

Appointment of

# CLINICAL SUPPORT OFFICER

Faith Action

**Closing date – 9am Monday, 26 February 2024**

Job Reference Number: 04/24

Responsible to: Ministries Support Clinical Lead



## About the Church of Scotland

The Church of Scotland is a national Church providing ministry, care, witness and service across the whole of Scotland and engaging in other parts of the UK and across the world. It has been a significant part of the life of Scotland for more than 450 years. As well as providing worshipping communities of faith that testify to the truth and relevance of the Christian faith, it also plays a significant part in the community life of Scotland in a variety of ways and adds significantly to its social capital.

The Church of Scotland today works in partnership with others, including churches from around the world, ecumenical partners, interfaith networks, charities and individuals. It engages with Government and civic society, believing that the Good News of Jesus is relevant within the spheres of politics and decision-making, as well as in our local communities and congregations.

## Central Services Committee

Providing the support functions to the Church and to the Councils of the Church, the Central Services Committee (CSC) recruit for areas such as Central Properties, Human Resources, IT, Law and Office Management.

Central Services also supports recruitment for the Office of the Assembly Trustees, the Office of the General Assembly, Faith Action Programme, as well as other committees, to provide support in areas of administration, outreach and strategy.

As staff working in the national offices of the Church of Scotland we aim to provide excellent professional services to support the work of the wider Church and its Forums, Committees, Presbyteries and Congregations throughout Scotland, the United Kingdom and across the world.

Our six values, in equal order of importance, are:

Grace - Acting with humility in all our endeavours

Integrity - Acting with honesty, responsibility and accountability

Respect - Valuing others, ensuring inclusiveness and equality

Professionalism - Demonstrating commitment and striving for excellence

Collaboration - Working together to connect and communicate in an open and transparent environment

Innovation - Thinking creatively about building for the future and embracing change

We are committed to each of our six values in all that we do and this informs our attitude to working together.



# OUR VALUES

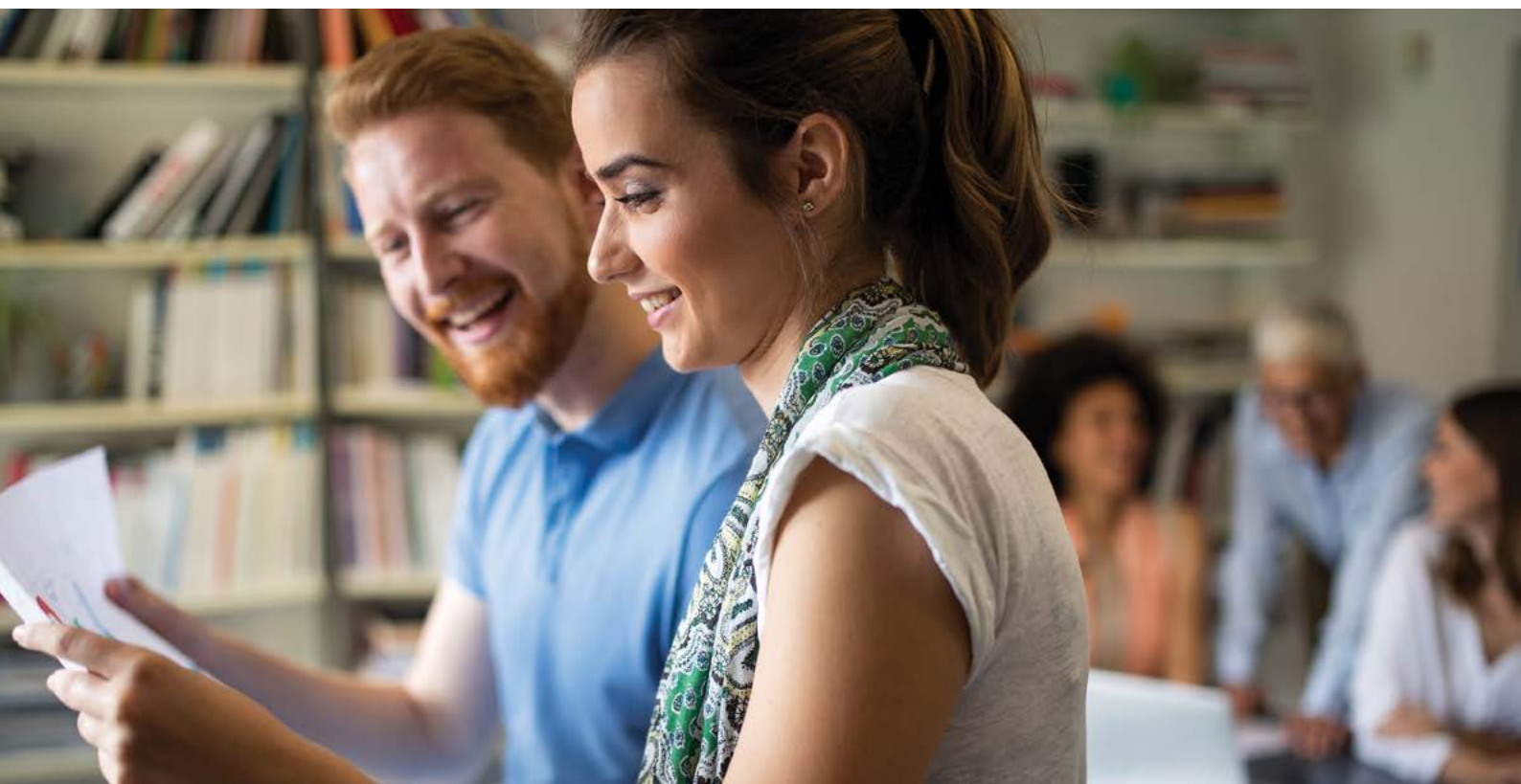
GRACE  
INTEGRITY  
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INNOVATION



