



JOB PROFILE

POST:	CYP Service Therapeutic Lead
SALARY:	£33,139 per annum (pay review pending)
HOURS:	35 per week (including evening and weekend work)
LINE MANAGER:	Operational Manager for Children and Families
RESPONSIBLE FOR:	CYP Service offer including: First Thousand Days, CYP Therapeutic Intervention Workers, Children and Families worker, Refuge-based play staff and project volunteers.
DURATION:	Permanent subject to funding

JOB PURPOSE:

The therapeutic lead will be responsible for service delivery by a committed group of staff and volunteers; provide supervision, case management support and training for our CYP Service staff; hold a small case load of children and young people who have experienced the trauma of domestic violence and abuse; work closely with our senior management team to contribute to the development of the service, policy and procedure.

MAIN DUTIES AND RESPONSIBILITIES:

Leading and Managing the Operational Team

1. Manage the service contracts which effectively support children and young people who have experienced domestic violence and abuse.
2. Provide effective line management to team members in each project including: induction into service; absence management; regular supervision and case reviews.
3. Apply the appropriate human resource (HR) processes to circumstances which arise with team members.
4. Encourage the teams to undertake a holistic approach to supporting their service users and develop and deliver creative interventions to support them.
5. Ensure the team understand and adhere to all organisation's policies and procedures and good practice guidance including Equal Opportunities and Diversity and Confidentiality and Data Protection.
6. Understand the requirements of each project, for example the further difficulties families from BAME backgrounds experience.



Risk Management and Safeguarding

7. Through regular supervision and case reviews, support all team members in the effective: intake; allocation; risk assessment; needs assessment and individual support planning for all CYP, and their families as required.
8. Effectively manage safeguarding situations with CYP at risk of harm.
9. Oversee the safeguarding of CYP and adults through: robust policies and procedures; effective recording systems; keeping abreast of new legislation and changes to safeguarding practice; supporting team members to make safeguarding referrals.
10. Maintain an up to date knowledge of working with CYP with complex needs and their families including: effectively assessing risk for service users who abuse drugs and alcohol; the Public Health and domestic abuse agenda and the impact of domestic abuse on children and young people.
11. In conjunction with the senior management team, ensure service users have a voice in service delivery through the effective implementation of the Service User Involvement Strategy.
12. Support the implementation of the organisation's 'Commendations, Comments and Complaints' procedure through leading investigations and implementing action plans for service improvement where necessary.

Monitoring and Evaluation

13. Lead project teams to continuously meet the requirements of all funding contracts.
14. Ensure the project teams meet the monitoring and reporting requirements within set timescales identified in the organisation's Performance Plan. Oversee the use of the online case management and reporting tool by the CYP Service team to ensure monitoring reports are accurate.
15. Ensure the team's continued compliance with: all statutory requirements including Health and Safety and Safeguarding matters; the organisation's policies and procedures and quality standards.
16. Effectively promote the work of the project teams to other agencies and local communities through the identification of need.
17. Develop influential partnerships with commissioners and funders to ensure our reputation and further funding opportunities.

General

1. Working with a small caseload of CYP, managing and supporting the CYP Service staff as described above and below.
2. Work according to relevant practice guidelines: BACP and the UKPT Ethical Framework



3. Oversee the day to day practice across the CYP team to ensure effective and efficient operations.
4. Planning, coordination, delivery and development of PTMWA's CYP Services enabling us to deliver a holistic and high quality counselling and therapeutic service to service users.
5. To provide clinical guidance and development support across the range of services delivered to PTMWA CYP survivors.
6. Assessments, including risk and needs of individuals accessing the service, and following up with appropriate support actions and recommending appropriate therapeutic support and adjustments for CYP, including timely referrals and signposting to meet wider support needs and effective safe exits from service.
7. Supervising and monitoring the allocation of new referrals to CYP Service staff, in line with their current caseload numbers and complexity and level or risk.
8. Build on team working, trust and transparency through regular supervision, case management reviews and team meetings with CYP Service staff.
9. Be responsible for recruitment, induction, probationary periods, performance and development of CYP Service staff, and of volunteers in partnership with our Volunteer Coordinator.
10. To identify own training and development needs and participate in all training courses relevant to The Pankhurst Trust (incorporating Manchester Women's Aid) commitment
11. This post is subject to completion of a six month probationary period.
12. Must be mobile to visit sites and work across the whole city as required.
13. Post is open to women only under the Equality Act 2010, schedule 9, part 1.

