



Let's Talk Well Office, 4th Floor, Building 7, Vantage Point Business Village
Mitcheldean, Gloucestershire, GL17 ODD
Telephone: 01594 372777 Text: 07520634063
Email: hello@letstalkwell.org.uk Website: www.letstalkwell.org.uk

Job Pack

Job Pack: Coordination and Safeguarding Team Navigator

Thank you for your interest in working for Let's Talk Well. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About Talk Well and the Role
- Job Description/Person Specification

The closing date for applications is **8th September 2025 midday** however we will be reviewing and interviewing potential candidates through the application window.

Let's Talk Well reserves the right to close this vacancy should the right candidate be identified.

Interviews will be held week commencing **15th September 2025**

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

If you do not hear from us by the closing date it does mean that we have not been able to include you on our shortlist.

Completed applications should be sent to: recruitment@letstalkwell.org.uk

Or by post:

HR Department
4th floor, Building 8
Vantage Point Business Park
Mitcheldean
Gloucestershire
GL17 ODD



Guidance Notes

Filling in the application form

- Please complete all parts of the application form. (**CVs will not be accepted in place of an application form**).
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- Let's Talk Well does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Commitment to Inclusivity and Diversity

Here at Let's Talk Well we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Keeping children, young people and families safe

Let's Talk Well is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced



Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification. We are particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The declaration section of the application form must be completed.

The post is exempt from the Rehabilitation of Offenders Act 1974, therefore, all convictions, cautions and bind-overs, including those regarded as 'spent' must be declared.

This means that any previous criminal convictions or cautions or bind-overs you have ever had, or any allegations made against you that relate to the safety or welfare of children and young people or vulnerable adults or about your behaviour towards children or young people or vulnerable adults must be submitted with your application form in a sealed envelope marked 'Confidential'.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

We recognise the contribution that people with criminal records can make as employees and welcome applications from them. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. All cases will be examined on an individual basis. A copy of our Recruitment of Ex-Offenders policy can be made available by contacting our HR team.

All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service where applicable;
- satisfactory references
- right to work check
- satisfactory health check

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about Let's Talk Well please contact a member of our Human Resources Department 01594 372777 or email recruitment@letstalkwell.org.uk

Thank you for considering applying to Let's Talk Well



About Let's Talk Well

Let's Talk Well is a charity established in 1993 serving Gloucestershire and surrounding areas. Let's Talk Well reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling - online and face-to-face for children and young people
- Family Counselling
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals
- Counselling Training courses

Let's Talk Well has a main office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

Our Mission, Ethos and Values:

Let's Talk Well is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."* John 10:10.

An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.



Our Values represent our core beliefs, that inspire and guide the choices we make, how we operate and how we interact with people:

We're here We offer non-judgemental support We communicate openly, honestly and respectfully We take time to understand We're accessible and responsive	We care We value everyone as unique individuals We show appreciation We create safe spaces We are kind, supportive, warm and friendly
We help change lives We support everyone to reach their full potential We build relationships that matter We offer hope We are passionate about getting the best outcomes	We keep moving forward We listen, learn and grow to make things better We seek new ways of working We embrace collaboration We use our funding wisely

Further information on our values, mission statement and vision can be found on our website – [About us | Let's Talk Well](#)



Job Detail

Job Title:	Coordination and Safeguarding Team Navigator
Rate of pay:	Grade A - £25,252.50 - £26,676 per annum. Rate of pay whole time equivalent (pro rata for part time employees). Salary is dependent on experience.
Reports to:	Senior Counselling and Safeguarding Coordinator
Place of Work:	Let's Talk Well, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0DD. You may also be required to attend Let's Talk Well meetings and training related to the post at various locations across Gloucestershire as required. You will not be required to work outside the UK.
Hours of Work:	22.5 hours a week. (worked over minimum 3 days)
Contract:	Permanent (subject to funding)
Holiday:	5.6 weeks a year (inclusive of bank holidays) pro rata for part time employees.
Benefits:	<ul style="list-style-type: none">• Enrolment into a direct contribution pension scheme (3% employer contribution)• We gift all employees the days between Christmas Day and New Year's Day excluding Bank Holidays.• Additional leave is awarded based on length of service up to a maximum of ten days, and this starts to accrue from day one of employment.• Up to three volunteering days per year• Enhanced company sick pay• Blue light discount card• Sight test
Expenses:	Legitimate business expenses incurred as part of carrying out your job will be reimbursed.



Terms:

There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed.



Job Title:	Coordination and Safeguarding Team Navigator
Responsible to:	Senior Counselling and Safeguarding Coordinator/ Coordination and Safeguarding Team Lead
Job Purpose:	<p>You will support Let's Talk Well Service delivery by carrying out various administration tasks to ensure services can run smoothly.</p> <p>You will process and navigate referrals through the appropriate Let's Talk Well channels for children, young people, parents/carers and professionals wanting to access support from Let's Talk Well. Including external referrals from counsellors to external agencies.</p> <p>You will support the Safeguarding team with the processes relating to Let's Talk Well safeguarding policies and procedures.</p> <p>You will support the Allocation team with allocating referrals to Let's Talk Well Counsellors.</p>
Main Duties:	<p>As a Coordination and Safeguarding Navigator you will have excellent communication skills that enable you to communicate effectively with a wide variety of people internally to Let's Talk Well and externally - via telephone, in person and via email/messages. A warm and professional telephone manner is essential.</p> <ul style="list-style-type: none"> • Create, enter and maintain accurate information/data onto Let's Talk Well systems including up to date records for all service users. • Handling sensitive and confidential information in an appropriate way, following Let's Talk Well policies and procedures. • Managing and taking appropriate actions for the phone and post enquiries. • To manage a workload of day-to-day tasks, working effectively on your own and collaboratively within a team - with the ability to multitask and maintain high quality work with changing priorities. • Sharing information appropriately, ensuring Let's Talk Well policies and processes are followed. Sometimes you will come across complex queries- which requires liaising with different colleagues/teams across Let's Talk well to ensure the most appropriate action is taken. • Communication via telephone, letter, email, phone and message, sometimes with consultation with Let's Talk Well colleagues. • Attend team meetings and take notes/minutes as appropriate, including confidential minutes and notes. • To organise meetings, to include room and venue bookings. • To collate information/data.

- To support more senior colleagues, Team Leaders/Supervisors in maintaining accurate Standard Operational Procedures and processes.
- To liaise with counsellors about client referrals.
- To provide cover across Referral Team, Safeguarding Team and Coordination Team in times of absence/annual leave.
- To support service delivery with the administration required to maintain effective service delivery to service users.
This includes allocating young people to counsellors based on risk and wait time, whilst bearing in mind the clinicians diaries and service logistics to ensure excellent service delivery.
- To liaise with your colleagues on referral/ service user/Counsellor queries, referencing Let's Talk Well policies and procedures as a guide, to ensure the best outcome and action for Let's Talk Well service users as well as ensuring data quality and accuracy is maintained. Including the ability to escalate complex queries to senior colleagues appropriately.
- Reviewing, checking accuracy of data and information, sometimes having to investigate to ascertain key information/ investigating discrepancies in referral information. Ascertaining if there are any safeguarding concerns that need raising to the clinical team.
- The Coordination and Safeguarding Team have to maintain and manage relationships with colleagues and teams throughout the whole organisation- you will have the ability to form professional relationships with Let's Talk Well staff across the organisation and liaise with different teams in relation to your role.
- Supporting the Coordination and Safeguarding Team Lead and Senior Counselling and Safeguarding Coordinators in training and inducting new Allocations and Safeguarding Navigators into the team with the ability to offer support and guidance to new colleagues.
- Support senior colleagues with Coordination and Safeguarding Team communications.
- Support the Service Access Request (SAR) Coordinator with note/support letter requests, accessing and sharing confidential information in line with Let's Talk Well policy.
- Be able to use knowledge of a range of processes in a specific area- following training.
- Responsible for your own work output while contributing to team outcomes and providing technical support within the Team.
- Organise your own work.
- Logging, collating and disseminating statistics for safeguarding reports.

	<ul style="list-style-type: none"> - This includes liaising with the Let's Talk Well data team and senior safeguarding colleagues, collaborating with them to improve data sharing and noticing trends and/or exceptions in safeguarding statistics, with the ability to highlight these to senior safeguarding colleagues. • Management of External Referral forms via Smart Survey, with guidance from senior staff to keep external referral forms updated and fit for purpose. • You will need the ability to recognise and escalate any safeguarding concerns from telephone calls, email, messages or referrals. You will have excellent IT skills with the ability to use client databases, Microsoft packages as well as possessing a high standard of written English is required. Ensuring accuracy of information is essential, and you will have the ability to process and enter information accurately into Let's Talk Well systems, as well as recognising and highlighting any discrepancies or concerns. You will be organised and be able to multitask whilst maintaining high standards of work and communication. You will be able to manage changing priorities. • You will have resilience and the ability to think on your feet. Part of your role will be signposting people appropriately to ensure a high standard of service experience. At times there will be complex queries, you will need to have the ability to reference Let's Talk Well policies and procedures for guidance, but also be able to liaise with your senior colleagues to reach the most appropriate course of action that prioritises the young person's wellbeing and the best outcome for them, in line with Let's Talk Well values. You will have the ability to escalate any complex queries that are not easily solved with your senior colleagues/ Manager. • The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.
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Person Specification:

The person appointed will be expected to have the key essential skills and attributes listed below. The items under the heading 'desirable attributes' will also be useful. However, candidates who do not have these desirable attributes should not be deterred from submitting an application as relevant support/training can be made available for the right person.

Selection Criteria	Method of Assessment	Essential	Desirable
1 Training, Qualifications and Experience			
The successful candidate will have:			
1.1 GCSE Maths and English to Grade C or level 4/5 or equivalent	▪ Application form	✓	
1.2 Good working knowledge of Microsoft packages	▪ Application form ▪ Interview task	✓	
1.3 Experience of working with databases	▪ Application form ▪ Interview task		✓
1.4 A recognised qualification in a business-related discipline	▪ Application form		✓
1.6 Experience of working in an office environment	▪ Application form ▪ Interview		✓
1.7 Experience of working with young people	▪ Application form ▪ Interview		✓
1.9 Experience of working with complex administrative / organisational systems, policies and procedures.	▪ Application form ▪ Interview	✓	
2 Knowledge			
The successful candidate will be able to demonstrate an awareness of:			
2.1 the General Data Protection Regulation GDPR and the principles of confidentiality and sharing information.	▪ Application form ▪ Interview	✓	
2.2 the importance of safeguarding children, young people and vulnerable adults and related practices.	▪ Application form ▪ Interview	✓	

2.3 equal opportunities and anti-discrimination practices.	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
2.4 Knowledge of services supporting young people and/or parents/carers- locally and nationally	<ul style="list-style-type: none"> ▪Application form ▪Interview 		✓
2.5 the issues faced by young people and families experiencing emotional and mental health difficulties.	<ul style="list-style-type: none"> ▪Application form ▪Interview 		✓
3. Ability			
The successful candidate will be able to:			
3.1 demonstrate competency and confidence in the use of IT systems and software packages e.g. Microsoft, as well as the ability to enter data accurately	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
3.2 demonstrate competency in the principles of database management	<ul style="list-style-type: none"> ▪Application form ▪ Interview 	✓	
3.3 demonstrate experience of maintaining safe, accurate and confidential recording of information on the database, including giving history, communications, and activities	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
3.4 Ability to maintain and professional and warm manner even when talking to someone who may be distressed, in crisis or emotional.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 		✓
3.5 Use own initiative and make quick decisions under pressure.	<ul style="list-style-type: none"> ▪ Application form 		✓

3.6 Develop and operate within an agency's framework of policies and procedures.	<ul style="list-style-type: none"> Application form 	✓	
3.7 Ability to work autonomously and understand key business practices relating to the Team and using this to proactively resolve issues that arise.	<ul style="list-style-type: none"> Interview Application form 	✓	
4. Communication Skills			
The successful candidate will be able to:			
4.1 demonstrate a high level of competency in written and verbal communication skills	<ul style="list-style-type: none"> Application form Interview 	✓	
4.2 deliver the role in line with Let's Talk Well Values	<ul style="list-style-type: none"> Application form Interview 	✓	
4.3 demonstrate a warm and professional manner	<ul style="list-style-type: none"> Application form Interview 	✓	
4.4 Ability to actively listen and relay accurate information	<ul style="list-style-type: none"> Application form Interview 	✓	
4.5 hold professional boundaries with service users and colleagues	<ul style="list-style-type: none"> Application form Interview 	✓	
5. Personal Attributes			
The successful candidate will demonstrate:			
5.1 a passion for the mission of the charity – “to improve, preserve and promote good mental health and wellbeing among children, young people and families.”	<ul style="list-style-type: none"> Application form Interview 	✓	
5.2 a high level of attention to detail.	<ul style="list-style-type: none"> Application form Interview 	✓	
5.3 a high level of personal integrity and confidentiality	<ul style="list-style-type: none"> Application form 	✓	
5.4 the ability to plan, organise and prioritise workload and manage time effectively.	<ul style="list-style-type: none"> Application form 	✓	
5.5 a willingness to learn	<ul style="list-style-type: none"> Application form Interview 	✓	

5.6 the ability to work under pressure	<ul style="list-style-type: none"> Application form Interview 	✓	
5.7 the ability to embrace change well	<ul style="list-style-type: none"> Application form Interview 	✓	
5.8 the ability to both work independently and as part of a team	<ul style="list-style-type: none"> Application form Interview 	✓	
5.9 the ability to work within Let's Talk Well policies and procedures as a guide, whilst collaborating with your colleagues to ensure the best outcome for the service user.	<ul style="list-style-type: none"> Application form Interview 	✓	
6.0 the necessary compassion, values and behaviours required to provide person-centred care and support to service users, colleagues and all other charity stakeholders.	<ul style="list-style-type: none"> Application form Interview 	✓	
6.1 the ability to deal with difficult situations effectively.	<ul style="list-style-type: none"> Application form Interview 	✓	
6.2 the ability to work in a way that positively engages with issues of diversity and difference.	<ul style="list-style-type: none"> Application form Interview 	✓	
6.3 a sense of humour	<ul style="list-style-type: none"> Interview 		✓
6.4 An empathetic and caring nature	<ul style="list-style-type: none"> Application form Interview 	✓	
6.5 Dependable and trustworthy	<ul style="list-style-type: none"> Application form Interview 	✓	
7. Commitment			
The successful candidate should be able to demonstrate commitment to:			
7.1 support the Christian ethos of the charity.	<ul style="list-style-type: none"> Application form 	✓	
7.2 To attend monthly reflective supervision	<ul style="list-style-type: none"> Application form Interview 	✓	
7.3 To attend: <ul style="list-style-type: none"> office Staff Team meetings on a regular basis. regular 1-1 sessions with your line manager. 	<ul style="list-style-type: none"> Application form Interview 	✓	
7.4 To attend staff training	<ul style="list-style-type: none"> Application form Interview 	✓	
7.5 To attend Let's Talk Well AGM and organisation wide meetings	<ul style="list-style-type: none"> Application form Interview 	✓	

