

Job Description

Job Title	Head of Therapeutic Services
Responsible to	CEO
Responsible for	Service Delivery Team
Hours	35 hours per week (Full-time)
Salary	Woman's Trust Band 6 £50,000 - £55,000 p.a. FTE per annum
Contract	Fixed Term as dependant on funding.
Location	Woman's Trust premises including co-location with statutory partners and community partnership locations.
Date Revised	March 2026

This job description may change to reflect the changing requirements of the role.

About Woman's Trust

The charity was established in 1996 to meet the gap in specialist mental health services. Woman's Trust is led by and for women and aims to ensure that women affected by domestic abuse can live a life free from further harm and abuse. Our approach is trauma-informed and person-centred, empowering survivors on their journey to recovery from the trauma. We are committed to a positive, inclusive and equitable environment for our staff, service users and volunteers.

Alongside delivering our existing 1-1 counselling, self-development workshops and therapeutic support groups for women who have experienced domestic abuse, we are focused on developing our innovative mental health services for young women and girls, delivering new peer-led support groups and providing therapeutic groups to children and their mothers. We are also committed to developing further awareness-raising workshops and training for professionals, building on our research and policy to improve systems nationally.

Background

The lack of recognition of domestic abuse as a mental health issue within the NHS leads to delayed and inadequate support for survivors. This gap in understanding and response often result in survivors only being able to access and receive appropriate care when their mental health deteriorates to the point of requiring secondary mental health services (Women's Aid 2021). Meta analysis suggests that CBT, one of the NHS's most prescribed approaches for mental ill-health, is not the best approach for

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domestic abuse survivors as it does not recognise and take into account the external factors and dynamics of abuse, specifically power and control, the role of the perpetrator and the resulting trauma for the survivor.

In March 2025, WT published its first major report, 'Living Without Hope' which consolidates existing and increasing academic, government and sector research demonstrating the significant impact of domestic abuse on women's mental health. Outlining the current agency responses at national, regional and local levels and the gaps in provision; the report also makes recommendations for change and improvement across the VAWG and health sectors.

Building on the research highlighted in our 'Living Without Hope' report, WT has secured funding to work with key stakeholders in the Royal Borough of Kensington and Chelsea to examine the links between domestic abuse and mental health, the specific experiences of Arab and Moroccan women and their access to safe, appropriate services that meet their needs.

Purpose

This is a dynamic, strategic role and the successful candidate will exercise Person-Centred clinical responsibility for Woman's Trust (WT), counselling, groupwork and other therapeutic services.

Reporting to the CEO, this role will oversee the day-to-day delivery of seamless, high-quality service across all of our client-facing provisions. The post holder will support the CEO to ensure the future development of WT by leading the frontline staff team in the provision of high-quality, relevant and safe services to survivors of violence and abuse in line with WT's aims and principles.

The Head of Therapeutic Services, a member of the Senior Leadership Team, will work closely with colleagues across WT, to plan and implement quality improvement plans in order to deliver outstanding services in an efficient and cost-effective manner. This role will deputise for the CEO when necessary.

Working with key stakeholders 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.

Leading on the development of new opportunities for the enhancement and expansion of WT counselling services, on the clinical representation of WT services to external bodies and involvement in campaigning for the improvement of services for women experiencing DA, and to be the safeguarding lead for WT.

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Key Responsibilities and Duties

The list below describes the main responsibilities and duties of the role but is not a finite list. You will be required to carry out any other duties commensurate with this post.

Leadership

- Provide consistent leadership to managers across the services
- In the absence of the CEO to provide strategic and operational leadership
- Design policies that align with overall strategy
- Implement efficient processes and standards
- Co-ordinate survivor service operations and ensure survivor satisfaction
- Evaluate risk and lead quality assurance efforts

