**RECRUITMENT PACK**

**Manager**

**(£40,396 pro rata inc OLW)**

**Hours to be negotiated at interview stage**

**Closing Date for roles – Midday Tuesday 22nd October 2024**

# **Contents**

* Overview about Off the Record, the vacant posts and how to apply
* Job Description & Person Specification for available posts
* Application Form and Equality & Diversity Monitoring Form

Thank you for downloading this application pack and looking at the roles we have available.

This application pack provides the information for **Manager** role. Due to recent expansion and restructuring of our charity’s senior management structure, we have several new vacancies within our services supporting young people in Croydon, Sutton and Merton, we are currently recruiting for multiple posts which are available on a full-time or half-time basis.

The application form is at the back of this application pack. Please read the whole pack before completing the form and make sure you refer to the job description when you complete the person specification section of the form. Please provide evidence that you meet the person specification.

Off the Record is an award-winning young people’s mental health charity offering a range of support services for children and young people across the London Boroughs of Croydon, Sutton and Merton. The charity is currently celebrating its 30th Anniversary with the aim of ‘showing up for all young people’s mental health in South West London’. South West London is a vibrant and diverse area and we’re keen to ensure our staff team reflects our local communities. In 2019 our mental health work was recognised with a national GSK Impact Award.

Information about all our services can be found on our website: <https://www.talkofftherecord.org/>

**Our Current Vacancies**

We are an outward looking charity with a strong reputation for delivering professional support services to young people in South West London coupled with the motivation to develop new and innovative responses to young people’s mental health needs. This was particularly tested when the Covid pandemic forced us to quickly pivot all our provision to remote working. However, we met the challenge, training staff in new ways of working and integrating new offers that have now become part of our ongoing work supporting children and young people’s mental health.

Post-pandemic, the well-documented rise in mental health needs amongst young people has resulted in unprecedented levels of demand for our services. Nationally, the need to modernise and transform mental health services alongside the need to increase service capacity has been recognised and, as a result, we have expanded our staff team and broadened the range of mental health interventions we offer to young people. At our core is a commitment to strong active engagement with young people and creating support that’s relevant, flexible and accessible. Young people need to be ‘at the heart’ of all our service design and we’re committed to making sure young people are able to ‘get help now’ when they first reach out for it, at the point of need rather than availability.

We’re currently recruiting Manager, Senior Mental Health Practitioner and Practitioner posts across our 3 London boroughs of Croydon, Merton and Sutton. For all posts you need to have a qualification – to work in the counselling services, you need to have a mental health qualification and extensive experience alongside an open and flexible attitude; excellent engagement skills and a passion for working with children and young people.

All of our posts involve direct therapeutic work with young people, supporting less experienced staff and supporting the cohesive working between services within the charity. Each post also has a specialist focus: First Contact Service (time-limited goal focussed 1 to 1 interventions & initial assessments), Young Carers (supporting young carers ages 7-25y), Outreach Service (mental health support in the community, raising awareness of Off the Record, Community Development Work), Sutton and Merton Counselling Services (time-limited counselling interventions 1 to 1 or in groups settings and some maintenance therapeutic groups), Young Refugee Service supporting young refugees in Croydon.

**Please indicate on your application if you are particularly interested in one of these specialisms.**

Posts are available on a full-time or part-time basis (minimum 3 days p.w.) and will be based in our buildings in Croydon, Sutton or Merton. All posts will require flexible working across service areas and interventions and will involve weekly evening and/or weekend work to meet the needs of young people.

**Working for Off the Record**

We have a committed team of around 70 paid staff and our work is funded through a variety of sources including South West London ICB, London Boroughs of Croydon & Sutton and the Wimbledon Foundation. Some staff are based in our borough-based services but increasingly staff are being given opportunities to work in across initiatives such as our First Contact Team.

We recognise our staff are our greatest asset and we invest in ensuring staff are supported, trained and managed in their role. Many of our staff have worked with us for several years including a substantial number who originally began working with us as volunteers or trainees. Staff have access to regular internal and external training opportunities and to staff benefits including a company pension, an EAP (Employee Assistance Programme) and shopping & event ticket discounts.

