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Shoreditch Trust Peace of Mind Project Coordinator

Job Description and Person Specification

Reports to: Peace of Mind Project Manager
Salary: £23,000 per annum
Hours: 35 hours
Duration: Permanent
Probation: Three months
Based at: Healthy Living Centre, 170 Pitfield Street and 12 Orsman Road, London N1 5QJ
Holiday: 25 days + bank holidays + 4 personal development days + discretionary leave

The Peace of Mind programme works with diverse groups of adults who want to improve their emotional wellbeing or recover from mental ill health. We do this with the aid of specific activities and approaches that will enable them to rediscover hope, build skills and move forward from whatever challenges they are facing, whether that is experiencing a period of stress or having a long-term mental health diagnosis. Our clients develop better resources, rely less on statutory health services, have a greater quality of life and build more meaningful relationships with family and friends.

The Peace of Mind Project Coordinator position is a multi-faceted role that is key to the effective functioning of the Shoreditch Trust Peace of Mind programme, combining client management with project coordination and development. Often the first person that clients will encounter when seeking support from the Peace of Mind programme, the Project Coordinator is integral to enabling clients to be guided through the activities delivered by the team and the wider Shoreditch Trust programmes that can help them to improve their mental health. The Project Coordinator will work closely with the Project Manager and the Wellbeing Practitioner, with additional support from and training opportunities within Shoreditch Trust.

Principle tasks

The work plan will be split across the following main areas:

1. Client liaison, support and coordination
 - Manage client referrals coming in to the Peace of Mind programme;
 - Undertake client screening using short assessments, in person or over the phone;
 - Monitor attendance and ensure high levels of client participation through regular communication with clients;
 - Undertake regular evaluation to gather feedback on sessions and to support the continual improvement of delivery standards;
 - Guide clients in their journey through Shoreditch Trust activities and to external partners, and follow up their progress after moving on from Shoreditch Trust support.

2. Coordination of the Peace of Mind team
 - Coordinate the activities of the Peace of Mind team including the Project Manager and the Wellbeing Practitioner;
 - Liaise with, book and coordinate sessional staff as required by the programme;
 - Support, organise training for and monitor sessional staff to ensure a high and consistent standard of delivery;
 - Support the Shoreditch Trust volunteer programme and assist with integration into the Peace of Mind programme;
 - Assist with financial administration of the project including processing petty cash, project expenses and sessional worker invoices;
 - Oversee the ongoing delivery of sessional worker-led activities including the Friendship Group, the Walk and Talk Group and Sew & Sell, including support for facilitators, attendance and quality assurance.

3. Project development and implementation
 - Liaise with partners and likeminded organisations to ensure smooth referrals and integration of activities into the network and the borough;
 - Identify opportunities for the Peace of Mind team to deliver outreach activities alongside other Shoreditch Trust projects and like-minded individuals, based on user feedback;
 - Provide logistical and practical support to sessions;
 - Undertake monitoring and evaluation of the project to aid with internal reporting and to commissioners.

Job requirements

- In order to be responsive to the community you will need to be flexible, working some evenings and occasionally weekends. Hours will be agreed on a mutually beneficial basis and reclaimed on a TOIL basis.

Confidentiality

In coordinating the Peace of Mind project, the Project Coordinator will have access to personal information. All such information should be regarded as strictly confidential and the Project Coordinator will be required to comply with the Shoreditch Trust Data Protection policies.

Corporate responsibilities

- Conduct high levels of professionalism at all times with particular reference to punctuality, dress, presentation and administration
- Keep customer care as the major priority for service provision
- Ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Shoreditch Trust

Safeguarding statement

Shoreditch Trust works with children, vulnerable young people and at-risk adults in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership.

This policy extends to the treatment of all our service users, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and at-risk adult safeguarding.

This role involves working with at-risk adults on a daily basis and therefore requires a detailed understanding and informed implementation of the Shoreditch Trust Safeguarding Policy alongside a valid, satisfactory Disclosure and Barring Service check.

Please note that this job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.

Peace of Mind Project Coordinator: Person Specification

Education and professional qualifications

Desirable

- GCSE English and Maths or equivalent qualification, Grade C or above.

Experience

Essential

- Delivering high standards of customer service in a public facing setting and with people that are experiencing challenges with mental health;
- Handling confidential and sensitive data;
- Working or volunteering in a community setting;
- Using and supporting individuals to use a Client Management System.

Desirable

- Coordinating a project in partnership with other small and medium-sized organisations;
- Working independently in a small team;
- Coordinating a small team of volunteers or casual staff.

Knowledge, skills and aptitudes

- A working knowledge of the factors that influence physical and mental health in areas of high deprivation;
- An excellent understanding of key cultural, social and religious aspects of a multi-cultural inner-city borough;
- An interest in supporting people that are experiencing challenges with their mental health;
- Excellent interpersonal skills with an ability to communicate with a wide range of stakeholders and maintain high levels of customer service at all times;
- Excellent organisational and administrative skills with the ability to manage multiple tasks at the same time;
- Able to use initiative, work independently and flexibly in complex community-based environment;
- Excellent verbal and written communication skills and a high level of IT literacy (Microsoft Office, content management systems);
- A strong interest in and commitment to the aims and values of Shoreditch Trust.