



Job Type: Full-time, Permanent

Location: Working from home and office based, hybrid.

Office location: Hove, BN3 5LP.

Salary: £30,250.00 per year (includes a 10% performance bonus paid annually)

Annual Leave: 25 days per annum

Vitality Healthcare and pension scheme (once 6 month probation has passed)

Closing date for applications: June 6th

Interview date: June 21st

To apply please sent your C.V and cover letter to Lara Kinnear: lara@switch180.org.uk

About Stop.Breathe.Think

Stop.Breathe.Think is a game changing mental health service for young people run by the national youth charity Switch180. The Head of Stop.Breathe.Think will lead and manage this programme nationally to ensure that vital support is provided to those most in need across the UK.

Stop.Breathe.Think provides young people, aged 8- 21 years, with access to free online 1-1 counselling sessions with one of our professional counsellors, selected for their expertise in specific areas to best support each young person. There are no wait times, no barriers to entry and the service is available nationally. Stop.Breathe.Think provides vital support to those who need it right now. We could find no other service like it nationally.

Our vision to give every young person who needs support access to someone to talk to within 24 hours of getting in touch.

Our counsellors join us through JHD Counselling Services Limited.

Key duties and responsibilities

General duties

Manage and oversee the day-to-day operations of Stop.Breathe.Think (SBT). This includes:

- Regular communication with our administration team, which includes 2 administrators currently.
- Attend weekly administration meetings with JHD, which includes our 2 administrators and the JHD Counsellor Manager.
- Attend regular meetings with Safeguarding Leads at JHD Counselling. The Head of SBT will be notified of any safeguarding incidents as they happen.
- Run monthly meetings with JHD's Senior Management and Switch180's Senior Management Teams, presenting updates on the service.



- Provide help, support and guidance and ensure clear communication between JHD and SBT as the service grows.
- Work closely with the JHD Counsellor Manager to ensure there are enough suitable counsellors to meet demand as the service grows and ensure all due diligence and data input adhered to.
- Ensure the SLA that is in place between Switch180 and JHD Counselling is being followed.
- Be the central point of contact through the website for SBT for parents, young people and organisations.

Partnerships

Many organisations across the UK refer young people to us for support. The Head of SBT will need to manage all communication with these organisations (apart from organising counselling sessions which is between the counsellor and the young person). We plan to significantly grow this side of our work and the Head of SBT will need to manage these partnerships, tasks will include:

- Build strong partnerships with organisations currently accessing SBT, to be their main contact if they wish to increase places.
- Grow new partnerships strategically with organisations to build bespoke SBT packages and management of these.
- This is achieved by setting up Service Level Agreements for those who wish to work with us further over the 10 free funded places we provide to new organisations accessing SBT.
- As part of the SLA process:
 - o Provide onboarding, set up and support to organisations wanting to access the SBT service
 - o Provide data and clinical insight reports on young people accessing the service
 - o Provide marketing materials to help them promote the service to their staff and young people.

Electronic Patient Record (EPR) database

- Manage our Iaptus EPR and support JHD counsellors, providing training to new counsellors joining the team. It is cloud-based, customised to SBT patient pathways, and can be accessed remotely from anywhere with an internet connection.
- Ensure that counsellors and administrators are inputting all the required data.
- Liaise with our Iaptus Account Manager if any issues arise.
- Use Iaptus to download regular reports to measure impact of the SBT service to share with JHD's and Switch180's senior management teams and partner organisations.
- Support Development Director as required providing stats, outcomes and impact reports to support funding bids.

Marketing

Support the Head of Marketing with creating marketing resources to promote the service to young people, parents and organisations.

Work with the Digital Manager on social media campaigns promoting SBT to young people, parents and organisations.

Deliver in person talks to organisations directly or their young people.

Personal Specification

Essential Criteria

1. Be the first point of contact for anything related Stop.Breathe.Think
2. A passion and desire to support young people
3. A qualification of at least Level 3 Counselling Skills
4. At least 3 years counselling experience, ideally with young people
5. Entrepreneurial outlook – the ability to grow the programme and develop new partnerships
6. A registered member of either BACP/ UKCP
7. Enhanced DBS check (Switch180 will process this)
8. Well-developed communication and listening skills
9. A commitment to equal opportunities and safeguarding
10. To understand and adhere to all policies and procedures concerning the Safeguarding of young people
11. The ability to enthuse others, to encourage, build confidence and enable others to fulfil their potential. Good interpersonal skills are essential and excellent communication, listening and presentation skills will also be key.
12. Sound knowledge of MS Office tools including Word, Excel, PowerPoint and Outlook

Desirable Criteria

Experience in building, developing and maintaining partnerships with companies, schools and Authorities.

Experience of managing contracts and service level agreements

Experience in a Safeguarding Lead role

Management and Support

The Head of Stop.Breathe.Think will report to Lara Kinnear, Operations Director.

The Trustees will determine the overall direction of the Stop.Breathe.Think service and will set the overall priorities in consultation with the Director and Operations Director.



Policy Statement

Switch180 aims to be an equal opportunities employer.

Conditions of Service

Switch180 is committed to safeguarding and promoting the welfare of children. This post is subject to an enhanced criminal record check under the arrangements established by the Disclosure and Barring Service (DBS) and two satisfactory references.



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Charity Number England and Wales: 1101030
OSCR: SC043344



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