



Join our Team

Clinical Coordinator



*Picture for illustration purposes only

Making a difference to children and young people's lives everyday

A welcome from our CEO

Thank you for your interest in joining the YCT team and for requesting information about this exciting new role within the charity.

The difficulties faced by everyone during the past four years have highlighted the need for better mental health support for people of all ages. Children and young people who are anxious, depressed, or self-harming are reaching out to overstretched CAMHS services and have often been turned away due to capacity issues. Anyone who has struggled to access social care, been concerned about their family, or is anxious about the unprecedented rise in the cost of living, will know that effective support is scarce but urgently needed and that is where YCT comes in.

The YCT team of employed, self-employed and volunteer staff, have remained devoted and hardworking delivering the work through the pandemic. YCT has seen an increase of over 150% in service delivery across our regions and as an organisation are always keen to do more. However, as our work has increased, we have had to reflect this within our staff team. This role is in addition to an existing Clinical Coordinator to ensure the needs of our clients are sufficiently managed.

Young people need YCT now more than ever before and as we say in our Recruitment Policy - people are YCT's most important asset. After all, we are a 'people' organisation. and you will be part of an inspiring team helping us to make a real and tangible difference to the lives of many young people. This role is central to that effort as our clinical coordinator is often the first point of contact with potential clients, parents or referrers. It is vital that anyone who might need our service is handled effectively and compassionately whilst also making sure they meet the criteria around which we are funded to provide services for.

YCT is seeking to recruit a third Clinical Coordinator to effectively support the coordination and supervise the activities of our community counselling service at an operational and clinical level to ensure YCT meets its contractual obligations and KPI's.

This role is critical to the smooth running of the entire service, playing a key role, alongside our existing Clinical Coordinators, in ensuring both the children and young people who need to access to our services and the therapists who provide our services have a straightforward experience. The Clinical Coordinators manage referrals, conduct assessments, and allocate clients while also working closely with the clinical team to monitor safeguarding and group work.

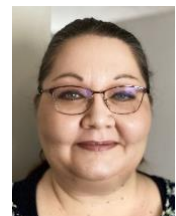
We are looking for someone who is organised and can keep track of multiple sources of confidential information. You'll thrive working in a busy environment and be able to demonstrate the ability to work autonomously - going that extra mile to make the difference. It is important that you are self-motivated, able to work on your own initiative and speak up when you need help. Experience of working with people in a therapeutic environment is also key to this role. There is a wide salary range for this role and depending on the successful candidate's experience and skills the role may include more management responsibilities.

Any questions, or if you want to have an informal chat about the role, or YCT in general or simply to find out more about what working at YCT is like then email katy.bradbury@yctsupport.com

We're keen to hire ASAP!

KBradbury

We look forward to hearing from you.
Katy Bradbury
CEO



Job Description & Person Specification

Job Title	Clinical Coordinator
Salary	£27,000- £35,523
Location	Based at YCT House Harlow, with work across the region (currently Essex, Hertfordshire, and East London)
Reports to	Lead Therapist
Hours of work	Full time 37.5 hours per week. Flexible working arrangements will be considered. Occasional evening and weekend work may be required; a time off in lieu system operates.
Annual leave	25 days per annum plus one day for each complete year worked to a maximum of five days, exclusive of public holidays (pro rata). Leave year runs from 1st April – 31st March.
Pension	A contributory pension scheme operates.
Probationary Period	6 months with a review at 3 months. During the first 3 months the contract may be terminated with 1 weeks' notice, thereafter it will be 2 weeks up to the end of the probation period.
Notice required	3 months

Job Description

Alongside two existing Clinical Coordinators, you will manage all incoming communication from potential and current clients, referrers, families, professionals, and those who buy-in YCT's services such as youth provision and statutory services.

To coordinate YCT's team of therapists, at an operational and clinical level, ensuring contractual obligations and KPI's are met, and services are delivered to a high standard whilst considering our beneficiaries' needs at all times. To take forward safeguarding actions, working closely with the lead therapist on these and clinical team management issues.

This role will be busy and central to the delivery of YCT's services. It will involve working with all internal colleagues, being one of the main points of contact for a large team of therapists and building and maintaining effective relationships with many external agencies as well as being adept at dealing with complex and challenging conversations with clients and those around them.

