



JOB DESCRIPTION

Title:	Therapeutic Service Manager with Clinical Responsibilities
Reporting to:	Head of Mental Health and Wellbeing Services
Responsible for:	Therapeutic Service Administrators, Carers Counsellors, Supervisors, Volunteer Counsellors.
Salary Range:	£43,179.66 (pro rata)
Hours:	28.8 hours per week (pattern of work negotiable across a 4- or 5-day week)
Contract:	Permanent
Location:	Pampisford Road, Purely, CR8 2NE

Purpose of the role:

To lead and develop a portfolio of clinical mental health services at Mind in Croydon. The role will lead, manage, and oversee the Therapeutic team, a service that supports the mental health and wellbeing of working age adults.

Main duties:

Growth and Development

- Maintain focus on the overall business plan for Therapeutic Service to ensure high quality services, promoting an ongoing base layer of funding.
- Lead on service development through the identification of unmet needs, local priorities and project opportunities and the development of proposals and bids.
- Work closely with the Head of Mental Health and Wellbeing Services and Director of Services on potential new funded projects, writing or inputting into proposal/bids and tenders.
- Support the development of outreach and communication materials about services and impact.

Clinical:

- Holding clinical responsibility, formulate and implement plans for the treatment and/or management of clients' issues, based on an appropriate conceptual framework of the client's presenting problems, and employing evidence-based interventions.
- Lead on evaluating and making therapeutic decisions about treatment options/interventions taking into consideration both theoretical and therapeutic models and highly complex factors concerning historical and developmental processes that have influenced the individual.



- Lead and have the overview of undertaking risk assessment and risk management for individual clients and to highly provide specialist advice to therapists and supervisees on the psychological aspects of risk assessment and management. Ensure safeguarding is always adhered to.
- Communicate in a skilled and sensitive manner information concerning the assessment and treatment of clients under the organisation's care and to monitor and evaluate progress during the course of treatment.

Service Delivery

- Oversee the implementation of needs assessments and data analysis to ensure that services are relevant to the needs of our clients and identified service gaps.
- Lead and oversee effective monitoring, evaluation, accountability (via the database) and learning systems (both qualitative and quantitative) evidence base are in place, monitoring key outcomes of the service and produce quality reports to ensure financial risk is minimised.
- Work with the Head of Mental Health and Wellbeing Services on providing reports to funders (and other stakeholders where required) in a timely manner.
- Carry out an effective mapping exercise of existing community-based services relevant to the therapeutic service. Establish and maintain positive working relationships with key providers.
- Manage and oversee the referrals from other services within Mind in Croydon and across the Borough.
- Encourage greater contribution from the team regarding the services provided, creating space for 'co-design' and co-production in relation to responses to service development and future tenders.
- Develop excellent working relationships with colleagues across the organisation, commissioners, potential commissioners, partners across Croydon.
- Develop ongoing stakeholder engagement with existing partners, funders, and other stakeholders.
- Maintain up to date knowledge of legislation, national and local policies, and issues in relation to both the specific client group and mental health.
- Oversee and facilitate therapeutic group sessions with client in the Therapeutic Service and for staff within the organisation.

Management

- Provide specialist advice, consultation, and training in appropriate evidence-based therapies for staff, volunteer counsellors, supervisors working with individuals and groups and external parties.
- Undertake appropriate research as required by the service and agreed with the Therapeutic Service Manager.
- Ensure Mind in Croydon's Therapeutic Services maintains the BACP accreditation and complies with all aspects of the Ethical Framework.
- Be an active, positive, accountable member of the Therapeutic Service.
- Be an active member of the Management Team within Mind in Croydon, contributing to meetings and forums where appropriate.

- Work collaboratively with the administrative and carers team, especially to champion an organisation-wide culture, staff wellbeing, live our values and facilitate high performance, quality, accountability, learning and forward planning.
- Lead your team embedding the values of the organisation, agreeing key performance indicators in line with the strategy and business plan, to ensure high performance and promote staff wellbeing.
- Work with the Head of Services on recruitment, induction, probation, ensure that supervision, yearly appraisals, mandatory training, and staff/volunteer counsellor developmental needs are being met through ongoing feedback.
- Work with the team to ensure systems and procedures are up to date and reviewed frequently.
- Lead on Safeguarding and complaints for your services and being accountable to ensure policies and procedures are being followed.
- Contribute to the development and maintenance of the highest professional standards of practice, through active participation in internal and external CPD training and developmental programs, in consultation with the Head of Services.

