



Let's Talk Well Office, 4th Floor, Building 7, Vantage Point Business Village
Mitcheldean, Gloucestershire, GL17 ODD
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Job Pack

Job Pack: TEDS (Lets Talk Well Eating Difficulties service) Service Co-ordinator

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 **midday 20th April 2026** 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 to be confirmed.

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 in previous jobs but select the most relevant points. Also include details of any skills of 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 you 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
- 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.

About Let's Talk Well – Eating Difficulties Service (TEDS)

The Let's Talk Well Eating Difficulties Service, also known as the TEDS service, was developed in response to increasing referrals and long NHS wait times for disordered eating support. The TEDS team specialises in early intervention for young people aged 9 to 25 who are experiencing emerging eating difficulties or are in recovery.

Recognising the complex and often ambivalent nature of eating difficulties, alongside common co-occurring mental health challenges, TEDS offers longer term support, with interventions lasting up to 25 weeks.

Using a person-centred and proactive approach, our experienced clinicians work within the community to support young people's mental health and wellbeing. We aim to provide timely, compassionate care that addresses both the emotional and behavioural aspects of eating difficulties.

TEDS works in close partnership with the Gloucestershire NHS Eating Disorder Service, ensuring continuity of care and collaborative support for those who may need more specialist input.

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:



Let's Talk Well Values

<p>We're Here</p> <p>We strive to be accessible, available and present for young people and their families when they need our reliable support.</p> 	<p>We Help Change Lives</p> <p>We enable and empower young people to have hope and see a future.</p> 	<p>We Care</p> <p>We work with kindness, compassion and respect, promoting equity of opportunity.</p> 	<p>We Keep Moving Forward</p> <p>We innovate and learn to progress the service we provide in an sustainable way.</p> 	<p>We Are Trusted</p> <p>We work in a safe and professional way, provide a high quality service with good governance.</p> 
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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: TEDS Service Co-ordinator.

Rate of pay: Grade C £35,412.00 - £37,752.00 per annum, pro rata for part-time employees. Salary dependent on experience.

Reports to: TEDS Service Lead

Place of Work: Let's Talk Well, Eastgate House, Gloucester and/or 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: 28 hours per a week (over a minimum of four days)

Contract: 2 years fixed term to be extended subject to funding

Holiday: 5.6 weeks a year (inc. bank holidays) pro rata for part time employees.

Benefits:

- Enrolment into a direct contribution pension scheme (3% employer contribution)
- We gift all employees the days between Christmas Day & New Year's Day excl 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:	TEDS Service Co-ordinator
Responsible to:	TEDS Services Lead
Job Purpose:	<p>Management of new referrals up to point of allocation, dealing with clinical risk and safeguarding concerns.</p> <p>Management of TEDS waitlist, engagement call and check-in calls to clients and parent/guardians.</p> <p>Supporting external referral processes. Providing clinical advice and support to the partner agencies. Ensuring all Let's Talk Well Safeguarding Children and Vulnerable Adult policies and procedures are fully implemented and followed by staff.</p>
Main Duties:	<p>Role and Responsibilities TEDS Service Coordinator:</p> <p>Administration & Communication</p> <ul style="list-style-type: none"> • Administration duties linked to the TEDS service and TEDS parent support group. • Management of the TEDS service email inbox and telephone, including communication with external agencies, young people and parents/guardians. • Maintain and update standard operating procedures for the TEDS service and TEDS parent support group. <p>Safeguarding & Risk Assessment</p> <ul style="list-style-type: none"> • To promote and safeguard the welfare of all young people from the point of new referrals. This involves clinical risk assessment and follow-up safeguarding procedures, in line with the Risky Referral Policy and Allocation Policy. • This will involve direct communication with parents, young people, schools and external services to safeguard young people at risk of significant harm. • To assess level of risk, urgency, and suitability of referral for all requests to TEDS for counselling services, offering safe alternatives or referral to statutory services where appropriate. • To promote and safeguard the welfare of all children, young people and vulnerable adults in direct and indirect contact with Let's Talk Well. • Ensuring the Let's Talk Well Safeguarding Children and Vulnerable Adult policies and procedures are fully implemented and followed by staff, students and volunteers. • Make recommendations to the TEDS Service where non-compliance indicates a need for organisational/individual training. <p>Service Demand, Allocation & Records</p> <ul style="list-style-type: none"> • To effectively monitor and manage demand on the service in conjunction with the service lead. • To oversee the allocation of clients within target lead-times according to level of need, in conjunction with the TEDS service lead.