This is a full-time post based at YCT House in Harlow and a permanent contract. Salary and responsibilities will depend on your experience and qualifications.

Main duties and responsibilities

1. Ensure the delivery of the service is in accordance with the contractual agreements.
2. To undertake the day-to-day co-ordination of the large team of employed and self-employed contracted therapists.
3. To be one of the first points of contact for referrers, clients, family members and professionals contacting YCT, taking referrals, answering queries/concerns, and signposting as appropriate.
4. Monitor and manage service capacity in accordance with contractual KPI's
5. Ensure counsellors are at capacity within their individual caseloads and maintain effective clinical work at this level.
6. To provide phone/text/online support to clients waiting to receive YCT's support.
7. Manage referrals received by ensuring that all relevant client information is accurately and regularly updated onto the IAPTUS client management database system
8. Screen referrals sent to YCT for counselling in accordance with the service's inclusion and exclusion criteria
9. Manage client queries and related administrative requirements including answering the phones, letters, bookings, and other communication
10. Effective monitoring of the database, looking for outliers and rectifying this on the IAPTUS system.
11. To work with colleagues to ensure all systems, processes and files are kept up to date.
12. To arrange therapist inductions, ensuring that all new therapists understand how to use the IAPTUS database system to meet the quality and recording requirements of YCT.
13. To follow up on safeguarding actions, as advised by the Lead therapist.
14. To liaise with relevant professionals and supervisors.
15. Provide cover for staff who are absent, at the direction of the CEO or Lead Therapist
16. Share responsibility for health and safety practices, safeguarding or suicidal risk and reporting any concerns to line management and taking immediate action as required.
17. To contribute to the development and review of YCT's policies and procedures.
18. To contribute to ensuring those receiving YCT's support are receiving an effective, impactful, and professional service that meets the organisation's needs
19. To undertake such other duties as the CEO and the Board of YCT might reasonably expect or the development of this role might require.

Person Specification

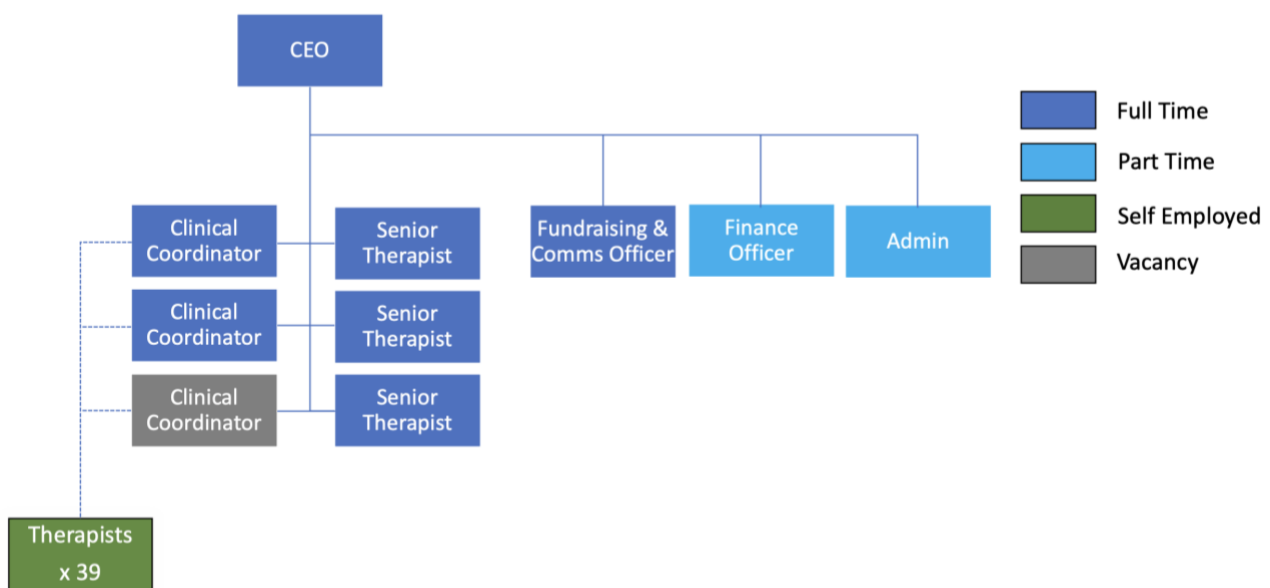
As an organisation which works to support children and young people and their families YCT aims to maintain the goodwill and confidence of its own staff, stakeholders, other agencies and of the public. To assist in achieving this objective it is essential that, employees, volunteers and contractors always carry out their duties within the ethos and values of YCT.

