

Counselling and Befriending Coordinator Candidate Pack



Charity No: 1091744
Company No: 4050994

The new name for
Cheshire Centre for Independent Living (CCIL)

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Introduction

Dear Candidate,

Thank you for your interest in Disability Positive, a charity that has dedicated itself to the lives of people with lived experience of disability and long-term conditions, and their families across Cheshire and surrounding areas since 1992.

We pride ourselves on being a great place to work and progress, and we employ an amazing workforce of over 70 people. We have experienced substantial growth since inception and our services have successfully increased to the point that we are well recognised as a trusted, influential, and supportive organisation; providing services, opportunities, and voice to over 10,000 people with lived experience of disability and long-term conditions per year.

We know it matters, as we live with disability and long-term conditions too.

We hope that you are the kind of person we are looking for, someone; organised, driven and professional to work within our team. If you are interested in the role, please return your completed application to HR@disabilitypositive.org

We'd love to hear from you.

Lynne Turnbull
Chief Executive Officer



Who are we?

We are Disability Positive.

We are a charity based in Cheshire and work mostly in the Northwest. We love working with others who think like us.

We provide services, opportunities and a voice to people living with disability and long-term health conditions and their families.

We have services to help people with everyday life, being part of their local community and looking after their own wellbeing.

We can offer advice, help with practical tasks and advocate for people in lots of different situations.

We listen and share people's experiences to influence positive change in government policy.

We know it matters, because we live with disability and long-term health conditions too.

Our Values

- **Positive:** It's not just our name, it's how we approach every challenge and opportunity.
- **Collaborative:** We don't believe we can do everything ourselves; we love working with others who think like us.
- **Representative:** We are here to be the voice of people living with disability and long-term health conditions.
- **Ambitious:** We are not going to change the world without thinking big.
- **Trustworthy:** We need to be a place where people feel safe and can come freely for honest and impartial advice and support.

The social model of disability is the starting point for everything we do and is the idea that people are not disabled by their condition, but by a world that doesn't meet their needs.



Our Services: For Adults

Arrangement of Care and Support Service

Support with making sure people's care works for their needs.

Advocacy

Supporting people to say what matters to them and upholding their rights.

Good Company

A fully accessible social group for adults, meeting regularly with the opportunity for day trips too.

Payroll

Supporting people who employ Personal Assistants with payroll management.

Supported Banking

Getting support with banking and auditing for direct payment recipients.

Learning Service

Access to learning and development opportunities for people who employ Personal Assistants, and their Personal Assistants.



Our Services: For Children and Young People

Advocacy

Supporting people to say what matters to them and upholding their rights.

Arrangement of Care and Support Service

Support with making sure people's care works for their needs.

Cheshire West Creative Breaks

For parents or carers of a child or young person aged 0-19, living in the Cheshire West and Chester area, who need a short break from their caring responsibilities.

Buzz Youth Group

A fully accessible youth group supporting those aged 5-18 to try new things and meet new friends.



Our Services: For Everyone

Volunteer Opportunities

We couldn't be without our team of dedicated and enthusiastic volunteers. People can volunteer their time across a range of services, or join us for a work placement, to gain new skills and contribute to our work.

Membership

We need our members to share their views so that we can continue to develop our services, and be a strong voice to influence local, regional and national government policy.

We welcome anyone with lived experience of disability or a long-term condition or with caring responsibilities.

Policy Influencing

Policy influencing is what we do to influence positive change with local, regional and national government. We want to be a voice for our members and people with experience of disability and long-term conditions and use their views and experiences to influence the kind of changes we want to see.



Organisational Structure

We are a registered charity and company limited by guarantee.

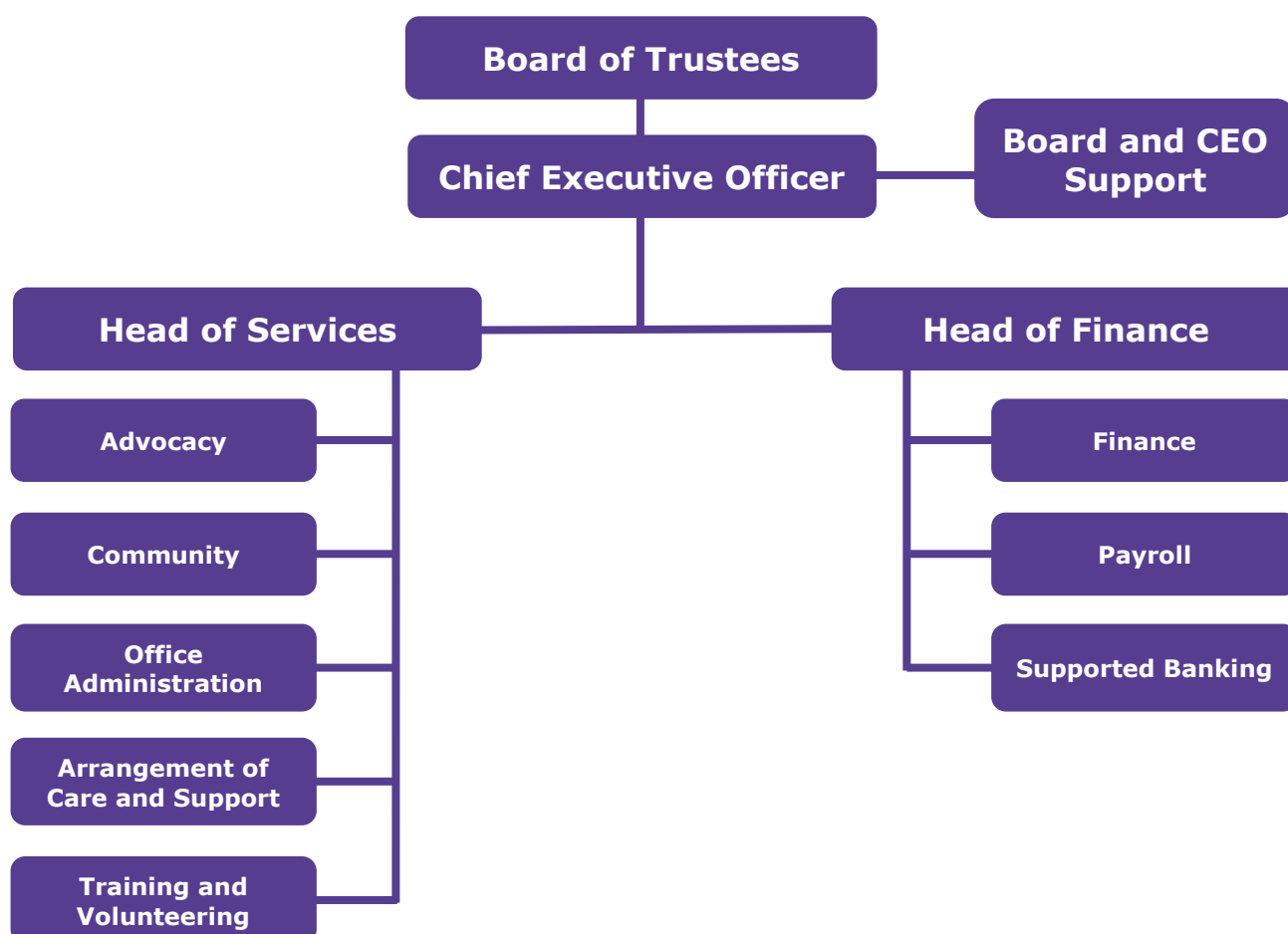
We are governed by 10 trustees who are known as our Board of Trustees. The Board of Trustees are both Directors of the company for the purposes of the Companies Act 2006 and Charity trustees for the purposes of the Charities Act 2006.

The Board of Trustees are responsible for the governance of Disability Positive. Our Board of Trustees have lived experience of disability and long-term conditions and bring a mix of skills that are essential to good governance, ensuring that our activities are conducted in line with our charitable objects, as detailed within our Articles of Association. In addition, we have over 240 members of the charity who all have lived experience of disability and long-term conditions.

Day-to-day management is delegated to the Chief Executive Officer and Senior Staff through a Scheme of Delegation of Board Authority.

We currently employ 56 FTE staff (75 people), with additional support across our services through volunteers. 74% of our workforce also have lived experience of disability and long-term conditions.

Our Organisation Chart



Future Plans

We have finalised our new Strategy 2020 - 2023, with a focus on three strategic themes:

- Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.
- Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.
- Positive about giving a voice to people with lived experience of disability or long-term health conditions.

We are in a strong financial position, with a robust balance sheet and reserves policy which has supported and should continue to support expansion of our services.

A major part of our income comes from delivering services under contract with a number of Local Authorities and Clinical Commissioning Groups in Cheshire East, Cheshire West and parts of the Northwest. We also provide a number of services that individuals purchase directly from us.



Job Description and Person Specification

Job Title:	Counselling and Befriending Coordinator
Grade:	4b
Salary:	£22,739 per annum rising to £23,876 per annum FTE after successful probationary period
Hours:	22 hours per week
Holiday Entitlement:	25 days per year + Bank Holidays and Christmas shutdown
Direct Reports:	Volunteers (numbers to be confirmed)
Reporting to:	Training and Volunteer Manager

Purpose

To coordinate the delivery of a Counselling and Befriending Service across Cheshire. Responsible for the training, and ongoing support of Volunteer Befrienders and the triaging of counselling and befriending requests, ensuring clients receive the most appropriate support based on their individual needs.

This is an exciting 18-month pilot project that has been approved by our board of Trustees following feedback from our members. There is a possibility of the service being extended if proven successful. This is currently fixed term until 31st March 2023.

Scope

Business Skills

- Absorbs and applies technical information.
- Has a thorough understanding of their job and how own role
- relates to other roles and to the business of the employer.

Complexity

- Has defined areas of responsibility.
- Has input into a defined business project or process
- Performs a broad range of work, often complex in nature, in a variety of environments.

