

Wellbeing Coordinator (Part-time, 16 hours per week)

About Us:

Keep Talking Services is an emerging charitable organization dedicated to offering befriending services via telephone support. Our mission is to provide essential support to individuals facing challenges in mental health and overall wellbeing. As we grow, we aim to maintain the highest standards of care and service delivery.

Job Description:

The Wellbeing Coordinator, with a focus on supporting our charity's mission, plays a pivotal role in ensuring the smooth operation of Keep Talking Services. Reporting to management, you will be responsible for various administrative tasks, enabling senior staff to concentrate on strategic growth initiatives. Your dedication to maintaining our organization's standards will directly impact the quality of care provided to our clients.

Key Responsibilities:

- Assist senior management in prioritizing tasks and communication, allowing them to focus on strategic objectives.
- Supporting more junior staff and volunteers in day to day running of the organisation.
- Support management and trustees in shaping and advancing organizational goals.
- Cultivate a positive company culture and uphold our organizational vision.
- Manage call logs and coordinate schedules.
- Screen call logs and assist in the recruitment process.
- Cover client calls should there be in any sickness.
- Play a key role in screening new clients for the service.
- Collect feedback from stakeholders for analysis and improvement.
- Manage a caseload of clients, ensuring regular engagement.

Desired Traits:

- Proven ability to drive effective results.
- Strong communication skills at all levels.
- Supportive yet firm in establishing boundaries.
- Active listening skills and organizational abilities.
- Personable demeanor and passion for supporting others.
- Commitment to our core values and objectives.
- Willingness to continuously develop professional skills.

What We Offer:

- Competitive remuneration package.
- Comprehensive supervision and support.
- Pension scheme.
- Opportunities for role development.
- Detailed induction into our services.
- Collaboration opportunities with partner organizations.
- Hybrid working arrangements and flexible hours.

Requirements and Qualifications:

- Experience in the third sector is essential.
- Experience within the mental health care sector preferred.
- Experience in telephone communications is essential
- Proven organisational skills

Join us at Keep Talking Services, where your contribution is valued, your voice is heard, and together, we change lives.

Application Process:

To apply, please submit your CV and a cover letter outlining your relevant experience and why you are passionate about this role. to Alex at alex@keeptalkingservices.com

We look forward to hearing from you!

Keep Talking Services will be subject to a receipt of a satisfactory reference