

Female Head of Therapeutic Services

**Salary: £45,000 - £50,000 (incl. LWA) depending
on experience**

Hours: 35 hours per week

Location: London - Hybrid

**Closing Date: 8th April 2024 – Interviews will be held w/c
15th April 2024**

www.womanstrust.org.uk



March 2024

Dear Applicant,

Head of Therapeutic Services

Thank you for your interest in the above role. Please read the following information to help you decide if this is the right role for you.

About Woman's Trust:

Established in 1996 to meet a gap in support, Woman's Trust aims to help any woman in London affected by domestic abuse to overcome the mental and emotional harm caused and rebuild her life. Without support the impact of abuse can be felt long-term, leave women vulnerable to repeat abuse, and trickle down to children, affecting their life chances. We achieve our objectives by providing free, women-only, client-led therapeutic services across London; by working in partnership with others; and by working strategically to create wider change to benefit all women.

The mental health impact of domestic abuse has long been overlooked and underfunded, with statutory domestic abuse contracts prioritising crisis intervention. The resultant lack of specialist mental health support to help women recover from domestic abuse has always seen our services facing a demand that it could not completely service. Now, we face one of the most challenging times in our history. COVID-19 unearthed and increased domestic abuse and women's services are facing unprecedented demand against a background of unstable and reduced funding. As COVID-19 has receded, we have begun to see the full scale of its damage in the lives of the women affected by domestic abuse and their children. We know that the impacts will linger, so it is vital that our support is available long term to help those who come forward now, and later; that it is able to create positive lasting outcomes for women; and that we use our voice to advocate for better services for all women.

The Role:

We are looking for a dynamic Head of Therapeutic Services to join the charity at an exciting time, following a period of growth. Our counselling service grew by over 20% in the last year, and the organisation's infrastructure has grown to support it, and the clinical team has evolved and grown to better meet the demands upon it. We are looking for someone who would relish the challenge of helping take the charity to the next level. If you think you have the drive, the motivation, and the passion to help us succeed in our mission, we want to hear from you.

Thank you again for your interest in our work.

Warm regards,

Heidi Riedel

CEO

Hours	35 hours per week
Salary	FTE £45,000 - £50,000 (including LWA) depending on experience
Responsible to	Woman's Trust Board
Line Managed by	Woman's Trust CEO
Location	Based at Woman's Trust Offices at Edgware Road/Paddington. Woman's Trust operates hybrid working (currently 50%) and flexible working policies
Job Purpose	<ol style="list-style-type: none"> 1. To exercise Person-Centred clinical responsibility for Woman's Trust (WT) counselling, groupwork and other therapeutic services 2. To ensure that WT counselling services are delivered to a high professional standard, in accordance with the BACP Ethical Framework and the Person Centred approach 3. To lead on the development of new opportunities for the enhancement and expansion of WT counselling services 4. To lead on the clinical representation of WT services to external bodies and involvement in campaigning for the improvement of services for women experiencing DA 5. To be the safeguarding lead for WT

Responsibilities

1. Service delivery - Supporting women who are experiencing or have an experience of domestic abuse

- 1.1. Hold Person-Centred clinical responsibility for all therapeutic services (individual counselling, groupwork, workshops)
- 1.2. Take the lead in dealing with issues around complex needs clients (e.g. suicidal ideation, Child Protection etc.) including providing support to counsellors and volunteers
- 1.3. Deal with clinical aspects of any complaints promptly and in line with Woman's Trust's policies and procedures
- 1.4. Represent Woman's Trust at Meetings, Conferences and Forums and conduct all work in a way which reflects the aims and principles of Woman's Trust
- 1.5. Ensure that women accessing the service are appropriately assessed, referred and receive appropriate service
- 1.6. Perform the Safeguarding Lead role as and when required (some out of office hours availability required)
- 1.7. Oversee clinical dilemmas as they arise, referring identified safeguarding. Liaising with supervisors as needed
- 1.8. Ensure and support training to all assessors

2. Project staffing –Provide a clinical lead in the recruitment and management of clinical and project staff

- 2.1. Ensure the development of staffing plans and new recruitments in collaboration with the CEO
- 2.2. Provide a clinical lead in the recruitment, selection, induction and training of therapeutic service project staff, counsellors, volunteers, supervisors and other consultants (e.g. workshop facilitators)
- 2.3. Provide line management support and supervision to Counselling Managers, Groupwork Manager and Therapeutic Services Project Manager
- 2.4. Conduct annual reviews with clinical supervisors
- 2.5. Ensure probation meetings for project staff and volunteers as well as annual placement meetings with our counselling volunteers are carried out
- 2.6. Ensure the co-ordination of and attend quarterly supervisor meetings