Autonomy

- Accountable for delivering assigned tasks within specified function.
- Operate as a competent professional with minimum supervision.
- Limited decision-making scope on how tasks are to be fulfilled.
- Can easily determine when work should be escalated to a higher level.
- Maintains awareness of developments in the sector of relevance to key tasks.
- Understands the implications of new technologies and legislation on their area of specialty

Key Tasks

Strategy

- Deliver on designated areas of responsibility to meet the strategic plan, including responsibility for the delivery of the Counselling and Befriending Service
- Highlight identified gaps in service to meet the needs of disabled people
- Demonstrate that disabled people are provided with a high-quality service

Governance

- Ensure the service has efficient and effective processes in place to effectively manage/reduce risk
- Report against key performance indicators for area of responsibility in line with contract expectations and requests from Manager

Communication & Relationships

- Ensure effective relationships are established and maintained with disabled people, parents/carers and community-based partners
- Build an effective working relationship with the Manager
- Ensure that the Manager receives appropriate advice and information on all relevant matters
- Provide reports for Manager, regarding performance of contract delivery and escalate any key risks, as required.
- Uphold the Company values
- Leads by example and motivate sessional support workers and volunteers
- Ensure an excellent standard of engagement with disabled people and outside partners
- Keep up with developments in the sector of relevance to the role and modern business practices by reading legislative updates, guidance and consulting with peers

Service Delivery

- To continue to develop the Counselling and Befriending Service
- Provide a central point of contact for people wanting to access counselling or befriending across Cheshire
- Manage all referrals into the service and direct clients to the appropriate counselling provision or befriender
- Ensure Counsellors who are selected meet national counselling standards / accreditation
- Facilitate the process of invoicing
- Support volunteer befrienders
- Work with Training and Volunteer Manager to develop and deliver appropriate training for befrienders
- Facilitate team meetings for volunteer befrienders
- Carry out risk assessments
- Complete initial assessments for people with lived experience of disability wanting to access the service
- Review provision with service users to ensure achievement of outcomes
- Promote the service to people with lived experience of disability and long-term health conditions using accessible literature and language
- Signpost individuals to other sources of help and assistance

- Maintain timely, effective, and accessible records linking to the organisation Case Recording Management system
- Maintain outcome mapping through the organisation Case Recording Management system
- Achieve project milestones as set by the designated manager
- Promote inclusion, celebrate diversity, and positively challenge stereotypes
- Report any issues or concerns about individual disabled people including any health and safety or safeguarding concerns

Other

- To undertake any other duties so directed by Manager and within the scope of this post.
These recommendations are to be reviewed annually with Manager



Person Specification

Criteria	Essential	Desirable	Assessed by
Qualifications Experience	<ul style="list-style-type: none"> • Experience of working with disabled people • Ability to meet milestone targets and goals to achieve outcomes • Proven experience of working with volunteers 	<ul style="list-style-type: none"> • Experience of working with individuals with complex needs • Experience of completing risk assessments • Experience of working on a successful project • Experience of delivering training 	Application and Interview.
Knowledge	<ul style="list-style-type: none"> • Proven understanding of partnership and collaborative working • Demonstrable commitment to achieving positive outcomes for disabled people • Knowledge of the social model of disability • Knowledge of Health and Safety legislation • Knowledge of the Risk Assessment process • Excellent knowledge and understanding of safeguarding practice 	<ul style="list-style-type: none"> • Experience of supervising staff and/or volunteers 	Application and Interview.
Skills/Abilities	<ul style="list-style-type: none"> • Excellent communication and presentation skills, both written and oral • The ability to Communicate effectively at all levels • Ability to disseminate information in an easily understood and appropriate format 		Application and Interview.

Recruitment Process

	<ul style="list-style-type: none"> • Ability to work as part of a team and on own initiative • The ability to work under pressure, set priorities and meet deadlines • Ability to use IT systems • Proven planning, time management and organisational skills • Drive, energy, and enthusiasm • Self-motivated 		
Other	<ul style="list-style-type: none"> • A commitment to equality and diversity. • To undergo an enhanced DBS check • A commitment to the Company vision, mission and values 	<ul style="list-style-type: none"> • Access to a car and a current full driving licence 	Application and Interview and Pre-Offer Checks.

How to apply

If you are interested, please complete the following, and return by email to HR@disabilitypositive.org

- a job application form
- and recruitment monitoring form

Alternatively you can download an application via our website at www.disabilitypositive.org

Timetable

Deadline for applications: 30th June

Short listing: 4th July

Interviews: 8th July

What we do with your data

In accordance with the Data Protection Act 1998, and the General Data Protection Regulations 2018, the information provided in your application will be used as part of the recruitment and selection process and may be disclosed to those who need to see it.

It will also form the basis of the confidential personnel record of successful applicants.

In the case of unsuccessful applicants, the application form will be destroyed after 6 months, in line with our [HR Privacy notice](#).

Contact Us



Address: Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

Telephone: 01606 331 853

Email: info@disabilitypositive.org

Website: www.disabilitypositive.org

Facebook: www.facebook.com/disabilitypositive/

Twitter: www.twitter.com/dis_positive

Instagram: https://www.instagram.com/dis_positive/