**Commitment to Equality, Diversity & Inclusion**

Off the Record is fully committed to the principles of Equality, Diversity & Inclusion. This commitment is demonstrated through our recruitment processes; our proms and comms; our staff training and development; the development of new and innovative community-based services, the design of all our offices and the wearing of our rainbow lanyards.

Off the Record’s senior management team are responsible for leading, driving and delivering OTR’s diversity commitment actively ensuring equality of access and outcomes for all children and young people. OTR is engaged fully in achieving equality of opportunity including ensuring that its workforce understands, complies with and promotes our inclusion policies in their day-to-day work.

**Applying for the Posts**

This information pack has the Job Description and Person Specification for the Service Managers roles. Information about any other available posts are on our website [Careers (talkofftherecord.org)](https://www.talkofftherecord.org/get-involved/careers/)

The application form is at the back of this application pack. Please complete the application form and the equality & diversity monitoring form and return them via email to recruitment@talkofftherecord.org **by midday on Tuesday 22nd October 2024.**

Please clearly indicate on the form which post(s) you are applying for and whether you are interested in full-time or part-time work.

**Please only return the application form and the diversity monitoring form not the whole application pack.**

Decisions about who to invite for interview will be based on how well someone demonstrates that they meet the person specification for the specific post, so please make sure you complete the application form fully and accurately, giving **evidence of how you meet each point** in the person specification and indicating your relevant knowledge, skills and experience. **Please note that CVs will not be considered.**

# Email applicants will receive a confirmation of receipt and shortlisted candidates will be contacted as soon as possible after the closing date.

We hope you will be interested in these posts. If you have any further questions, please email recruitment@talkofftherecord.org or visit our website for more information about our services.

**MANAGER**

**Role Description**

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| **SALARY:** | Pro rata of £40396 inc. Outer London Weighting |
| **RESPONSIBLE TO:** | Off the Record Senior Manager  |
| **HOURS OF WORK:** | Hours to be negotiated at interview stage, must work either a Monday or Friday, other times/days subject to negotiation but to include at least one late evening (up to 9pm). Mandatory attendance at two Saturday charity days for which TOIL will be given. |
| **CONTRACT:** | Leave entitlement is 28 days per year pro rata and English bank holidays (normally 7/8 per year depending on when Easter weekend falls). |
| **ROLES ADVERTISED:** | Manager Sutton, Merton, Croydon Counselling Services (Borough Based)Manager Young Refugee Service  |
| **JOB SUMMARY:** | The purpose of the job is to take overall operational responsibility for one of the services within Off the Record. Due to recent expansion and restructuring of the senior management structure within the charity, we have several new vacancies within our services supporting young people in Croydon, Sutton and Merton. Managing our services includes liaising with partners in the mental health sector, representing Off the Record at meetings; publicising the service; arranging client appointments; management of mental health practitioners and volunteers, acting as a safeguarding lead within the charity and a small amount of clinical supervision. You will also hold a caseload of client work. |