Management

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- To support the CEO in successful delivery of her role
- To work cohesively with the senior management team to provide stability for Woman's Trust and its operations
- To take a whole team focus and support all staff at Woman's Trust
- Contribute to strategic planning as required by the Board
- Provide inspirational leadership to service managers and staff
- Mentor and motivate teams to achieve WT service standards and engagement
- Report on operational performance and suggest improvements
- Oversee budgeting to help the organisation optimise costs and benefits
- To work collaboratively with the HR Manager to strengthen and enhance recruitment and onboarding processes, aligning them with service delivery needs and organisational priorities, while ensuring, a consistent and seamless onboarding journey for all new starters
- Provide strategic oversight of training requirements across services and co-ordinate all relevant (including mandatory) training for the management and front-line teams, embedding it as part of the appraisal process
- Coordinate regular operational management meetings to ensure consistency across all services
- Supervise managers/leads in line with WT's Performance Management policy
Ensure that these staff fulfil the responsibilities of their role to agreed standards

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- Ensure that there is adequate and appropriate cover for managers/staff during absence/leave
- Facilitate the resolution of any difficulties/issues between managers, staff and clients
- Ensure the development of staffing plans and new recruitments in collaboration with the CEO
- Provide a clinical lead in the recruitment, selection, induction and training of therapeutic service delivery team, which includes, but is not limited to, service project staff, counsellors, volunteers, supervisors and other consultants (e.g. workshop facilitators)
- Provide line management support and supervision to Counselling Managers, Groupworkers and Therapeutic Services Project Manager
- Conduct annual reviews with clinical supervisors
- Ensure probation and supervision meetings for project staff and volunteers as well as annual placement meetings with our counselling volunteers are carried out in line with WT policies and procedures
- Ensure the co-ordination of and attend quarterly supervisor meetings
- Ensure that appropriate ongoing CPD is undertaken by staff and volunteers as required
- Ensure WT is linked to training providers

Governance

- Provide timely, accurate information and recommendations to the CEO
- Work with CEO and SLT in preparing the necessary documentation and policies required for good governance
- Ensure that legal requirements are met, particularly in relation to child and adult protection, health and safety and employment law
- Promote awareness of the complaints procedure and facilitate its use as appropriate
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Strategy

- Formulate business strategy with others in the SLT.
- As part of the SLT provide strategic advice and support the CEO.
- To conduct consultation with both internal and external stakeholders to shape and develop services

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- To ensure delivery of agreed commissioned services, contracts and non-commissioned services working in partnership with stakeholders including MOPAC, local authorities grant funders

To participate in, initiate and influence the organisation's policy making and its implementation Partnership and Communications

- Liaise and develop strong working relationships with relevant agencies, individually and in multi-agency settings, in order to promote and develop WT's services, voice and influence.
- Lobby for improvements in services and promote public awareness of issues regarding domestic and sexual violence and its effect on women, men and children through local, regional and national networks.
- Deliver talks and presentations as necessary.

In collaboration with CEO and Senior Communications Manager publicise and promote the services offered by WT and ensure promotional materials are relevant, user friendly and up-to-date.

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

1. Hold Person-Centred clinical responsibility for all therapeutic services (individual counselling, groupwork, workshops)
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
3. Deal with clinical aspects of any complaints promptly and in line with Woman's Trust's policies and procedures
4. Ensure that women accessing the service are appropriately assessed, referred and receive appropriate service
5. Perform the Safeguarding Lead role as and when required (some out of office hours availability required)
6. Oversee clinical dilemmas as they arise, referring identified safeguarding. Liaising with supervisors as needed
7. Ensure and support training to all assessors

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Finances

8. Be responsible for the delivery of service within budget
9. Ensure that effective liaison takes place with the fundraising and finance teams to ensure the coordination of service delivery with grant funding delivery parameters

Project Management (Contract Delivery /Reporting)

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

Quality Assurance

13. Attend WT Ethics & Practice committee meeting and actively support the work of the committee.
14. 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
15. Ensure necessary clinical policies are developed and reviewed with support of Woman's Trust Ethics & Practice committee

Development Work/Fundraising

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

General Duties

- To be committed to the Person-Centred approach;
- To abide by Woman's Trust policies, in particular Equal Opportunities and Confidentiality;
- Participate in individual line-management supervision;
- Attend relevant training as agreed by the CEO and Board ;

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- Undertake other duties as reasonably requested by the CEO or Board of Directors;
- At all times protect the safety and security of WT and service users, staff; volunteers, and all those in the work of WT, WT premises and the confidentiality of records and other information;
- Uphold the rights of women, children and young people who have experienced domestic violence and abuse;
- Adhere to Safeguarding Children and Adult policies, Health & Safety and Equal Opportunities policies;
- Adhere to the terms of relevant legislation, especially in respect of Safeguarding Children and vulnerable adults, Equality & Diversity, Employment and Health and Safety; and also keep updated of any changes or proposed changes in relevant legislation, policy and practice;
- Undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected
- Attend and participate in staff away days.
- Undertake training as agreed at supervision sessions.

