

Job Description & Person Specification

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	May 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.

Leading our work within a psychodynamic systemic trauma informed approach and working closely with the Senior Leadership Team, they will provide day to day management and development of the Psychotherapy Service, including individual and group psychotherapy and arts therapies at our London base, in schools and online. They will support the development of the clinical expertise and managerial skills of the team, through a coaching leadership approach and lead on clinical governance, safeguarding and reflective practice, ensuring consistency and continuous improvement of quality standards, outcome measurement, processes and procedures.

1/ Duties and Key Responsibilities

1.1 Service Delivery and Development

- Overall responsibility for the clinical leadership, management and development of psychotherapy service.
- 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 organisational strategic direction.
- Establish and embed processes to facilitate the effective day to day running of psychotherapy service.
- Ensure the highest standard and consistent quality of delivery performance, ensuring systems are in place to monitor and review outcomes.
- Risk owner responsible to identify and manage clinical and other risks within the psychotherapy service.
- Implement, sustain and monitor excellent standards of case management and recording.
- Promote Respond locally and nationally at workshops, conferences and other forums.
- Work closely with the Head of Development and Commissioning and Finance team to ensure that the pricing of services is competitive and accurate.

- In partnership with senior leadership team colleagues ensure that capacity and resource planning for services are up to date.
- Provide written contributions to relevant publications across the sector.
- Hold a small caseload, which can include psychotherapy with clients, supervisees, consultation or reflective practice.

1.2 Service Strategy

- 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.
- 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.

1.3 Clinical and Specialist Responsibilities

- 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.
- 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.
- Ensure that referrals into services are triaged appropriately and follow the referrals pathway.
- Develop and implement appropriate monitoring and evaluation processes across the service.
- Attend clinical supervision related to personal case load and contribute to the clinical supervision of other therapists in the team.
- 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.

1.4 Funding, Contractual, Budgetary and Financial Responsibilities

- Responsible to work within agreed budgetary constraints and ensure income targets are achieved.
- Ensure all billable work is promptly invoiced.
- Work closely with the Finance Director to set annual service budget and income targets.
- Monitor service budget and manage risk in conjunction with the Finance Director.
- Provide high quality, accurate and timely reports to the SLT, trustees, commissioners, funders and other stakeholders.
- Contribute to the new and existing opportunities for growth in both commissioned services and grant funded opportunities working closely with the Head of Development and Commissioning.
- Work closely with Head of Development and Commissioning to ensure we are adhering to funder and contract requirements.

1.6 Stakeholder Management

- 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.
- Develop positive professional relationships with the networks of professionals working with our clients and attend professional meetings as required.
- Act as an ambassador for Respond at all levels and at all times.

1.7 Line Management & Team Development

- Line manage direct reports, ensuring staff receive appropriate induction, support, supervision and appraisals.
- Support staff in team to identify training and development requirements.
- Liaise with the Head of HR & Operations on HR matters as necessary including staff recruitment, absence management and performance.

1.8 Monitoring & Evaluation

- Ensure all interventions are monitored and evaluated with data appropriately collected across clinical services.
- 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.
- Maintain client records confidentially.
- Superuser of Respond's CRM (Lamplight), ensuring effective use by team.

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.

Person Specification

	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. • 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. 	<ul style="list-style-type: none"> • Significant clinical psychotherapy experience working with autistic people and people with learning disabilities. • Responsibility for Safeguarding for a team or organisation. • 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. • 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 setctor.
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. 	

Job Description Agreement	
Postholder Name:	Date:
Postholder Signature:	
Line Manager Name:	Date:
Line Manager Signature:	