 **KEY RESPONSIBILITIES:**

1. Responsible for the overall day to day management of the service that you will oversee, including agreeing policies and procedures; liaison with partners and establishment of appointments through outreach venues in the borough.
2. Responsible for the overall management and supervision of the counselling service including line management and appraisals of the paid mental health practitioners and volunteer counsellors.
3. Maintaining a client caseload: 4/6 clients per week including carrying out some initial meetings/ consultations. There is an expectation that, alongside the paid mental health practitioners, this post holder will provide counselling to young people in crisis or work with more complex cases as well as managing and facilitating therapeutic/wellbeing group work.
4. Provide line management and supervision for practitioners across our services.
5. Proactive liaison and networking with partner agencies within the borough including CAMHS and other NHS mental health services, local GPs and schools, local charities and volunteer organisations.
6. Undertaking direct promotion and publicity of the Charity’s services to young people and mental health agencies in conjunction with young people.
7. Ensuring that procedures and practices within the services are consistent with safeguarding responsibilities and appropriate ethical and quality frameworks e.g. BACP, Youth Access.
8. Responsible for the monitoring and evaluation of the counselling service in conjunction with service users, referrers, other staff, volunteers and senior Off the Record staff.
9. Ensuring that the counselling service works within an equalities and diversity framework.
10. Responsible for maintaining accurate quantitative and qualitative outcomes of work undertaken and using this to compile reports and statistics for existing and potential funders.
11. Ensuring that the service actively collects and integrates user feedback into the development of the service
12. Alongside the strategic senior managers, develop the service to incorporate innovative/additional ways of providing therapeutic support to young people (e.g. on-line resources/use of social networking)
13. Ensuring that the service maintains strong working links with, and functions effectively as part of the wider Charity.
14. Any other tasks, not listed here, but deemed necessary and in the interest of the service

**MANAGER**

### Person Specification

1. For role managing counselling services - professional counselling qualification to diploma level or equivalent.
2. BACP/UKCP/BABCP accredited or eligible for accreditation.
3. At least three years' experience of offering counselling/young carer’s support/community based interventions with young people which must be with young people. Experience of working with wellbeing or therapeutic groups.
4. At least one year’s experience of project management including the management of paid or volunteer staff
5. Experience in providing clinical supervision to other practitioners.
6. Ability to engage with young people and an understanding of the issues young people face in their lives.
7. Ability to undertake mental health/young carer’s assessments, including risk assessments and to provide short–term support to young people in crisis.
8. High level of awareness of safeguarding responsibilities and the issues related to delivering services to young people under 16.
9. High level of awareness of ethics and boundaries related to mental health interventions and the ability to maintain professional boundaries whilst responding to complex ethical dilemmas
10. Ability to maintain accurate records and statistics and compile evaluative reports
11. Strong verbal and written communication skills.
12. Commitment to user involvement and working in partnership with young people in the development of the service
13. Experience of partnership working and liaison with a range of professionals
14. Understanding of, and commitment to, anti-discriminatory practice.
15. Ability to work as part of a small team and maintain strong links with the work within the charity.

**JOB APPLICATION FORM**

***PRIVATE AND CONFIDENTIAL***

Please read the information pack before completing this form

**CV’s will not be considered**

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| **Post(s) Applied for**:(please tick specialism, you are welcome to apply for more than one) | **Manager** Specialism:* Refugee service
* Borough-based services (Sutton, Merton and Croydon)
 | [ ] [ ] [ ] [ ]  | **Closing Date**: | Midday Tuesday 22nd October 2024 |
| **Hours:** | Are you interested in: Full-time [ ] Part-time [ ] Both [ ]  |
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| **Family name:** |  | **First name:** |  |
| **Address:** |  | **Email:** |  |
| **Home Tel:** |  | **Mobile Tel:** |  |

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| ***Present Or Most Recent Post*** |
| **Name Of Employer:****Address**  |
| **Start Date:** | **End Date:** |
| **Job Title:****Salary:****Main Responsibilities:****Reason For Leaving:** |

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| **Period of Notice Required By Employer:**  |

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| **Employment History**: In chronological order from most recentPlease include any relevant unpaid work & account for any gaps in employment |
| **Dates****From:** | **To:** | **Name of employer** | **Position held/ summary of duties** |
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| **Higher Education and Professional Training including Counselling Training, other Professional Education or Membership of Professional Associations e.g. BACP:** |
| **Dates****From:** | **To:** | **College/Institution** | **Qualification/Training attended** |
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| **Person Specification** |
| Please read the person specification(s) carefully and provide clear evidence of how you meet each of the requirements on the person specification. ***Please make sure that you have indicated any relevant experience/interest in one or more of the outlined specialisms (CBT; Schools team; Refugee service; Borough-based)****You may continue on a maximum of two supplementary sheets.* |
| **Anything else to add:** Is there anything else that you would like to tell us in connection with your application.  |