Other General Duties

- Work in accordance with Mind in Croydon's Values, Aims and Strategy.
- Provide a positive representation for the organization both internally and externally, including promoting our work, and attending external meetings and partnership events when required.
- Maintain quality standards in accordance with Mind in Croydon policies and procedures.
- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties.
- Participate in and actively contribute to individual supervision, training, and team meetings; attend all staff meetings and organisation events as required.
- Recognise and accept the need to learn from experience, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by your line manager.
- Understand the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice.
- Evaluate and make therapeutic decisions about treatment options/ interventions taking into consideration both theoretical and therapeutic models and highly complex factors concerning historical and developmental processes that have influenced the individual.
- Undertake risk assessment and risk management for individual clients and to highly provide specialist advice to therapists and supervisees on the psychological aspects of risk assessment and management.
- At all times to uphold the BACP ethical framework as per Mind in Croydon's BACP accreditation.
- Carry out statistical analysis and create monthly reports on performance in relation to clinical practice of the service and identify and explore performance issues.



- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties. Also, to act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon. It is the responsibility of all staff to inform a member of the senior management team immediately if service users, volunteers or staff do not comply with the above.
- Work within and implement all of Mind Croydon policies and procedures including Confidentiality, Health and Safety, and Equal Opportunities.
- Work at all times to promote equality, diversity, and individual rights.
- In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.

Job Description Agreement

The Job Description is not exhaustive and is subject to change considering service developments, work, priorities, or any other requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the organisation. The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name: Date:



Person Specification

The part-time counsellor is a skilled, knowledgeable and empathetic person, who enjoys working with clients and thrives in a team. The following person specification is a guide to the Essential and Desirable attributes that Mind in Croydon wishes to find in the successful candidate for the post

Knowledge and Experience	Essential	Desirable
Qualifications		
Educated to master's level MA Psychotherapist, Diploma in Counselling BACP/UKCP Accredited Member	E	
Experience		
At least 5 years post qualification experience	E	
psychodynamic, humanistic and integrative approaches		
working in mental health sector at a senior management level	E	
Delivering accountable services and excellent performance against agreed targets and objectives	E	
Substantial experience of collating quality data for the performance of a service and writing reports	E	
Building and maintaining relationships with a range of stakeholders (service users, funders, partners)	E	
Line management, developing staff and retention	E	
Dealing with confidentiality issues in healthcare settings	E	
Ability to adapt to fluctuations/changing organisational needs and to work flexibly in the role and in team working as and when required	E	
Knowledge and Skills		
Awareness of the needs of people with mental health issues in the community	E	
Excellent interpersonal skills and ability to work collaboratively as part of a team	E	
Highly motivated and a strong work ethic	E	
Ability to multi-task, organise and prioritise own work and to work under pressure	E	
Awareness of the needs of people with mental health issues in the community	E	
Demonstrate an understanding of, and an on-going commitment to Equal opportunities and Diversity legislation, policy and practice	E	
Understanding the need for evaluation and data collection to achieve monthly targets	E	
Abide by the Ethical Framework for Good Practice for Counsellors	E	



and Psychotherapists as outlined by the BACP		
Excellent IT skills and knowledge of MS Office and databases	E	
Ability to deal with a range of staff issues with confidence and be a pillar of support for the service	E	
Safeguarding vulnerable adults	E	
Knowledge of Data Protection	E	
Values people and sees their potential, worth and strengths	E	
Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs	E	
Works inclusively respecting the diversity of each person's experience, and their particular background or cultural context	E	
Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required	E	
Strong integrity and willingness to be held accountable	E	
A can-do attitude to solving problems and coming up with solutions	E	
Shares responsibility for their own personal development	E	