

## Engagement and Voice Coordinator

### JOB PROFILE

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<b>POST:</b>	Engagement and Voice Coordinator
<b>MANAGED BY:</b>	Clinical Lead for Adult Services
<b>RESPONSIBLE FOR:</b>	Managing referrals, signposting, resourcing and otherwise engaging clients on our waiting list. Continuing to develop survivor voice groups and processes to enhance client voice within The Green House and wider sector. Overseeing client feedback from groups, feedback forms and other mechanisms.
<b>HOURS:</b>	30 hours per week (37.5 FTE (Full Time annual Equivalent))
<b>SALARY:</b>	£26,000 pro rata (£20, 800 actual)
<b>CONTRACT TYPE:</b>	1-year fixed term, with possibility of extension

#### **Purpose of the Job**

The purpose of this role is to support and engage our clients both before and after therapy, helping ensure that our services and the sexual violence system best meet their needs. Working with survivors to support them whilst on our waiting lists, and offering space to develop skills and help shape our services afterwards.

Our vision is that The Green House and the wider sexual violence sector is truly driven by the needs and ideas of people with lived experience. Our goal is that people with lived experience are treated as key stakeholders within The Green House, other local services, and the wider sector. This role will support the realisation of this vision as part of The Green House's three-year strategy.

#### **Referral and Waitlist**

The Engagement and Client Voice Coordinator supports clients who refer into the adult counselling service. They provide support to clients waiting for counselling, by signposting them to appropriate services and providing them with trauma informed resources. They will run peer support drop-in sessions for clients waiting for therapy and create and manage the client newsletter. They will also be responsible developing other innovative ways to offer support and engage with clients whilst they wait for our therapeutic services.

#### **Survivor Voice**

This will be a key role at The Green House, ensuring our clients' voices are integral in shaping our future services and the wider sexual violence landscape. They will co-facilitate client voice groups, amplify survivors' voices both internally and externally, help ensure that the

voices of survivors are at the heart of all we do. The post-holder will also play an active role internally as a key member of our Voices Board.

## **Duties and responsibilities**

### ***Waiting List Support and Management***

- Delivering 'Connect Sessions' with clients who have referred themselves into the service.
- Signposting clients to local services
- Providing clients with trauma informed tools and resources to support them while waiting for therapy
- Updating clients who have opted in with additional services and resources through a regular newsletter/e-bulletin/website
- Being the point of contact for clients who have an enquiry about their place on the waiting list.
- Co-creating and facilitating regular peer-support drop-in sessions for clients waiting to access counselling.
- Entering client details onto our database, maintaining up-to-date and accurate records of all client contacts.

### ***Survivor Voice Development***

- To amplify the voices of survivors and create safe spaces to support survivors to enable change.
- To research and advocate for evidenced based models of client consultation, engagement, and co-creation.
- Co-facilitate, plan, and evaluate monthly adult survivor voice groups.
- Co-facilitate monthly survivor voice groups with young people 16+ and the CYP (Children & Young Peoples) client voice coordinator.
- Gather feedback from adults who have used our services about the service they have received from The Green House, e.g., Feedback forms, suggestion box, group discussion etc.
- Develop and oversee opportunities for feedback throughout the client journey.
- Oversee the process for reviewing feedback, ensuring survivors are aware of resulting discussions/changes/developments.
- Develop and manage all systems, processes, and outcome measures within TGH (The Green House) in relation to adult client voice, with support from the clinical lead.
- Liaising with Trustees, SMT (Senior Management Team) and staff about how client voice can feed into our future planning, and advocate for survivor voice across the organisation
- Contribute to internal reports and fundraising bids for client/service user consultation work

- Support survivors to develop and enhance skills through their The Green House contributions co-created projects.
- Facilitate the enhancement of Survivor voice within the wider sector, supporting adults with lived experience to become key stakeholders.

### ***General Responsibilities***

- Ensure that all work is carried out in line with our Safeguarding, Health and Safety and other policies outlined in The Green House Bristol's Employee Handbook.
- To contribute to the ongoing development of the organisation by helping to improve systems and procedures.
- Work with the team to facilitate effective communication across the organisation.
- To undertake other duties as required in keeping with the aims of this post.
- Attend monthly Adult Services Meeting.
- Attended regular supervision.

### ***Other***

- Advise Clinical Lead for Adult Services.
- Contribute expertise and knowledge to organisational discussions. E.g., in the development of systems etc.
- Make effective use of 1-2-1s .

Although the core duties are set out within this Job Description, a flexible approach to work is essential. The Engagement and client voice coordinator may be required to adapt their working style to take account of changes to working practices.

## Person Specification

<i>Criteria</i> <i>E=Essential</i> <i>D = Desirable</i>	<i>E/D</i>
<b>Qualifications and Training</b>	
3 A levels/ equivalent/ relevant NVQ	E
Training in therapy/psychology/ counselling/ Mental health or other relevant qualification in an associated field.	D
<b>Knowledge and understanding</b>	
An understanding and belief in the benefits of counselling and therapy.	E
Knowledge and understanding of the impact of mental health issues/sexual abuse.	E
A good knowledge of local and online mental health services and services supporting survivors of sexual abuse.	E
Understanding of co-creation benefits and principles	E
Knowledge and understanding of safeguarding principles	E
Knowledge and understanding community action	D
Knowledge of ICT including Internet, and Microsoft Office Excel and Word.	D
Knowledge of administrative databases.	D
Understanding of the local and national sexual abuse sector and current issues.	D
<b>Skills and abilities</b>	
An ability to empathise, relate and communicate with people from a variety of social and cultural backgrounds.	E
Ability to recognise and respect confidentiality and its limits.	E

Demonstrate good self-care and resilience.	E
Ability to manage and assess risk and escalate when required.	E
Able to hold boundaries and manage expectations.	E
Ability to manage a varied and busy workload.	E
Confidence in dealing with a variety of telephone calls.	E
Excellent organisational skills and time management.	E
Initiative, flexibility, and the ability to work without direct supervision as well as part of a team.	E
Ability to maintain attention to detail whilst multi-tasking.	E
Ability to manage projects day to day, with minimal supervision.	E
Confident in problem solving, including advising Senior Management of arising issues and contribute to solutions.	E
Creative and solution-focused approach to work.	E
Ability to analyse data	D
<b>Experience</b>	
Experience working with and supporting adults with mental health needs or complex needs.	E
Experience of working with or facilitating groups.	E
Experience of and commitment to working with diverse communities.	E
Experience of facilitating co-creation and client/service user involvement processes	E
Experience of working with peer support	D
Experience of advocacy	D
Experience of developing systems and processes.	D
Experience of working in the charity sector.	D
Experience of developing new services.	D
Proven experience of using database systems.	D
Working within an organisation that deals with sensitive and confidential information.	D

Experience managing varied workload with competing priorities.

D