



**Supported Online Programme Lead – Job Description**  
**Closing Date: 17<sup>th</sup> November**  
**Please send a copy of your CV to...**  
**[Service.manager@t2twb.org](mailto:Service.manager@t2twb.org)**

**Contract:** One year (with possibility to extend)

**Salary:** £26,000 - £30,000 pro rata

**Hours and days:** Part Time – 20 hours per week

**Location:** 50% Home Working/50% in Newbury Office

**Accountability and reporting:** The post holder will be line-managed by Time to Talk's Charity Service Manager.

**Start-date:** 8th January 2024

**Disclosure and Barring Service Certificate:** Due to the nature of the work this post will be subject to an enhanced DBS check.

**About our Supported Online Programme:** As part of an exciting new development, Time to Talk have been working closely with a company called SilverCloud to develop online CBT based treatment programmes for young people. SilverCloud is already well established in the adult IAPT service where it has helped improve access and recovery rates of thousands of clients. Evidence shows that in Adult IAPT SilverCloud has been used by a high volume of clients and has had positive outcomes, <https://www.silvercloudhealth.com/uk>

**Approach/Interventions:** Our team of supporters act as a human link for the young person. They send out welcome e-mails and bespoke messages, offer weekly reviews, act as a contact point for queries, monitors risk and outcomes, and gather feedback to help to improve the programme.

In addition to their other duties the post holder will support a caseload of young people and or parents who will normally be engaged and work through the programme for a period of 6-8 weeks.



**Main duties:**

The duties and responsibilities of the post will include:

1. Supporting the Supported Online Programme offer, working to promote the service, liaising with our "Outreach" partners (schools, GPs and other stakeholders).
2. Building and maintaining good, effective working relationships with pastoral staff in our Outreach partners.
3. Updating the Service Manager/Trustees in terms of engagement and progress on a regular basis
4. Holding a caseload of young people (aged 11 to 25) and parents/carers at any one time.
5. Managing admin for SilverCloud, including sending out welcome e-mails and bespoke messages, acting as a contact point for queries, monitoring risk and outcomes, and gathering feedback to help to improve the programme.
6. Providing training and support to the SilverCloud supporter team.
7. Monitoring weekly support messages sent out by the team.
8. Monitoring and responding to safeguarding concerns.
9. Ensuring that all records are kept confidentially in line with Time to Talk's procedures.
10. Communicating with parents/families in line with guidance seeking consent or assessing risk.
11. Any other duties as required by the evolving nature of the project



## Person Specification – Supported Online Programme Lead

*Points marked (E) are essential criteria. Points marked (D) are desirable criteria*

### Experience/Qualifications/training

- Experience of working in a mental health service or a similar organisation supporting children, young people and/or families **(E)**
- Experience of providing support/advice to children and young people **(E)**
- Experience in assessing child protection/safeguarding concerns and the ability to act on these in accordance with relevant safeguarding procedures **(D)**
- A relevant qualification in the field of mental health or similar **(D)**
- Experience of working in CAMHS or similar **(D)**
- Experience of working remotely **(D)**

### Knowledge & Understanding:

- Understanding of the emotional health problems which can affect children, young people and their families. **(E)**
- Understanding of the principles of confidentiality data protection, consent, information sharing and safeguarding policies **(E)**
- Understanding the principles of Cognitive Behavioural Therapy (CBT) **(E)**
- Understanding of the pressures facing professionals who support children and young people, such as schools and GPs **(D)**
- Knowledge of relevant local services and referral pathways in West Berkshire **(D)**

### Skills & Competencies

- Able to provide leadership for the programme and promote the programme to all stakeholders. **(E)**
- Able to provide support and guidance to parents and professionals on matters relating to children's mental health and emotional wellbeing **(E)**
- Able to build and maintain relationships with others both internal and external to the organisation whilst maintaining appropriate professional boundaries **(E)**
- Ability to plan and organise workload in line with targets and pressures **(E)**
- Able to work according to organisational policies and procedures **(E)**
- Actively committed to personal & professional development **(E)**
- IT skills i.e. able to use Microsoft Office packages including Word and Outlook and video conferencing such as Zoom and Microsoft Teams **(E)**
- Ability to use IT based case management systems **(E)**
- Excellent interpersonal skills, including communicating clearly and concisely at all levels (both orally and in writing) **(E)**
- Ability to write clear, accessible & professional reports/letters **(E)**
- Ability to respond to and manage safeguarding and clinical risk issues safely and appropriately, seeking appropriate support and guidance when required **(E)**



**Qualities & Values**

- An understanding of, and sensitivity towards, mental health issues **(E)**
- Evidence of a positive and proactive attitude, motivated and solution-focused **(E)**
- Commitment to principles of inclusivity, equality and diversity, demonstrated in practice **(E)**
- Demonstrates values consistent with those of Time to Talk **(E)**

The post is subject to a Disclosure and Barring Service (DBS) check at enhanced level