## About the Ministries Support Team

The Ministries Support team works to provide relevant support for those serving in the Recognised Ministries of the Church of Scotland. The Ministries Support team works closely with the Mission Support team and the People in Training team who work under the umbrella of the Faith Action Programme.

The Clinical Support Officer will work alongside the Ministries Support Clinical Lead, Ministries Support Operations Manager and the Senior Administrator.



## Role description

### Title of Post:

Clinical Support Officer

### Responsible to:

Ministries Support Clinical Lead

### Purpose of Post:

Work with the Support Clinical Lead to deliver the key functions of supporting Ministers and their families. The Clinical Support Officer will be responsible for coordinating the work flow of support, including arranging appointments, preparing correspondence and detailed clinical case notes, sourcing appropriate therapeutic options for those in need of support and following up on referral arrangements. This role will also require an ability to have boundaried and confidential conversations with people experiencing personal and professional difficulty.

### Main Duties

The responsibilities and duties described are not exhaustive and other duties of a similar type and at a similar level are expected from time to time and as directed by the line manager.

- Handling sensitive communications appropriate to circumstances
- Preparation of detailed clinical case notes
- Arrange support appointments and follow-up of referral arrangements
- Administer appointments, annual events and the breadth of provisions of Support
- Manage relevant databases ensuring GDPR compliance
- Authorise payments for timely processing of Support invoices
- Work collaboratively with other staff and departments to fulfil Support responses
- Work with the Clinical Lead, keep processes and procedures agile to evolve for best practice



## Person Specification

The successful candidate will have:

- Friendly and professional manner to enable a pastoral, discreet, and supportive front facing response to diverse enquiries and needs, with supporting knowledge of the roles that Office Holders hold in the Church to enable that.
- Ability to produce accurate, professional and timely records of discussions and to record information to enable support provisions and policies to be effectively administered.
- Knowledge of the Church of Scotland, the remit of the Faith Action Programme and be in sympathy with the ethos of the Church of Scotland.
- Ability to deal with confidential information and material in a professional and proficient manner with a working knowledge and understanding of the Data Protection Act and its application.
- Experience of handling multiple demands and ability to handle sensitive information with appropriate boundaries.
- Hold a qualification in a recognised counselling diploma or evidence of experience in working with people in a mental health setting with more than 5 years' experience.
- High level of written and verbal communication skills with strong attention to detail.
- Ability both to prioritise workload and to enable others to do so to meet deadlines successfully.
- A high degree of expertise and experience in the use of information technology applications, including Microsoft Office software and databases.

