



## THERAPEUTIC SERVICES MANAGER

### JOB DESCRIPTION

**TITLE:** Therapeutic Services Manager and Clinical Lead

**HOURS:** 4 days per week

**SALARY:** £42,000 - £45,000 FTE per annum according to experience, pro rata for 4 days per week (£33,600 to £36,000) plus pension contributions

**REPORTS TO:** CEO. The postholder will be a member of Spectra's Senior Management Team (SMT)

**EMPLOYED AND BASED AT:** Ladbroke Grove, London W10. Hybrid role.

### Spectra – who we are

**Spectra** is a diverse and inclusive organisation, celebrating all of our staff, service users and volunteers. We offer flexible and supportive working, a friendly team, and a caring environment. Our focus is on delivering high quality services and we make a real difference to outcomes for people.

**Spectra's mission** is to improve the health and well-being of social excluded and under-served communities. These are often intersectional, encompassing LGBTQI+, trans and non-binary people, young people, sex workers, women, neurodiverse people. Spectra offers non-judgmental, accessible, peer-led support, recognising that there are significant unmet health needs and health inequalities. Spectra delivers free Counselling, Creative Therapies, Peer-Mentoring, Advocacy, Social and Youth Groups, Sexual-health outreach & testing, Relationship & Sex Education.

**Overall Purpose of the Role:** To effectively manage and provide strategic and operational oversight of Spectra's counselling services and development of service provision. To ensure delivery of consistent, high-quality counselling across all of Spectra's teams (Young People, Sexual health, Trans and Non-binary (TNB) people), supporting and empowering our service users, whilst ensuring clinical work is carried out in accordance with BACP ethical guidelines and Spectra's protocols. As part of the Senior Management Team, to contribute to and deliver Spectra's vision, mission and objectives.

*All resources, software and equipment required for the role will be provided by Spectra.*

## **Main focus of the role**

To lead, develop, line and case manage staff, hold safeguarding and coordinate Spectra's counselling services, which include adult and young people's services. To represent internally and externally Spectra's therapeutic offer, and to be an active member of Spectra's Senior Management team. To conduct some clinical assessments and provide some weekly 1-to-1 counselling/group therapy sessions.

## **Main responsibilities and accountabilities**

1. Provide service-wide clinical oversight including safeguarding and risk monitoring.
2. Manage and lead a safe, professional, sustainable, and accessible counselling service consistent with Spectra's vision, peer ethic, policies, and objectives.
3. Ensure high-quality and consistent delivery within the counselling service, in line with targets and outcome frameworks and within ethical frameworks and protocols.
4. Ensure service outcomes are effectively monitored and evaluated regularly. Assess, evaluate and feedback (via reports and verbally) on service outcomes to Therapists, the Senior Management Team, and funders / stakeholders.
5. Undertake and log regular and comprehensive clinical audit duties across the team to ensure that Spectra therapists are working in accordance with clinical governance.
6. Ensure Spectra remains responsive to the needs of all our stakeholders, including clients, accrediting bodies, commissioners, funders, staff, volunteers and other mental health professionals and agencies.
7. Identify and develop future service needs and ensure Spectra's counselling service meets this need potentially via new development.
8. Responsible for leading the Sexual Health Counselling Service. Overall management for Spectra's Therapy Services (including LGBTQ+ Young People, Trans Counselling, Sexual Health, and School Based counselling).
9. Lead on recruitment of new therapists, alongside induction and staff training (clinical reporting, clinical notes, safeguarding and risk, clinical audit, outcome measures, database processes and assessment processes)
10. Directly line manage a team of around six part time therapists.
11. Clinical oversight over four service delivery areas (including LGBTQ+ Young People, Trans Counselling, Sexual Health, and School Based counselling).
12. Case management for 6 therapists, monthly.
13. Provide a number of weekly assessment/1-to-1 counselling slots.

