

Job Title	Psychotherapy Service Manager
Location	London / Hybrid (min 2 days in office)
Hours	28-35 hours per week – Flexible hours offered to include Mondays and Fridays.
Accountable to	Director
Responsible for	Senior Therapists
Job Band	3 (Senior Manager)
Salary	£46,305 - £51,690 (pro rata if not full time)
Last updated	September 2024

Job Purpose

The Psychotherapy Service Manager will be an experienced psychotherapist and manager with a strong understanding of our clients, autistic people, people with learning disabilities and their family members.

To manage and oversee the operational work of all aspects of the Psychotherapy Service. The role involves clinical leadership, staff management, and service development. Ensuring consistency and continuous improvement of quality standards, outcome measurement processes and procedures.

1/ Key Responsibilities

1.1 Service Management

- Overall responsibility for the clinical leadership, management and development of psychotherapy services, this includes individual and group psychotherapy, art therapies at our London base, in school and online.
- Ensure good quality therapeutic and specialist psychotherapeutic services are provided to Respond's clients by line managing and supporting the team delivering these services.
- Ensure the delivery of services is within Responds' clinical model, psychodynamic approach and in line with its organisational strategic direction.
- Establish and embed processes to facilitate the effective day to day running of psychotherapy service.
- Maintain high service standards by monitoring outcomes and quality assurance, ensuring effective systems are in place to monitor and review outcomes,

- Ensure the service operates within allocated budgets and actively seek funding opportunities to sustain and expand the service.
- Responsible to work within agreed budgetary constraints and ensure income targets are achieved.
- Ensure all billable work is promptly invoiced.
- Contribute to Respond's business and strategic planning and target setting holding responsibility for the Psychotherapy service.
- Responsible for ensuring the service meets the annual operational targets in line with organisational strategy.

1.2 Clinical Leadership

- Ensure that referrals into services are triaged appropriately and follow the referrals pathway.
- Ensure high quality clinical supervision is provided within Psychotherapy service.
- Work collaboratively with the external team of clinical supervisors and manage their timetable and freelance contracts.
- Ensure that Respond's Case-management model is embedded and applied across psychotherapy services.
- Champion reflective practice for Respond and work collaboratively with external facilitators and senior leadership team to review the ongoing provision of reflective practice for all staff.

1.3 Team Management

- Line manages direct reports, ensuring staff receive appropriate induction, support, supervision and appraisals.
- Conduct regular performance reviews and support professional development through training, workshops, and continuous professional development (CPD) activities.
- Liaise with the Head of HR & Operations on HR matters as necessary including staff recruitment, absence management and performance
- Foster a collaborative, supportive, and inclusive team culture with a commitment to working within Responds principals and values.

1.4 Client Care and Safeguarding:

- Safeguarding Lead with responsibility to ensure high quality safeguarding procedures are followed.
- Responsible to ensure that staff have appropriate levels of safeguarding training.

- Responsible to prepare data and information relating to clinical governance and safeguarding.
- Maintain confidential, accurate, and up-to-date client records in compliance with data protection (GDPR) and safeguarding policies

1.5 Monitoring & Evaluation

- Ensure all interventions are monitored and evaluated with data appropriately collected across clinical services.
- Implement, sustain and monitor excellent standards of case management and recording.
- Write high quality reports for commissioners and funders.
- Collate service delivery information for reporting to senior leadership team and trustees including monthly updates and quarterly reports against operational plan and annual accounts information.
- Superuser of Respond's CRM (Lamplight), ensuring effective use by team.

1.6 Stakeholder Management

- Develop and maintain links with professionals, community groups and other organisations including corporate partnerships and businesses.
- Develop opportunities for experts by experience voice to co-produce service development.
- Engage with a range of stakeholders, representing Respond as a clinical specialist with commissioners and funders
- Implement effective inter-agency practice, ensuring good lines of communication between relevant Respond staff and the client's support network.
- Contribute to the new and existing opportunities for growth in both commissioned services and grant funded opportunities.
- Provide high quality, accurate and timely reports to the SLT, trustees, commissioners, funders and other stakeholders
- Act as an ambassador for Respond at all levels and at all times.