- 2.7. Ensure that appropriate ongoing CPD is undertaken by staff and volunteers as required
- 2.8. Ensure WT is linked to training providers

3. Finances

- 3.1. Be responsible for the delivery of service within budget
- 3.2. Ensure that effective liaison takes place with the fundraising and finance teams to ensure the co-ordination of service delivery with grant funding delivery parameters

4. Project Management (Contract Delivery /Reporting)

- 4.1. Ensure that contract delivery is monitored and any risks arising are appropriately managed
- 4.2. Review and enable implementation of any action plan
- 4.3. Be responsible for high level/clinical communication with funders about service delivery matters

5. Quality Assurance

- 5.1. Attend WT Ethics & Practice committee meeting and actively support the work of the committee.
- 5.2. Ensure WT retains BACP Service Accreditation and the Women's Aid Quality mark, and that services are delivered in accordance with the BACP Ethical Framework
- 5.3. Ensure necessary clinical policies are developed and reviewed with support of Woman's Trust Ethics & Practice committee

6. Development Work/Fundraising

- 6.1. Support the CEO in developing partnership projects with other women's organisations and health service providers where appropriate
- 6.2. Support the CEO, Fundraiser and the Finance & Fundraising Sub Committees in implementing the Woman's Trust Fundraising Strategy
- 6.3. Set up and support the development of Woman's Trust services and new projects

7. Role within Senior Management Team

- 7.1. To support the CEO in successful delivery of her role
- 7.2. To work cohesively with the senior management team to provide stability for Woman's Trust and its operations
- 7.3. To take a whole team focus and support all staff at Woman's Trust
- 7.4. Contribute to strategic planning as required by the Board

8. General

- 8.1. To be committed to the Person-Centred approach
- 8.2. To abide by Woman's Trust policies, in particular Equal Opportunities and Confidentiality
- 8.3. Participate in individual line-management supervision
- 8.4. Attend relevant training as agreed by the CEO and Board
- 8.5. Undertake other duties as reasonably requested by the CEO or Board of Directors

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

HEAD OF THERAPEUTIC SERVICES

Person Specification

1. Qualifications

- 1.1 A diploma in Person-Centred/Humanistic/Integrative Counselling or equivalent is essential
- 1.2 Supervisor qualification
- 1.3 BACP/UKCP accreditation

2. Experience

- 2.1 Substantial clinical experience, especially working with clients who have experienced abuse or trauma, and/or have complex needs (at least 5 year post qualified experience)
- 2.2 Experience of conducting initial assessments with vulnerable clients
- 2.3 Experience of providing clinical supervision, preferably including group supervision in a voluntary sector environment
- 2.4 Substantial experience of supervising and co-ordinating counsellors or volunteers
- 2.5 Experience of managing service budgets
- 2.6 Experience of supporting fundraising initiatives for a small charity or the ability to develop this area of work
- 2.7 Experience in setting up and developing projects, including winding them down

3. Knowledge

- 3.1 Awareness of domestic abuse issues including its effects on women and children
- 3.2 Knowledge of the range of statutory and voluntary agencies and services which women experiencing domestic abuse may encounter
- 3.3 Understanding of the issues of confidentiality and record-keeping and the ability to put this into practice
- 3.4 Understanding and awareness of anti-discriminatory issues and practice
- 3.5 Knowledge and understanding of the needs of counsellors and supervisors and all clinical issues surrounding the service

4. Skills

- 4.1 Excellent project management skills
- 4.2 Excellent ability to teach and facilitate learning for all
- 4.3 Excellent managerial and leadership skills – in keeping with the ethos of Woman's Trust i.e. inclusive and facilitative
- 4.4 Good communication skills – in person, on the telephone, in writing and in meetings
- 4.5 Good interpersonal and team working skills
- 4.6 Ability to contribute to fundraising bids
- 4.7 Ability to propose, initiate and develop new ideas
- 4.8 Ability to work under pressure and to be aware of own needs and take responsibility for self-care
- 4.9 Ability to critically evaluate own work
- 4.10 Ability to work on own initiative – set and meet targets and deadlines and organise own time
- 4.11 Ability to manage own admin and maintain Woman's Trust's systems, including ability to use Microsoft Office programmes
- 4.12 Ability to attend evening meetings when necessary

5. Attitudes

- 5.1 A commitment to working within Woman's Trust's ethos, including working within a humanistic framework
- 5.2 A commitment to anti-discriminatory practice and a willingness to implement Woman's Trust's Equal Opportunities policy at all levels
- 5.3 A sensitivity to the circumstances and needs of clients and the commitment to working to empower women who have experienced domestic abuse
- 5.4 Commitment to promote a safeguarding for young people and vulnerable adults. To be responsible in ensuring that the work follows all our safeguarding policies and procedures.