14. Promote the profile of Spectra in London to service users and other professionals and funders, developing good working links with similar services and other mental health professionals.
15. Network and develop relationships with partners across all services.
16. Develop and oversee a program of CPD, training and development opportunities for the therapy team.
17. Lead on the review and update of clinical literature, assessment processes, outcome measures, and clinical policies.

### **Core Competencies, Knowledge and Experience**

1. Relevant recognised qualification(s) at a minimum of Level 4 Diploma in the field of counselling, creative arts therapies, psychotherapy, psychosexual therapy, or psychology. In addition, you must hold Accredited Member status with the BACP or COSRT, or be a registered member of the UKCP, BPS or HCPC and possess a minimum of 400 clinical client hours.
2. Experienced lead/manager with proven ability to effectively manage a team and deliver effective and safe services.
3. Experience of working with both adults and young people
4. Excellent report writing skills
5. Extensive understanding of safeguarding and managing risk in the context of third sector mental health services.
6. In depth understanding of mental health support needs of diverse groups of LGBTQI+ people with lived experience of the complex issues facing LGBTQI+ people, including young people's support needs.
7. Good IT skills and ability to use data management software.
8. Ability to process and analyse data and write/present reports to improve services and identify new and developing opportunities with an eye to the future mental health and wellbeing landscape.
9. Training and experience in working with adolescents and young people / sexual health useful.

### **Other**

1. To maintain personal and professional development to keep up to date with current theory and practice in the sexual identity, mental health, gender identity and psychotherapy fields.
2. To be available to represent Spectra at working groups, conferences, and seminars,

3. To be available for occasional work outside normal office hours.
4. To be available for clinical supervision and management supervision.
5. Able unequivocally to respect, support, promote and work within LGBTQ+ and other diverse communities.

***This is an outline role description and may be subject to change in consultation with the post holder.***

## **Spectra standards**

### **Equal Opportunities**

Spectra has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote its policy in their own work.

### **Health and Safety**

Spectra is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.

### **Confidentiality and Data Protection**

Spectra is committed to maintaining protection of data and privacy of staff and clients. It expects all staff to handle individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain accesses to information they are not authorised to have.

### **Systems**

To use Spectra computers and other technology as directed to ensure their full and proper use and to undertake any necessary training.



## EMPLOYEE SPECIFICATION

### Job Title: Therapeutic Services Manager and Clinical Lead

<b>Criteria/Competences</b>
<b>Qualifications and experience</b>
Relevant qualification(s) in counselling/therapy/psychotherapy, two years post-qualification experience with professional accreditation/registration and <400 clinical hours.
Experience of counselling LGBTQ+ clients, sexual health, and experience of working with trans, non-binary and gender questioning people and young people.
At least 3 years' experience of clinical coordination and/or management with proven ability to manage a therapeutic team.
Experience of safeguarding and managing risk with adult and young clients with complex presentations and high-support needs and liaising with statutory services to support care co-ordination.  Designated Safeguarding Lead experience is desirable.
Competency in creating, managing, and analysing data to produce reports and improve services.
Experience of using Client Relationship Management (CRM) databases.
Experience of providing clinical support and training to colleagues.
Lived experience of complex issues facing LGBTQ+ clients is desirable.
Relevant qualification in clinical supervision. (desirable)
Relevant qualification and/or experience in working with young people 13-18 years.
<b>Knowledge, Skills, and Abilities</b>

Able to demonstrate a high level of interpersonal and communication skills and ability to meet deadlines.

Ability to contribute to strategy, anticipating changes in demand, target groups, models, and responding appropriately to these.

Ability unequivocally to respect, support, promote and work within LGBTQ+ and other diverse and/or marginalised communities.

Excellent knowledge of counselling, psychotherapy and behaviour change models in mental health promotion.

Excellent understanding of safeguarding and managing risk in the context of third sector mental health services.

Flexible, sensitive, empathetic, solution-focused, 'can-do' attitude.

**Other Factors (e.g. Genuine Occupational Qualifications)**

Ability to work in languages other than English common to the diverse communities in London (desirable)