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Job Description

Intake Coordinator

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Intake Coordinator

Responsible to: Co-Principal Child & Adolescent Psychotherapist

Hours: up to 18.75 hrs per week/2.5 days per week

Salary: Fixed salary between £28,000 - £42,000 (pro rata) depending on qualifications and experience

Contract: Permanent

ABOUT OPEN DOOR

Open Door is a not-for-profit organisation providing a range of free and confidential psychological therapies to young people aged 12-24, and a separate consultation service for parents of teenagers and young adults aged 12-21. Last year we worked with nearly 700 young people, parents and carers offering over 7,000 appointments.

Open Door is based in Haringey, North London, home to some of the most deprived and also some of the most affluent communities in the capital. We are committed to providing a service across the borough – from our main bases in Crouch End and Tottenham as well as in secondary schools and online. Since the start of the Covid-19 pandemic we have been able to offer clinical appointments by phone or video though around 80% of young people are being seen face-to-face based on clinical need, digital access, safety and choice.

Open Door offers treatment to adolescents and young adults on a brief, medium and longer-term basis. Whilst most of our Child & Adolescent and Adult Psychotherapists have undertaken psychoanalytic based trainings, we also offer CBT and Mindfulness Based Therapy and specialist trauma focussed therapies including EMDR on an individual and group basis as well as integrative psychotherapy and family work. We aim to deliver a holistic service for adolescents and their families offering a broad range of therapeutic approaches.

The clinical team currently comprises 27 therapists, many of whom are NHS trained and all of whom are professionally accredited.

Since 2000 Open Door has run an innovative **Parenting Teenagers Project (PTP)**, which is targeted at parents of young people aged 12-21 where the parent is concerned about a teenager who will not seek and access help in their own right. Open Door has developed a fully evaluated brief model of parent work – the *Open Door Approach to Parenting Teenagers (APT)*. The post-holders will be expected to undertake work with parents and carers and may also be able to undertake training in the Open Door manualised model.

Open Door continues to evolve in response to what we learn from listening to young people and is committed to ongoing service innovation. Current targeted projects include **New Narratives** – working with young people and families affected by serious youth violence and a partnership project with Haringey's new **Autism Hub** to provide therapeutic support for young autistic adults. Open

Door also currently delivers services in secondary schools offering a range of therapeutic interventions to students as well as consultation and training to staff. There may be opportunities to work in these particular projects depending on the interests and experience of the post-holders.

Open Door also provides training placements for ACP (Association of Child Psychotherapists) accredited trainees as well as those undertaking trainings in psychology, integrative psychotherapy, and those on CYP-IAPT and other NHS funded trainings.

Open Door works across all THRIVE quadrants / tiers 2-3, with the majority of service users (c80%) scoring in the moderate to severe range in validated outcome measures (PHQ-9, SDQ and CORE). Given the high level of severity and complexity of presentations, Open Door works closely with CAMHS, AMHS and Social Care to ensure the best possible care for its patients.

Open Door is funded by the NHS, Local Authority, charitable trusts, and donations. Though Open Door is part of the Single Point of Entry for professional referrals to Haringey CAMHS, we endeavour to ensure that all our services are as accessible as possible. Around 74% of young people refer themselves to Open Door.

This is an exciting time to join the organisation. Open Door's reputation as a key provider of mental health services to adolescents and young adults in Haringey is very high. Service delivery, service in terms of appointments offered and young people seen, has reached unprecedented levels. Open Door has become a multi-site service with bases in Crouch End and Tottenham and its secondary school service is expanding. Since the coronavirus pandemic, Open Door has been offering therapeutic interventions remotely via phone and video. Whilst over 75% of appointments are being delivered in-person, Open Door continues to offer a blended service based on clinical need, digital access, choice and safety.

For more information see our website www.opendooronline.org

About the post:

Intake Coordination

The intake coordinator position is a highly important one in our organisation. It requires both significant clinical and organisational skills. You will be responsible for coordinating intake which includes referrals into the service and managing the initial assessment and treatment waiting lists. Open Door is a very popular service and we are facing exceptionally high levels of referrals whilst delivering record numbers of appointments. Our current waiting list for treatment stands at around 180 young people.

