's Infection Prevention and Control policies and procedures, and the Health and Social Care Act 2008, ensuring that the risk of healthcare associated infection to service users and staff is minimised.

Waste disposal

All staff must ensure that waste produced within the Centre is disposed of in such ways that control risk to health or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Smoke free environment

There is a no smoking policy in operation in the Brandon Centre. In accordance with this policy smoking is positively discouraged and is not permitted on the premises.

To be noted:

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.

This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

PERSON SPECIFICATION

Counselling and Psychotherapy Referrals Co-ordinator and Participation Lead

Training and Qualifications	Essential/ Desirable	Assessment Method
<ul style="list-style-type: none"> • Educated to degree level. • Educated to A Level or equivalent standard 	<p>D</p> <p>E</p>	<p>Examination results/ application form</p>
Knowledge and Experience		
<ul style="list-style-type: none"> • Experience of working as an administrator in a mental health, medical or sexual health setting. • Experience of working with young people. • Experience of working within a multi-disciplinary team. • Experience of engaging young people or service users in participation work • Experience of working in a busy, public facing service • Experience of diary and appointment management • Experience in navigating the internet to source information. • A working knowledge of safeguarding children and young people • Experience of explaining services and referral criteria appropriately to a range of stakeholders • Experience of delivering focus or discussion groups • Experience of supervising members of staff 	<p>E</p>	<p>Application form/interview/ references</p>
Skills and Abilities		
<ul style="list-style-type: none"> • Excellent ICT skills, including use of full Microsoft Office • Excellent verbal and written communication skills. • Good time management skills. Ability to prioritise workload effectively and work to strict deadlines using a systematic approach. • Ability to communicate well on sensitive subjects with a range of stakeholders in a non-judgemental way. • Ability to be tactful and diplomatic when discussing sensitive and confidential issues with young people, displaying appropriate empathy. • Ability to work with clients from a range of different and diverse backgrounds. • Ability to work accurately with attention to detail e.g. preparation of letters, data inputting. • Ability to work as part of a team and establish and maintain good working relationships. • Ability to work independently and use initiative to identify tasks. • Capacity to show flexibility when required. • Demonstrate awareness and commitment to equality within the workplace and in the delivery of all services. 	<p>E</p>	<p>Application form/interview/ references</p>