Ideally the successful candidate will also have:

- Practical and procedural knowledge and awareness of the policy framework for office-holders.

Applications will be assessed in respect of the above criteria.



## Employment Benefits

As a member of staff within the CSC, you will be able to access a number of benefits. All eligible CSC employees will be automatically enrolled into a defined contribution pension arrangement where you will be auto-enrolled at the default rate of 2.5% employee contribution and 14% employer contribution. You will have the option to reduce your contribution or opt out of the scheme.

### Current Pension Contributions

Employee Contribution	Employer Contribution
0%	11.5%
0.5% and less than 2.5%	11.5%
2.5% and above	14.0%

You will also have access to our Employee Assistance Programme, Occupational Sick Pay, enhanced family friendly policies, Flexible Working Policy, Hybrid Working Policy, Cycle to Work Scheme, Chaplaincy Service and Death in Service Benefit.

## Terms and Conditions

- The part time salary scale for this post is £9,780 - £10,800. This is based on the full-time salary scale for this post which is £34,230 - £37,800 per annum. The successful applicant will start on point 1 of the scale and will progress on an incremental basis on 01 July of each year.
- Working 10 hours per week, the hours of work for this post will normally be worked within Monday to Friday 9am to 5pm with the working pattern agreed with the successful candidate with attendance at meetings and conferences outwith the office as required. A system of flexi time and hybrid working applies to this post.
- We have hybrid working and arrangements for this role will be discussed with the successful candidate. The post is based in Edinburgh at the Church Offices in 121 George Street.
- There are 26 days pro rata annual paid leave in each full holiday year which runs from 1 January to 31 December. Entitlement is based on full weeks worked. This provision increases to 31 days pro rata after five years' service. There are also nine pro rata statutory holidays – three of which are floating days.
- The National offices at 121 George Street, will close for the period 25 December reopening on the first working day after the 2 January or if 2 January is on a weekend, the first working day after the substitute public holiday. Staff must use three days of annual leave; or accrued time off in lieu (TOIL); or Flexi-leave; to cover this period.
- The successful applicant will have the opportunity to join a defined contribution pension scheme.
- In order to comply with the Asylum and Immigration Act 1996, the successful candidate, will be asked to provide document(s) confirming their eligibility to work in the United Kingdom.
- An employment medical check will be undertaken as part of our recruitment process.

**For a confidential discussion regarding the role, please contact Ally Mooney, Ministries Support Clinical Lead [AMooney@churchofscotland.org.uk](mailto:AMooney@churchofscotland.org.uk)**



## How to Apply

Applications should be sent by email to [recruitment@churchofscotland.org.uk](mailto:recruitment@churchofscotland.org.uk) and must be received by 12 noon on the closing date.

Applications should comprise:

A personal statement, outlining how your skills, experiences and personal qualities match the requirements of the role outlined in the job description. Please provide reference contact details for your last two periods of employment (this would normally be your direct line manager/supervisor). If you have had more than two employers in the last three years, please provide referee contact details for that period. References will not be contacted until later in the process.

A full CV, including educational and professional qualifications alongside a full employment history showing positions held, responsibilities and relevant achievements.

A personal information form, to be downloaded and attached.

Applications without a CV, personal statement and personal information form will not be taken forward in the process.

Each document should be a maximum of two sides of A4. For more information on any of our roles, please contact [recruitment@churchofscotland.org.uk](mailto:recruitment@churchofscotland.org.uk)