Finding effective ways to support young people while they are waiting for treatment at Open Door is an important and challenging area of service development; the intake coordinator could have the opportunity to develop this. In partnership with our local NHS CAMHS, Open Door is currently receiving funding as one of only 12 national Four Week Waiting Time pilot sites, an NHS England funded initiative to improve young people's access to mental health services. As well as improving waiting times to treatment we are always look at developing interventions to support young people and parents waiting for therapy. This currently includes our GROW project; digital guided self-help, psycho-education groups and tailored brief interventions. At Open Door we are committed to meaningfully engaging in initiatives that can help our service users and want to develop this in a way that is helpful for our population. The post holder will play an important role in this exciting service development.

The intake-coordinator will work with front line administrators and senior clinical colleagues to identify need, manage risk and support young people and parents whilst they wait for therapy. This will involve liaising with young people, parents, carers and professionals at the point of referral as well as when issues arise during the wait for treatment. We have developed a system of initial assessment/triage delivered by therapists to help identify treatment needs and assess risk. The post-holder will play a crucial role in coordinating this as well as undertaking some clinical assessments themselves, if suitably qualified. The post-holder will be well supported in this role by senior colleagues particularly in risk assessment and management.

The intake coordinator will also be responsible for informing other services across the borough about the work of Open Door and our referral process and to find out more about what is on offer elsewhere. Haringey has a well developed CAMHS network and vibrant voluntary sector. We envisage that this outward facing aspect of the post will be interesting and rewarding.

The post holder will work closely with the Co-Principal Child & Adolescent Psychotherapists, Psychology and Integrated Therapies Lead and will be well supported in managing all aspects of this challenging role.

Clinical work

There is also an opportunity for frontline clinical work for a post holder with appropriate qualifications and experience. The post holder could have the opportunity to undertake direct clinical work on a brief, medium and longer-term basis.

There will be plenty of opportunity for the post-holder to grow as a clinician. Open Door works with a diverse range of young people presenting with a range of emotional and mental health difficulties. Weekly clinical team meetings and workshops provide rich opportunities for CPD and stimulating discussion with enthusiastic, dedicated and highly skilled colleagues.

For further details about this additional opportunity (Job Description and Person Specification), please contact enquiries@opendooronline.org

A JOB SUMMARY

In-take Coordination

- To co-ordinate incoming referrals and manage waiting lists across the service. This will include liaison, risk assessment, triage coordination and waiting list management. This role will be performed in close consultation with the Co-Principal Child & Adolescent Psychotherapist.
- To meet with professionals working in other agencies to inform them about Open Door's services and referral processes and to learn about other services.
- To monitor compliance with service waiting times such as 4 week waits for under 18yrs
- To report on capacity issues and to flag difficulties to senior clinicians within the service (e.g. when busy over Christmas period).

Service Development

- To work with the intake and assessment team and GROW project to develop clinical and psycho-educational waiting list initiatives.
- To participate in and contribute to the development of Open Door's programmes of audit and evaluation and to ensure CYP-IAPT compliance.
- To support the development of service user feedback and participation in all aspects of the service.
- To contribute to monitoring reports for funders.
- To provide, when opportunities arise, consultation, training and advice for staff working in other specialist settings.

Clinical

- To provide specialist consultation, triage and assessment for adolescents and young adults aged 12-24 with a range of presenting problems, including severe and complex mental health problems.
- Dependent on qualification and experience, to provide specialist brief, medium and longer term psychotherapy, usually on a once weekly basis, for adolescents and young adults aged 12-24 with significant, severe and persistent mental health problems. Most of the clinical work will be with young people aged 12-17.
- To provide a range of therapeutic work with parents and carers this may include delivery of Open Door's model of parent work following training in the model
- To work effectively with young people and parents/carers needing interpreters and be willing to adapt clinical practice in relation to diversity, expressed beliefs, preferences and client choice.
- To liaise with referrers, other team members and other agencies as needed in implementing treatment. To participate as appropriate in multi-agency meetings
- To be responsible for continuing monitoring, evaluation and management of risk and safeguarding issues for young people across the age range in close consultation with their supervisor or other designated more senior clinician.
- To monitor treatment and patient progress, providing appropriate feedback and making decisions about treatment modification in discussion with young person/parent/carer and supervisor.
- To exercise autonomous professional responsibility based on the Code of Professional Conduct and Ethics of their accrediting organisation.
- To work autonomously within the overall policy and governance framework set out by Open Door.
- To provide support for colleagues in team meetings and in difficult or emergency situations.

