

**Services Coordinator**





The Mix is a free, confidential support service for under 25s - making a massive difference to over two million young people in the UK each year. Whatever issue a young person is facing, The Mix is always there for them - online, over the phone or via social media. It connects young people to experts and their peers to talk about everything from money to mental health, from homelessness to jobs, from break-ups to drugs.

We are one of the eight charities forming the Duke and Duchess of Cambridge and Prince Harry’s Heads Together campaign to end stigma around mental health and will continue to work with them on raising awareness and providing vital help for people with mental health challenges. We work on high profile campaigns to change attitudes and raise awareness with the likes of Daniel Radcliff, Lady Gaga, and most recently Russell Brand. We work with TV shows like Hollyoaks to help young people understand sexual consent and big brands like River Island, Dixons Carphone and Lloyds Bank on everything from money to masturbation.

Today’s young people face an unprecedented range of challenges. They are possibly the first generation worse off in physical and emotional terms than their parents. The Mix’s mission is to ensure that every young person can make informed choices about their wellbeing – wherever and whenever they are: [www.themix.org.uk](http://www.themix.org.uk/)



**What we do:** The Mix is here to take on the embarrassing problems, weird questions, and please-don’t-make-me-say-it-out-loud thoughts that people under 25 have in order to give them the best support through our digital and phone services.

**Vision:** To be the first point of contact for under 25s. We know that with the right skills and opportunities, you can take on anything that life throws your way.

**Mission:** To empower everyone under 25 in the UK with the knowledge, skills and confidence to make the right first steps in life. Life is hard, but support doesn’t have to be.

**Values:**

* **Empowering** - we lead, we train & support, we respect, we give space to grow, we give power to chose
* **Brave** - we innovate, we pioneer, we take risks, we tell it how it is
* **Supportive** - we listen, we encourage, we care, we’re understanding, we are empathetic
* **Collaborative** - we are open & transparent, we co-create, we respect, experience & expertise
* **Proactive** - we create situations, we make things happen, we get things done
* **Non-judgemental** - we do not judge, we do not criticise, we do not blame



**Job title**: Services Coordinator

**Department**: Services

**Reporting to**: Lead Counsellor

**Overall Purpose of the job:**

Ensure the smooth running of the counselling and one-to-one support service administration and the development of volunteer partnerships to providing one-to-one support.

# Key areas of responsibility:

* Assist in the recruitment, selection and training of volunteers, updating resources and training materials for them as required
* Support the retention of volunteers including coordinating regular internal communication with The Mix volunteers and regularly updating of team information centres
* Assist in coordinating and organising events such as training or youth steering groups
* Assist volunteers by answering questions, concerns, and offering support while participating in the ongoing communication with the wider team
* Create and keep accurate records of volunteer forms and policies including implementing relevant GDPR practices
* Contribute to effective partnership building for volunteers delivering one-to-one support services
* Lead on the allocation of clients to counsellors, updating the system and internal log with counsellors' availability, holidays and shifts as required
* Liaise with potential counselling clients to make sure all their contact information and demographics details are in order and discuss alternative availability when needed to minimise waiting time
* Support the day to day logistics of the service delivery rota
* Support new volunteers and trainees to fully grasp the technical requirements of their role
* Escalate technical issues to the tech and digital team, when needed, until these are resolved
* Support the general administration of the Counselling and Helpline teams, including arranging meetings and supervision sessions
* Keep track of targets and gather data insights to share with the team and volunteers
* Any other duties as required



**Person Specification:**

*Essential*

* Experience of communicating and sharing information with groups of staff and / or volunteers
* Demonstrable understanding of how to support and / or motivate others
* Experience of maintaining and monitoring systems, including internal intranet
* Ability to manage multiple tasks simultaneously, work flexibly and able to work calmly and with patience under pressure.
* Ability to carry out tasks in a detail and accurate way
* Demonstrable time management and organization skills
* Self-starter with the ability to work on own initiative and as an active team member
* Strong computer literacy with excellent written and oral communication skills

*Desirable*

* Experience of using Office 365, 8x8 and Salesforce, Better Impact, Yammer
* An understanding of safeguarding, confidentiality and safe working practices
* Knowledge of counselling or helpline services
* Knowledge of how to gather insights from data



 **Salary:**  £19,500 per annum pro rata

**Contract:** Fixed Term (two years)

**Location:** The Charity’s service hub, currently Glentworth Street, London, NW1

**Pension** 2% employee contribution secures 4% employers’ contribution to stakeholder pension scheme.

**Hours:** This post is full-time, Monday to Friday. Occasional evening and weekend work will be required for which time of in lieu will be given.

**Annual leave:** You will be entitled to 35 days of holiday pro rata, which includes the 8 Statutory Bank Holiday during each year.

**Benefits:**

* Flexible and remote working available
* Childcare vouchers
* Eyecare vouchers
* Life assurance
* Weekly staff socials, plus Summer and Christmas Party
* Colleague of the month – awarded half a day extra annual leave
* Central London location
* Clinical supervision offered for front line services staff
* Coaching Environment
* Learning, development and training options



Check out our `Meet our Staff` Video on our YouTube channel

<https://www.youtube.com/user/TheSiteVideos/featured?disable_polymer=1>

**Testimonials**

**Nadia Inwood – Volunteer Manager**

I’ve been working for The Mix now for around 4 years as the Volunteer Development Manager. I really enjoy my role and feel lucky that I work in an organisation that really fosters a positive, collaborative working ethos. On a daily basis I get to work across teams, I really feel this has been a big plus in my personal development. I’m lucky to work with a really great team of people who are all so passionate about what they do. The Mix has some really great benefits too, including weekly socials and opportunities for the staff to get together and have fun.  Being a mum of two young children, I really value the flexibility The Mix offers with my working hours. I feel able to balance work and life just a little bit better. What I love the most, is that The Mix never stands still, I’m constantly learning and developing and know I’m making a difference.

**Amina Abdillahi – Youth Support Officer**

Before starting at The Mix as a Youth Support Officer, I was a volunteer here for about 3 years. What I loved most about volunteering here is how warm and friendly the helpline staff were. I felt lucky that I was able to meet people from all walks of life so when the role came up, I decided to give it a go. Having been a volunteer, I adapted to some things quicker than others. Thankfully the helpline team were very supportive and I was given time to learn the skills I would need to be successful. I enjoy the opportunity to work across other teams and get involved in their projects. The office itself is social and lively, there is definitely always someone to talk to and interact with.



To apply, please send a CV and a covering letter addressing the attributes outlined in the Job Description and Person Specification to **workforus@themix.org.uk****.**