2/ General Responsibilities (applicable to all staff)

- Access and work within Respond's policies and procedures.
- Ensure all work is undertaken in accordance with child and adult safeguarding guidelines and policies.
- Attend internal cycle of team meetings relevant to this role.

- Engage with line management, supervision (where appropriate) and appraisal process.
- Comply with data protection regulations, ensuring that information on clients, employees, volunteers and other stakeholders remains confidential.
- Take responsibility for personal learning and development with support from line manager.
- Work in a manner that facilitates equal opportunities and inclusion for all.
- Remain professional and respectful at all times, promoting positive relations with all those we encounter in our work.
- Maintain health and safety and risk awareness for self and others across the organisation.
- Undertake any other duties that Respond may require within the remit of this role.

This job description does not form part of the contract of employment. It is intended as a guide to the general scope of duties and is not definitive or restrictive. It is expected that some duties will change over time and this description will be subject to review with the postholder at their annual appraisal.

	Job Title – Psychotherapy Service Manager	
Criteria	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> • Postgraduate training in Counselling/Psychotherapy, Arts Therapy or Counselling • Psychodynamic or Systemic training (either initial training or as ongoing CPD) • Registered with appropriate professional body e.g. HCPC, BACP, BPS, BPC. 	<ul style="list-style-type: none"> • Clinical Supervision, Reflective Practice or Group training.

Experience	<ul style="list-style-type: none"> • Significant post qualification experience working as a psychotherapist/counsellor, arts therapist or psychologist. • Understanding of working psychodynamically as a therapist. • Experience of providing psychotherapy to autistic people and people with learning disabilities. • Working with people who are victims of trauma including sexual violence and domestic violence. • Working directly with autistic people and or people with learning disabilities. • Safeguarding Lead (Adults and/or Children). • Line management of staff, volunteers and teams. • Leading, developing, implementing and monitoring a service. • Collaboration across different organisations and sectors. • Implementing and maintaining quality standards. • Creating effective working relationships and building teams. • Experience of engaging in groups, team dynamics or reflective practice. 	<p>Responsibility for Safeguarding for a team or organisation.</p> <ul style="list-style-type: none"> • Providing clinical supervision, training or reflective practice.
Skills & Abilities	<ul style="list-style-type: none"> • Motivate and lead others to achieve objectives. • Strong interpersonal, spoken and written communication skills with the ability to communicate sensitive issues to a range of stakeholder audiences including clients, families, volunteers and professionals. • A collaborative approach to working with and leading colleagues. • Highly organised with an ability to maintain effective record keeping systems. 	

	<ul style="list-style-type: none"> • Assertive, confident, empowering and supportive. • Flexible, proactive and adaptable approach to all aspects of the role. • Troubleshoot and problem solve difficult situations calmly, diplomatically and effectively. • Manage risk and recognise potential impact of decisions across all sections of the organisation. • Work independently and as part of a team. • Manage own time and workload efficiently to prioritise and meet tight deadlines. • Microsoft 365 including Word, Excel, Outlook and PowerPoint and ability to use internet and customer relationship management (CRM) software. 	
Knowledge	<ul style="list-style-type: none"> • Understand the effects of trauma and abuse upon people with learning disabilities and autistic people. • Working within a psychodynamic and systemic model, both clinically and organisationally. • Understand personal boundaries and the need to maintain them with vulnerable clients. • Key legislation, including that relating to equal opportunities, adult and child safeguarding and data protection. 	<ul style="list-style-type: none"> • Understand working within the Criminal Justice Sector or VAWG sector.
Other requirements	<ul style="list-style-type: none"> • Maintain knowledge and awareness of the clinical issues relevant to the work of Respond. • Commitment to anti-discriminatory practice and equal opportunities and able to apply awareness of diversity issues to all areas of work. 	
Legal requirements	<ul style="list-style-type: none"> • Exempt under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. • Enhanced DBS check. 	