All work delivered by employees, volunteers and contractors must be in accordance with YCT's written Policies and Procedures.

Criteria	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Qualifications/Education/Training:		
Psychotherapy/Counselling/Psychology Qualification (Diploma minimum) or an IAPT Low intensity worker/Psychological Wellbeing Practitioner qualification, together with experience of providing psychological interventions.	E	A
Qualification in working with children and young people (or qualified by experience)	D	A
Experience:		
A minimum of 3 years' experience working within therapeutic services	E	A
Experience of safeguarding practices	E	A/I
Experience and understanding of working in a non-discriminatory way	E	A/I
Experience and understanding of working in a therapeutic way with adults and/or families	D	A/I
Experience and understanding of working in a therapeutic way with children and young people	D	A/I
Knowledge:		
Good professional knowledge of services, legislation and guidance regarding children and young people	E	A/I
Understanding of the Charity sector	D	A/I
Skills and Competencies:		
Able to co-ordinate a large team of therapists	E	A/I

Ability to work effectively with a broad range of agencies and organisations	E	A/I
Strong communication, presentation, and ICT skills	E	A/I
Ability to plan, prioritise and manage own workload	E	A/I
Ability to work with, and an understanding of the importance of, social media and other communication channels	D	A/I
Personal Attributes:		
Motivated to make a difference in the lives of children, young people, and their wider networks	E	A/I
Warm and approachable, face to face and over the telephone/email/social media	E	I
A great listener	E	I
Highly motivated, pro-active, and able to build effective working relationships with close colleagues and wider external networks	E	A/I
Flexible, adaptable to different situations and positive	E	A/I
Car driver with own transport	D	A

Our Structure



About YCT

OUR VISION

YCT strives to support children, young people, and their families through challenging times so that they can feel hopeful about their futures.

OUR MISSION

YCT is dedicated to being an inclusive, warm, empowering, inspirational, and innovative mental health charity supporting children and young people.

OUR VALUES

We are Inclusive

We are inspirational

We are Warm

We are innovative

We are empowering

WHAT WE DO



*Picture for illustration purposes only

YCT can offer support for an endless range of often very complex issues and does this through a variety of services. These include one to one counselling, group work, play therapy, art therapy and therapeutic play.

YCT also provides parent child therapeutic work and courses for parents to support them in understanding their children's mental health.

YCT provides bespoke services to schools placing qualified and experienced therapists within schools to support students.

YCT regularly works in partnership with a range of other agencies to develop new services, such as Essex Youth Service, Young Carers, Social Care, Essex Child and Family Wellbeing Service, CAMHS and other youth services.

WHAT YOUNG PEOPLE SAY

What do you think would have happened if you had not received help from YCT?

My anxiety would have got worse

I think I would've struggled for much longer than I did and felt a lot more alone.

I would just have been negative more and would get depressed

I'd have been struggling a lot more, both with my moods and feelings as well as being able to communicate them to my family. I may also have fallen back into my depression

I would have been stuck in the same headspace, routines, and negative habits. not doing anything to help my mental health

I think YCT is

Extremely helpful and well-organised

Amazing! Really helped me see things from neutral stand points. It was lovely to speak with someone who just understood me!

A safe place when you feel comfortable to express your feelings

Supporting, understanding and a great service

Joining the team

To make an application to be considered for the role, please submit the following:

- A detailed and up-to-date CV.
- A completed application form
- Details of your availability for a potential interview (we are planning to hold interviews between the 15th and 27th April 2024)

Applications should be submitted to:

Email: katy.bradbury@yctsupport.com

The closing date for applications for the role is midnight on Friday 5th April 2024

If you have any queries about any aspect of the appointment process, need additional information or simply wish to have an informal and confidential discussion, then please contact katy.bradbury@yctsupport.com

Equal opportunities

YCT is fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services. We therefore expect all YCT staff and Trustees to be willing and able to make a positive contribution to promoting and implementing our Equality and Diversity policy. We actively seek to build diverse teams and welcome applications from everyone.

Further information

www.yctsupport.com