Continued Professional Development

- a) To receive regular clinical and service related supervision and annual appraisal in accordance with good practice guidelines.
- b) To participate in clinical team meetings and present clinical cases in detail for group discussion.

B ADMINISTRATIVE

To maintain the highest standards of clinical record keeping and the responsible exercise of professional codes of self-governance and in compliance with Open Door's data protection protocols.

C Policies, Procedures and Guidelines

- a) To comply with Open Door's policies, procedures and guidelines including those related to Equal Opportunities, Health and Safety, Complaints, Child Protection, Safeguarding Vulnerable Adults, Environmental, Disciplinary and Grievance and Information Governance.
- b) All information concerning clients and staff must be treated as strictly confidential at all times.

D General

- a) This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties which Open Door may reasonably require from time to time as communicated to the post holder by their Line Manager/Director.
- b) This job description may be reviewed in the light of changing service requirements, any such changes will be discussed with the post holder.
- c) The Intake Co-ordinator Role is located at our office in Crouch End. For any additional frontline clinical work, the post-holder will be expected to work flexibly across Open Door's services in Crouch End and Tottenham.

Person Specification - In-take Coordinator	
Essential	Desirable
Education and Qualifications	
<ul style="list-style-type: none"> • This post is open to Child & Adolescent Psychotherapists, Clinical/Counselling Psychologists/CBT therapists and Clinical Nurse Specialists accredited by the ACP/BCP/BPS/NMC/BABCP/HCPC/ RMN. • We would also consider applicants with DipSW or equivalent qualifications with relevant experience. 	
Knowledge and Experience	
<ul style="list-style-type: none"> • Experience of working as a Child & Adolescent Psychotherapist / Clinical Psychologist/ Clinical Nurse Specialist / CBT therapist/other relevant professional in a multi-disciplinary CAMHS team, including substantial experience with relevant client group. • Experience in the process of assessment of risk and clinical need of adolescents and young adults aged 12-24. • Experience of working with parents/carers of adolescents. • Experience in liaison and multi-agency working. 	<ul style="list-style-type: none"> • Experience of IT administration systems. • Experience of contributing to intake-coordination, triage and waiting list management. • Experience of developing service user participation. • Experience of presenting the work of a service to other professionals. • Experience of working on call or on duty within teams • Knowledge of funding streams for and commissioning of mental health services • Knowledge of statutory and voluntary sector services and the increasing demands facing mental health providers • Experience of completing risk assessments over the phone
Skills and Competencies	
<ul style="list-style-type: none"> • Ability to make complex autonomous judgements based on theoretical, technical and clinical knowledge and experience. • Ability to communicate effectively in highly emotive situations: - overcoming barriers to understanding and analysing complex and conflicting opinion/emotions. • Experience in the autonomous management of personal work patterns and caseload. This includes experience in 	

<p>scheduling and maintaining a pattern of complex clinical and non-clinical work.</p> <ul style="list-style-type: none"> • Good literary and report writing skills. • Time management skills. • Good administrative Skills. • Good Liaison Skills. • Good IT Skills. • Excellent general communication skills. 	
<p>Personal Characteristics</p>	
<ul style="list-style-type: none"> • Self-motivated. • Ability to work as part of a team. • Ability to work under pressure and meet deadlines. • Ability to contain anxiety in others. • Adaptable. • Good interpersonal skills. • Reliable. • Trustworthy. • Physical effort – capacity to sit in constrained position for extended periods. • Mental effort - capacity for frequent, intense mental concentration. • Emotional effort - capacity to frequently work with highly emotional circumstances and levels of distress. • Working conditions – capacity to work in a mental health setting with occasional exposure to unpleasant working conditions such as verbal aggression. 	