



DREAMARTS

JOB DESCRIPTION

Job Title	Therapeutic Service Co-ordinator & Clinician
Organisation	DreamArts
Salary	£33,000 pro rata
Contract Period	Ongoing subject to funding.
Hours & Work Location	2.5 days per week <u>Mondays</u> – 4 hours (3.00pm – 7.30pm) – client work during service delivery (36 weeks per annum) @ Portman Early Childhood Centre, 12-18 Salisbury Street, NW8 8DE <u>Tuesdays</u> – 7 hrs (11:30am-7:30pm) – co-ordination @ HQ until 3pm, then Bessborough Family Hub in 1 Bessborough St, Pimlico SW1V 2JD <u>Wednesday</u> 7 hours (12pm-8pm) - co-ordination @ HQ until 3pm, then Queens Park Children's Centre, 88 Bravington Rd, W9 3AL <u>HQ</u> : DreamArts HQ, 34 Grosvenor Gardens, SW1B OHW
Benefits	25 days holiday pro rata. Pension available based on contributions of 5% employee and 3% employer.
Responsible to	Therapeutic Service Manager

RECRUITMENT PROCESS

Application Deadline	12pm Wednesday 16 July
Interviews	Tuesday 22 July
Start Date	September 2025 or as near as feasible

DreamArts is committed to providing an integrative and inclusive programme and not to discriminate on the grounds of race, ethnic origin, nationality, or culture. We are also committed to being a diverse and culturally representational organisation, therefore any applicant that identifies from a minoritised background and meets the essential criteria will be automatically selected for an interview.

BACKGROUND

'DreamArts has a profound impact on the lives of young people and is a model of exemplary practice.' - The Royal Central School of Speech & Drama, Impact Study

DreamArts has a mission; **to transform young lives by fusing arts and therapy.** For over two decades, DreamArts has worked directly in the community, making a difference to the lives of over 500 young people each year in some of London's most deprived areas—empowering them to explore who they are, build positive relationships and develop emotional wellbeing.

Our award-winning projects put young people in control: from devising new mini-musicals and immersive theatre, to young carers curating photography exhibitions and young refugees touring their original beatbox plays across the UK. Alongside this, our free therapeutic services offer vital support as mental health crises among young people continues to grow.

PURPOSE OF THE JOB

The Therapeutic Service Co-ordinator & Clinician is a vital member of the DreamArts Core Team. This role combines project co-ordination with direct therapeutic support through our EXPRESS PLUS service and our work with young carers.

EXPRESS PLUS is a free therapy service based in Westminster offering weekly one-to-one or parent-child creative therapeutic support to young people aged 7–18 (or up to 25 with additional needs). It is the only service of its kind in the borough and we provide a safe and welcoming space for clients to explore issues such as domestic violence, sexual abuse, and suicidal ideation.

Sessions take place at three community venues and are delivered by qualified or qualifying therapists using a wide range of creative tools—arts and crafts, sand play, puppets, games—to help young people express themselves in ways that feel natural and safe. With an **80% retention rate** after three sessions and **two-thirds of clients from global majority backgrounds**, the service has a demonstrable impact.

EXPRESS PLUS is proudly user-led. Young people are at the heart of every decision, and the service adapts to meet their needs—typically offering up to 18 weekly sessions, with flexibility depending on circumstances. We accept self-referrals from young people aged 14+, parents/carers, and statutory and voluntary services.

As part of this role, you will also deliver direct therapeutic support to young people with caring responsibilities. This includes offering weekly 1:1 sessions for three young carers and being part of a team facilitating monthly group therapy spaces.

This is a rewarding and dynamic role for someone passionate about the power of creative therapy to support young people. It also offers opportunities to case-manage three-to-four therapists and bring a therapeutic lens across all aspects of DreamArts' work. We provide appropriate levels of clinical supervision plus a quarterly reflection space to support your professional development.

1. Service Co-ordination

You will be responsible for co-ordinating referrals and resources (including staff) for therapeutic services at DreamArts. You will be an integral part of the EXPRESS PLUS team including case management of 3-4 QTs and will support the development and implementation of a programme which offers individual arts-based therapy and supports DreamArts Theory of Change.

You will have responsibility for the front desk located in up to two community-based Family Hubs that host EXPRESS PLUS. There, you will be the first point of contact and provider of information for clients attending the service, and you will be onsite support for the qualified and qualifying therapists (including safeguarding concerns).

During the time at the Family Hubs and at DreamArts Head Office you will be responsible for collating and updating: EXPRESS PLUS staff information; timetables and schedules; clinical logs and client databases. You will lead in contacting referrals about appointments (following agreement with the Therapeutic Service Manager) and sending reminder communications to clients. You will also be responsible for sending referral forms and programme information, updating referral agencies with progress reports and concerns, and for the collation of monitoring information required by the family hubs, Trustees, DreamArts senior management team, etc.

You will play a key role in reducing barriers to access that may exist from the point of view of clients, referral agents and the team, and use agreed organisational systems and practice to lower these barriers wherever possible, as well as develop and incorporate your own.

1. Co-ordinator Responsibilities

- 1.1. Be the main point of contact at the Family Hubs, supporting clients to access EXPRESS PLUS and to support the Qualifying / Qualified Therapist (QT) team.

