

OCD-UK JOB DESCRIPTION

JOB TITLE:	Lead Support Coordinator
LOCATION:	Home based (occasional visits to our East Midlands office will be required)
HOURS:	37.5 hours (5 days) (Flexibility to work evenings when required)
SALARY:	£26,325 per annum
START DATE:	TBC with applicant (ASAP)

Application Instructions

If you wish to make an application, explain in covering letter of no more than 325 words why you feel you are the right candidate for this role, and forward along with a summary CV to the charity's Chief Executive, Ashley Fulwood at: ashley@ocduk.org

Closing date: 5pm on Friday 15th December 2023

We support people affected by OCD at every stage of their journey, we're here to support people through the difficult times, right through to recovery and everything in-between.

JOB DESCRIPTION

OCD-UK is a registered charity (1103210) that provides services for those affected by Obsessive-Compulsive Disorder. We are recruiting for a **lead co-ordinator** to join our team to provide high quality advice, information and support to people affected by Obsessive-Compulsive Disorder (OCD) and their loved ones.

The OCD-UK Helpline service (including phonenumber, email and forum support services) is currently operating five days per week, offering free, confidential telephone and email support and guidance.

This role will involve overseeing, administrating and helping the charity expand the operation of our helpline/support services including the recruitment and training of helpline volunteers, managing the volunteers, and providing management information.

The helpline service is currently operating between the hours of 9am-5pm. The ideal candidate would be responsible for preparing the helpline to expand its service availability, with a long-term objective in the coming years to offer an evening and weekend service shared between volunteers and employees.

The position will suit an individual who is flexible with their working hours, who is prepared to work evening and weekend hours, when required, and has some experience in the delivery of training materials.

Working on our helpline is a very rewarding job and helpline staff should never underestimate the positive effect their support has inflicted on someone who has turned to OCD-UK for support. The ideal candidate would need to have strong communication and effective listening skills and have the ability to respond to service users with patience in a non-judgmental and sensitive manner.

This role can also be emotionally challenging, and although you will be supported by management and staff, it's important that you consider if you have the coping skills to respond to such emotionally charged calls before applying for this position.

Because we are a charity dedicated to serving those affected by Obsessive-Compulsive Disorder you will need a very good understanding of the condition and the evidence-based treatments, although full training will be offered. Strong consideration is given to those with lived experience of OCD, which includes those who have experience in supporting a loved one with OCD.

You will be joining a small team of five staff and will therefore be expected to help and support other colleagues with their roles, when required to do so.

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PROJECT BACKGROUND:

Obsessive-Compulsive Disorder (OCD) is a serious psychological anxiety disorder that affects nearly 750,000 children and adults here in the UK. In fact, OCD is so severe that the World Health Organisation once ranked it amongst the top ten most disabling illnesses.

For people suffering with OCD the impact of the condition goes far beyond the disadvantages the condition causes, it frequently causes catastrophic impact on the person's ability to form relationships, both at home and with peers and impacts on them academically and professionally. OCD can be devastatingly isolating, leaving many people feeling so desperately alone and often unable to talk and open up about how they feel.

The devastating consequence of OCD causes people to reach out and contact OCD-UK, and in that moment it's important for them to be responded to by somebody that understands the gruelling and compelling nature of OCD, and how it makes a person feel. The advice and information a person may receive from that call can have a life changing impact on their life, and perhaps most importantly, it can provide or reinforce hope.

The charity has received a significant number of calls and emails, and for that reason we are looking to expand our support provision by bringing someone in whose job will be to take the lead in the charity's support service and working with volunteers across different aspect of the charities support services.

Therefore, we are seeking a positive and dynamic individual to innovate and take the lead on this project.

KEY RELATIONSHIPS

Internal:

The post holder is directly responsible to the Chief Executive but will have close working collaboration with all other staff. You will also develop positive working relationships with volunteers to help foster a sense of community and teamwork, ensuring new volunteers are welcomed and made to feel included.

External:

The post holder will work closely with charity service-users, often being the first point of contact.

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KEY DUTIES AND RESPONSIBILITIES

1. To ensure effective service delivery.
2. To promote and deliver a friendly welcoming service that reflects our diversity and inclusion charter.
3. To ensure that performance within the service is monitored, data collected and reviewed, evaluated to ensure ongoing development and improvement for our support services.
4. Support charity beneficiaries through existing support methods (email, telephone, discussion forums).
5. Recruit, support and develop volunteers we will be working with and to actively contribute to the development and organisation of volunteers, including reviewing and developing the training process.
6. To ensure the charity's ethos and objectives in promoting recovery from OCD are maintained, whilst also supporting people through their journey and ongoing daily struggles with OCD.
7. Accurately report on the effectiveness of the project to OCD-UK management and our funders where required. This is to ensure compliance with all monitoring reports required by stakeholders.
8. To use technology to enable best practice within all aspects of service delivery and for developing ongoing improvements to the service.
9. To actively participate in team meetings and training events and contribute to the development of organisational practice and procedures.
10. To be flexible and willing to consider and develop new and innovative ways of working.

Whilst this job description above covers the main duties and responsibilities of the post, it is not exhaustive. The post holder is therefore expected to undertake any other duties which may be reasonably required for the demands of the service in addition to supporting the charity in non-project work where directed by the Chief Executive.

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RESPONSIBILITIES FOR ALL STAFF

- To comply with OCD-UK Safeguarding & Child Protection Policy.
- To comply with the OCD-UK Data and Privacy Policy and working to comply with GDPR regulations.
- To respect service-users confidentiality.
- To contribute to the running and support the hosting of the OCD-UK annual conference.
- To assist colleagues with their projects, such as co-hosting webinars or support groups.

PERSON SPECIFICATION

- Excellent and friendly verbal and written communication skills.
- Ability to working on own initiative through prioritising, planning and organising tasks and activities to meet deadlines.
- Ability to build positive relationships with service-users and colleagues.
- Flexibility to work evenings/weekends/bank holidays when required.
- A positive outlook on recovery from OCD to offer hope to service users who are suffering.
- Travel to charity's office when required.
- Help organise and deliver annual conferences which will take place at various locations across the country.
- Appropriate home workspace to host telephone calls and online meetings confidentially. It's vital that the work from home space allows time for uninterrupted calls and meetings.

DESIRABLE SKILLS

- Familiar with Microsoft Office software.
- Familiar with online meetings using Zoom/Microsoft Teams technology.
- Experience of Obsessive-Compulsive Disorder through personal or working environment.
- Understanding of recommended treatments of OCD.
- Understanding of NHS treatment pathways.

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Are you ready to make a positive difference in the lives of people suffering from Obsessive-Compulsive Disorder?

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