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| Due to the nature of our work with children, young people and vulnerable adults, all posts within Off the Record are subject to Enhanced Disclosure and Barring Service checks. Please note that the receipt of a form showing previous convictions/cautions /warnings will not automatically exclude someone from becoming a member of staff/a volunteer at Off the Record.Previous criminal recordswill be considered in relation to their relevance to the work/placement applied for, the circumstances of the offence and the length of time elapsed since the offence.If you have any concerns about this part of the application form, please contact the Director at Off the Record. |
| **Rehabilitation of Offenders Act (1974)** |
| Please give details of any unspent convictions, cautions, reprimands or warmings. |
| **Protecting Children** **& Young Adults** |
| Are you aware of any police enquires undertaken following allegations made against you, which may have a bearing on your suitability for this post? *If yes please give details:* |

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| **Additional Information** |
| Have you ever worked for Off the Record before in a paid or voluntary capacity? **YES / NO****If YES, please give details**Do you need a work permit to take up employment in the U.K.? **YES / NO**If offered employment you may be required to complete a Medical Questionnaire. Are you prepared to undergo a medical examination before starting employment if required? **YES / NO** |

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| **Referees:** Please give details of two people that we may contact for references one of whom should be your current or most recent employer.  |
| **Reference 1** | **Reference 2** |
| Name | Name |
| Organisation | Organisation |
| Address | Address |
| Postcode | Postcode |
| Contact Tel | Contact Tel |
| Mobile | Mobile |
| Email | Email |
| Relationship to you | Relationship to you |

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| **Declaration** |
| I declare that the information given in this form is complete and accurate. I understand that any false information or deliberate omissions will disqualify me from employment or may render me liable to summary dismissal. I understand these details will be held in confidence by the Company, for the purposes of ongoing personnel administration and payroll administration in compliance with the General Data Protection Regulations. I undertake to notify the Company immediately of any changes to the above details.Given the nature of the job for which I have applied, I understand that any offer of employment will be subject to information on my criminal record being disclosed to the Company by the Disclosure and Barring Service. Signed:Printed:Date: |

**Return completed Application and Equal Opportunities Monitoring form**

**by email to:** **recruitment@talkofftherecord.org**

**EQUALITY & DIVERSITY MONITORING FORM**

**PRIVATE AND CONFIDENTIAL**

Off the Record is committed to ensuring that all aspects of its services are accessible to the whole community. In order to monitor the implementation of our equal opportunities policy, all staff, trustees and volunteers are asked to complete the details below. Completion of all or any part of this form is voluntary but we hope that you will feel able to provide the information requested as this is key to our monitoring procedures. These forms will not be used in any selection process and are strictly for monitoring purposes only.

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| **Date of Completion**  |  | **Application Candidate No**(for office use only) |  |

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| **Initials** |  | **Date of Birth** |  |
| **Gender****(Please tick all that apply)** | [ ]  Female [ ]  Male [ ]  Non binary [ ]  Trans[ ]  Intersex [ ]  Please write in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_ |
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| **How would you identify yourself in relation to your cultural, ethnic or racial origin?** **(Please tick any of the boxes below that apply)** |
| ***White***[ ]  White British[ ]  White Irish[ ]  White Other***Mixed***[ ]  White & Black Caribbean[ ]  White & Black African[ ]  White & Asian[ ]  White Other[ ]  ***Chinese*** | [ ]  ***Black or Black British***[ ]  Caribbean[ ]  African[ ]  Other[ ]  ***Asian or Asian British***[ ]  Indian[ ]  Pakistani[ ]  Bangladeshi[ ]  Other[ ]  ***Any Other Background*** |
| **How would you describe your sexual orientation? (Please tick one)** |
| [ ]  Straight [ ]  Bisexual [ ]  Gay [ ] Lesbian[ ]  Asexual [ ]  Pansexual [ ]  Please write in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |
| **Are you registered disabled?** | [ ]  No [ ]  Yes | **Registration Number** |  |
| **If you are not registered disabled, do you consider yourself disabled in a way you would like us to know about?** |
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