This will include:

- i) Welcome clients and letting QT's know that their clients are present
- ii) Providing information to clients and their parents about DreamArts programmes where required and supporting in-house referrals
- iii) Arranging appointments and sending clients reminders
- iv) Noting any issues or support needs, making appropriate interventions, reporting them to the Therapeutic Service Manager and implementing any follow-up actions
- v) Updating QTs with appointment information
- vi) Supporting any cause for concern or safeguarding needs and informing your line manager within 24 hours of any reports.
- vii) Leading in the securing and closing of family hub building, particularly where independent security has not been allocated.
- viii) Work alongside QT's to ensure the needs of clients are met and that members are empowered and able to access the service.

- 1.2. Maintain an Individual Client Master tracker excel spreadsheet, including listing sessions attended, missed, date that client cases have been closed or return to the waiting list, etc.
- 1.3. Maintain weekly the Referrals allocation spreadsheet, so that there is a clear understanding of which clients are being seen and by whom, any attendance issues and those awaiting allocation/confirmation.
- 1.4. To be the supporting contact for referrals, including;
 - i) Contributing to the referral assessment
 - ii) Communicating appointments with clients and referral agents, following discussions with the Therapeutic Service Manager.
 - iii) Identifying and communicating with QT's any additional needs of the referral, including identifying potential barriers to their participation and working with the Therapeutic Service Manager to identify any recommendations for their inclusion into DreamArts services.
 - iv) Liaising with relevant DreamArts QT team members to obtain updates on client progress and to pass this onto the referral agency, following the sign off by the Therapeutic Service Manager.
- 1.6. Support and contribute to the case management of the QT team, including providing case management support for 2-3 QTs. This will include check-ins to support where clients are at, themes emerging, and identifying issues and areas for further support.
- 1.7. Attend termly team meetings and support the induction of QTs.
- 1.8. To help ensure that the programme meets the quality standards set by DreamArts. This includes working as part of a professional team in the delivery of a high-quality service, including the implementation of programme monitoring and evaluation systems as established by DreamArts
- 1.9. To attend weekly programme management meetings with the Therapeutic Service Manager
- 1.10. To attend regular team meetings, training and other appropriate meetings as directed by the Director

To attend Reflection Space sessions designed to support the processing and development of your work within DreamArts.

2. Clinician Delivery of 1:1 Sessions

The other key part of this role is the delivery of 1:1 arts therapy sessions for a caseload of 3 clients a week. You will be the dedicated therapist for individuals identified as young carers, either by external referrers or internally, who are in need of 1:1 therapy support. You may also be allocated clients from EXPRESS PLUS where

appropriate to support the service capacity. This client work will take place on Monday evenings, alongside the Express Plus programme.

As a qualified therapist, you will be expected to bring a level of knowledge and previous experience to your client work, with an ability to work independently with light support from the Therapeutic Service Manager. All of the work at DreamArts is child-led, and you will be expected to deliver your sessions following this approach and the same models and structures applied to the wider EXPRESS PLUS service.

You will be expected to see 3 clients on an ongoing weekly basis, during weeks of service operation (term-time). Following sessions, you will be required to keep accurate and appropriate records of your session (clinical logs).

Responsibilities:

- 2.1. Delivery of 1:1 arts therapy sessions to 3 individual clients, on a weekly basis during weeks of service operation.
- 2.2. Liaising with referrers and/or families to obtain further information related to a referral before client work commences.
- 2.3. Scheduling in new clients and managing your individual caseload, notifying the Therapeutic Service Manager of any changes to client caseload.
- 2.4. Sending clients/families reminder texts/calls on the day of their appointment.
- 2.5. Completing and maintaining accurate records of clinical notes from the sessions in a timely manner.
- 2.6. Completing End of Therapy letters once clients have completed their allocated number of sessions.
- 2.7. Uploading session recordings on Dropbox, and being responsible for own administrative tasks.
- 2.8. Liaising with core team members where internal referrals have been made and clients are on the caseload.
- 2.9. Adhering to safeguarding policies and procedures following any concerns or disclosures regarding the welfare of any child.
- 2.10. Attending 1:1 clinical supervision with a supervisor provided by DreamArts, for 1 hour per fortnight.
- 2.11. Attending line management meetings with the Therapeutic Service Manager where scheduled and/or necessary

PERSON SPECIFICATION

ESSENTIAL

1. A qualified psychotherapist/counsellor, with previous experience (paid or voluntary) of delivering 1:1 therapy sessions with children and/or young people
2. Proven track record of supporting the development of marginalised young people
3. Proven track record of building relationships with young people and families
4. Excellent interpersonal skills
5. Excellent oral and written communication skills
6. Experience of liaising with community groups, senior internal and external colleagues and organisations
7. Working knowledge of current issues within youth mental health and wellbeing
8. Working knowledge of safeguarding including in a therapeutic setting.
9. High level of initiative
10. Available to work during unsociable hours

DESIRABLE

1. Experience of producing arts-based programmes for children and young people and/or communities.
2. Experience in working with young carers
3. Experience of working within London
4. Experience of case management of therapists

Important information required

Because the person appointed to this post has access to young people we follow strict procedures for checking our staff. This means that if you are invited for interview you will need to bring with you, a current passport or driving licence with a photo, and all documents that show any changes of name from birth to now (deed poll, marriage certificate etc).

You will also have to complete a *“Disclosure of Criminal Background”* form. **Having a criminal background does not automatically discount you from being appointed**, but you are obliged to disclose **ALL** convictions, including those considered spent. However, failure to disclose convictions is considered gross misconduct and makes a person liable to dismissal. If you want to discuss whether you are eligible for employment, please contact the Director Graham Whitlock for a confidential discussion.

We will include a personal interview in the selection process where we will talk with you about your motivation, values and attitudes in relation to your work, in order to test the qualities outlined on the person specification.