Safeguarding Children and Vulnerable Adults

- Lead on and participate in the work of safeguarding children and vulnerable adults, following WT policies and procedures, and the policies and procedures of the Local Children and Adult Safeguarding Boards.

Contribute to the high-performance and work of the Therapeutic Services Team

- Contribute effectively to team working, team meetings and the team plans
- To maintain oversight of the statistical data and service outcomes and use clear and coherent targets and monitoring systems to provide evidence that outcomes are met.
- Ensure effective implementation of WT Equality and Diversity policies and awareness and integration of an equalities and human rights agenda in all your work.
- Contribute to Survivor feedback and voice in service delivery and service development.
- Ensure service standards are maintained and all policies and procedures complied with.
- Ensure that the service is delivered in line with the service SLA and contract.
- Work with volunteers as necessary to enhance the capacity of the service.

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- Oversee the induction and mentoring of volunteers recruited to support the service.
- Promote the service widely to ensure referrals are received from women across all communities.
- Undertake training and ensure your knowledge is up to date and where relevant shared with your team.

Values, Behaviours & Competencies

- Committed to the purpose of WT, ensuring that the Survivor is at the heart of service delivery and development
- Understands the feminist framework of the VAWG sector and is committed to fostering innovation and continuous improvement in working practice
- Flexible and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work
- Collaborative, building relationships with internal and external partners.
- Non-judgemental with a commitment to self-care within the team and wider organisation

OTHER:

1. 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 duties within the scope of the post as specified by their line manager.

For Official Use only

Agreement to Job Description by candidate accepting the job offer:

In accepting the offer of employment by WT, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.

Name:	Signature:
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Date:	Start date:

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PERSON SPECIFICATION – Head of Therapeutic Services

A	Application areas will be used to shortlist
I	Tested at Interview Stage
T	Test

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for each of the Person Specification criteria.

Experience	<ul style="list-style-type: none"> • 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) • Experience of conducting initial assessments with vulnerable clients • Experience of providing clinical supervision, preferably including group supervision in a voluntary sector environment • Substantial experience of supervising and co-ordinating counsellors or volunteers • Experience of managing service budgets • Experience of supporting fundraising initiatives for a small charity or the ability to develop this area of work • Experience in setting up and developing projects, including winding them down
Knowledge and Understanding	<ul style="list-style-type: none"> • Awareness of domestic abuse issues including its effects on women and children • Knowledge of the range of statutory and voluntary agencies and services which women experiencing • domestic abuse may encounter • Understanding of the issues of confidentiality and record-keeping and the ability to put this into practice • Understanding and awareness of anti-discriminatory issues and practice

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	<ul style="list-style-type: none"> • Knowledge and understanding of the needs of counsellors and supervisors and all clinical issues surrounding the service
Skills and Abilities	<ul style="list-style-type: none"> • Excellent project management skills • Excellent ability to teach and facilitate learning for all • Excellent managerial and leadership skills – in keeping with the ethos of Woman’s Trust i.e. inclusive and facilitative • Good communication skills – in person, on the telephone, in writing and in meetings • Good interpersonal and team working skills • Ability to contribute to fundraising bids • Ability to propose, initiate and develop new ideas • Ability to work under pressure and to be aware of own needs and take responsibility for self-care • Ability to critically evaluate own work • Ability to work on own initiative – set and meet targets and deadlines and organise own time • Ability to manage own admin and maintain Woman’s Trust’s systems, including ability to use Microsoft Office programmes • Ability to attend evening meetings when necessary
Qualifications	<ul style="list-style-type: none"> • A diploma in Person-Centred/Humanistic/Integrative Counselling or equivalent is essential • Supervisor qualification • BACP/UKCP accreditation
DBS/Police clearance	An enhanced DBS clearance is required for this role. Police vetting Clearance may also be required.