	<ul style="list-style-type: none"> • To keep timely, accurate and comprehensive records of all guidance and actions taken, including correspondence with the clinical team and management of the waiting list, in line with policies and procedures. <p>Team Support & Professional Practice</p> <ul style="list-style-type: none"> • Liaise with the TEDS Service Lead to support clinical concerns within the Counselling Team. • To assist Let's Talk Well with the coordination and delivery of new TEDS staff inductions. • To maintain registration with a clinical professional body and act in accordance with the code of professional conduct. • To comply with all Let's Talk Well policies and procedures. <p>Accountability & Working Practices</p> <ul style="list-style-type: none"> • To attend weekly team meetings on a regular basis. • To work flexibly as and when required. • To support other team members as needed. <p>Continuing Professional Development</p> <ul style="list-style-type: none"> • To ensure knowledge and skills are updated. • To undertake training needs identified for professional and service development. • To engage in continued professional development through training and other learning opportunities in line with professional organisational/membership guidelines. <p>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 Let's Talk Well.</p>
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General duties	<p>Internal Relationships</p> <p>The TEDS Counselling Coordinator needs to develop strong working links with all staff within Let's Talk Well.</p> <p>External Relationships</p> <p>The TEDS Counselling Coordinator will be responsible, with the Let's Talk Well Team, for establishing and maintaining caring professional, ethical and effective working relationships with service users and professionals from a wide range of organisations, including the statutory and voluntary sectors.</p> <p>Workplace</p> <p>You will be based in our offices Eastgate Office/ Mitcheldean office and may be required to spend some time each month at other offices for handovers and meetings etc. You will not be able to claim mileage to and from your normal place of work. You will be able to claim travel expenses for any travel away from your normal place of work. You will not be required to work outside the UK.</p>
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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 Diploma or equivalent in Counselling/ Psychotherapy with a humanistic/person-centred/integrative approach.	<ul style="list-style-type: none"> ▪ Application form ▪ Certificate Check 	✓	
1.2 Registered member of BACP or other relevant/recognised counselling/psychotherapy body.	<ul style="list-style-type: none"> ▪ Application form ▪ Certificate Check 	✓	
1.3 Accredited member of BACP or other relevant/recognised counselling/psychotherapy body or willing to work towards accreditation.	<ul style="list-style-type: none"> ▪ Application form ▪ Certificate Check 		✓
1.4 Specialist training of at least 100 hours to work with young people according to the BACP competencies required for a counsellor working with children and young people:	<ul style="list-style-type: none"> ▪ Application form ▪ Interview Task 	✓	
1.5 A minimum of 150 hours post qualifying supervised counselling experience.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview Task 	✓	
1.6 Experience of conducting client assessments and risk assessments.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview Task 	✓	
1.7 Experience of making referrals to external agencies/breaking confidentiality following agency protocol	<ul style="list-style-type: none"> ▪ Application form ▪ Interview Task 	✓	
1.8 Experience working with people from varied social, economic and cultural backgrounds.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview Task 	✓	
1.9 Experience in counselling children/young people.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview Task 	✓	
2 Knowledge			
The successful candidate will be able to demonstrate an awareness of:			
2.1 ability to work within the BACP Ethical Framework.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	

2.2 Understands the importance of confidentiality, safeguarding children & vulnerable adults, consent.	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
2.3 Understanding of Gillick Competency guidelines and how this impacts on 'consent'	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
2.4 Good working knowledge of safeguarding children and/or vulnerable adults and Child Protection	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
2.5 Good working knowledge of IT, IG, Data protection policies and procedures.	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
2.6 Broad knowledge of different counselling interventions and/or evidence based psychological interventions.	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
2.7 Knowledge of the impact of common mental health problems that affect young people e.g. Anxiety, Depression, OCD, Self-harm	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
2.8 Knowledge of the impact on young people with complex mental health difficulties including suicidal feelings and engaging in risk-taking behaviours	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
2.9 Knowledge of Government and national guidelines and procedures for Child protection.	<ul style="list-style-type: none"> ▪Application form ▪Interview 		✓
Knowledge of local Safeguarding Children Board resources and guidelines	<ul style="list-style-type: none"> ▪Application form ▪Interview 		✓
Experience/ Knowledge of working with young people with eating difficulties and utilising appropriate interventions	<ul style="list-style-type: none"> ▪Application form ▪Interview 		✓
3. Ability			
The successful candidate will be able to:			
3.1 form a strong therapeutic working relationship with children, young people and parents	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
3.2 Ability to respond calmly and positively in a crisis situation	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
3.3 to work on own initiative and regulate own workload.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
3.4 Ability to develop working relationships with relevant key people/bodies e.g. school staff/local health authorities/other agencies, Let's Talk Well HO etc	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	



3.5 To be an ambassador for Let's Talk Well promoting the wider work and interests of the charity where appropriate	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
3.6 Ability to operate within an Agency's framework of policies and procedures	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
3.7 Competent IT skills MICROSOFT products particularly WORD and EXCEL.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
3.8 Competent numeracy and literacy skills	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
3.9 Can show a record of continuous professional development.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 		✓

4. Communication Skills			
The successful candidate will be able to:			
4.1 demonstrate a good 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 Talk Well Values	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5. Personal Attributes			
The successful candidate will demonstrate:			
5.1 Organised and reliable.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.2 Empathic interpersonal style.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.3 Reflective capacity.	<ul style="list-style-type: none"> ▪ Application form 	✓	
5.4 Personal self-care and awareness.	<ul style="list-style-type: none"> ▪ Application form 	✓	
5.5 To be an effective team player.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.6 Enthusiastic and motivated.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.7 Able to be flexible towards service needs	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.8 Have excellent interpersonal skills	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
6. Commitment			
The successful candidate should be able to demonstrate commitment to:			
6.1 respect the Christian ethos of the charity.	<ul style="list-style-type: none"> ▪ Application form 	✓	
6.2 Willing and able to commit to attend weekly staff meetings (Thursday 1:30-3:30pm) and one to one review meetings annually.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	