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable within the scope of them post as specified by their line manager.



PERSON SPECIFICATION

CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSED
EDUCATION/QUALIFICATION		
Educated to degree level in relevant degree	E	Application Form
Evidence of continuous professional development, learning and qualifications relevant to post	E	Application Form Interview
Qualification in counselling or therapeutic intervention and membership of an appropriate professional body eg BACP or UKCP	E	Application Form
Minimum 3 years post qualifying experience of delivering counselling or therapeutic intervention, including to CYP	E	Application Form
A clinical supervision qualification or willingness to complete	E	Application Form Interview
EXPERIENCE		
Recent and proven experience of supporting a team working with vulnerable people including people affected by domestic abuse and providing appropriate leadership, support and development eg supervision and case management reviews	E	Application Form/ Interview
Experience of delivering a project or service on time and within budgets	D	Application Form/ Interview
Experience of presenting information and writing reports for professionals and stakeholders	D	Application Form/ Interview
Experience of identifying risk and responding appropriately	E	Application Form/ Interview
Experience of developing and delivering creative interventions to vulnerable service users, including CYP.	E	Application Form/ Interview
Experience of working in a multi-agency partnership approach.	D	Application Form/



		Interview
Experience of managing a financial budget.	D	Application Form/ Interview
Experience of an outcome-led approach to working and developing a monitoring framework: providing regular monitoring reports to a range of audiences.	E	Application Form/ Interview
Experience of group development and group facilitation.	D	Application Form/ Interview
Experience of delivering training	D	Application form / Interview
Experience of undertaking measures to safeguard vulnerable children and adults	E	Application Form/ Interview
Experience of developing volunteer strategies that complement existing services	D	Application Form/ Interview
Experience of recruiting and working with volunteers	D	Application Form/ Interview
KNOWLEDGE AND UNDERSTANDING		
An excellent level of understanding of the impact of trauma, including domestic abuse, on CYP and their families.	E	Application Form/ Interview
A working knowledge and understanding of statutory and legal provision for people experiencing domestic abuse including housing, welfare and policy.	D	Application Form/ Interview
Understanding and awareness of child protection, vulnerable adult's protection and safeguarding and experience of taking a lead on safeguarding concerns.	E	Application Form/ Interview
Knowledge of the requirements for commissioning of DA services and quality frameworks (such as QAF).	D	Application Form/ Interview
An understanding of DVA recovery model	D	Application Form/ Interview



Understanding of the requirements of statutory Health and Safety practices.	D	Application Form/Interview
Understanding of effective housing management procedures.	D	Application Form/Interview
Knowledge of an employer's duty of care to volunteers and best practice around recruitment and retention of volunteers	D	Application Form/Interview
SKILLS AND ABILITIES		
Ability to lead and engage a team to achieve effective outcomes for service users.	E	Application Form/Interview
Ability to take a holistic approach to work.	E	Application Form/Interview
Able to effectively manage risk.	E	Application Form/Interview
Able to provide a trauma-informed, client focused service in which team members are supported and nurtured to advocate for and provide the best outcomes for CYP and their families.	E	Application Form/Interview
Ability to influence partner agencies to obtain appropriate outcomes for service users.	D	Application Form/Interview
Ability to effectively communicate with a range of people both on a 1:1 basis and a group basis.	E	Application Form/Interview
Ability to work on own initiative and prioritise work in a busy environment with conflicting demands and function well under stress	E	Application Form/Interview
Ability to analyse data and prepare and present suitable reports in a professional, concise and meaningful manner.	E	Application Form/Interview
Understanding of the valuable role volunteers play in an organisation and commitment to volunteer recruitment and development	D	Application Form/Interview
The ability to recognise own self-care needs and address these effectively	E	Application Form / Interview



OTHER		
Commitment to equal opportunities, anti-discriminatory and anti-oppressive practice.	E	Application Form/ Interview
Commitment to the values and ideals of the organisation.	E	Application Form/ Interview
Willingness to undertake training and a commitment to continuous personal development.	E	Application Form/ Interview
Willingness to work flexibly and able to travel to different sites and venues.	E	Application Form/ Interview

Post Holder Signature:

Date:

Line Manager Signature:

Date:

Date: