

Job Description

Job Title	Therapeutic Services Project Manager
Responsible to	Head of Therapeutic Services
Responsible for	Volunteers
Hours	28 hours per week (0.8 FTE)
Salary	WT Band 3 £35,500 FTE per annum (pro rata)
Contract	Permanent
Location	Woman's Trust premises including co-location with statutory partners and community partnership locations. Woman's Trust operates a hybrid working model with a minimum of 50% to be on-site
Date Revised	January 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

This is post reflects the critical need for project management and oversight support of Woman's Trust's therapeutic service delivery teams. You will work alongside the Head of Therapeutic Services to develop project mobilisation, implementation and performance monitoring in line with contractual requirements. You will work closely with the Head of Therapeutic Services, Data Impact and Insights Manager and across

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teams to ensure robust performance reporting and monitoring, helping us report to funders, trustees and SLT, measure success and continuously improve what we do for our service users. From highlighting best practice, identifying gaps and areas for improvement, conducting demographic analysis to contributing to our Annual Impact Report, you will be at the heart of shaping how we understand and enhance our services reporting funders in line with contractual requirements and to the Senior Leadership Team (SLT), CEO and trustees.

Purpose

The Therapeutic Services Project Manager will lead on performance monitoring and reporting to funders ensuring robust data governance, GDPR compliance and to inform service delivery, development, survivor engagement and organisational performance. This role is critical to embedding a culture of data-driven decision-making, using performance monitoring to support high-quality service delivery in line with sector standards and quality assurance frameworks. The role will provide leadership on project implementation and delivery alongside the Head of Therapeutic Services.

This role will be responsible for performance monitoring and reporting across Woman's Trust, so that staff can use our internal service data to inform their ongoing work and decision-making.

The Therapeutic Services Project Manager will take ownership of concisely communicating our performance data to both internal and external stakeholders to ensure targets and contractual obligations are being met. The role will deliver on Woman's Trust's strategic priorities with regards to service contracts, data, monitoring and evaluation. You will not only mentor and develop capacity within your own team but act as a data advocate, enhancing the relationship between the front-line workers Woman's Trust's work and the staff managing the contractual obligations.

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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.

1. Support projects from design and set-up through to delivery and evaluation.
2. Manage multiple projects simultaneously, ensuring delivery to agreed timelines, quality standards and budgets.
3. Develop and maintain detailed project plans including objectives, milestones, risks, dependencies and stakeholder mapping
4. Track progress using Excel spreadsheets and shared online documents, ensuring accuracy and version control
5. Drive continuous improvement in performance management and monitoring practices and strategic data effectiveness.
6. Report to Board of Trustees, SLT and funders as required and in line with contractual commitments.
7. Work with the Data Impact and Insights Manager and SLT to understand the desired key outputs and outcomes for services, and ensure effective monitoring, evaluation, and best practice guidance for using Oasis is embedded into case management and service development.
8. Support SLT and the team to prepare reports and analyse large sets of quantitative and qualitative data on service delivery gaps and strengths within and across projects as required.
9. Use analysis of service delivery data relating to Woman's Trust's programming to make strategic recommendations to the Senior Leadership Team.
10. Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
11. Participate in supervision, appraisals and reviews, training and meetings as required and assist in the development of services in line with agreed development plans.
12. Participate in strategy days, planning exercises and assist in the development of WT services.
13. Ensure volunteers are effectively supported and integrated into work of the team.

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14. Undertake training and ensure your knowledge is up to date and where relevant shared with the team

15. General Duties

- 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

- 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
- Contribute to the collection of 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.

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- 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.
- 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
- Non-judgemental with a commitment to self-care within the team
- 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.

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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:
Date:	Start date:

EMMA

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PERSON SPECIFICATION – Therapeutic Services Project Manager

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"> • Experience working with women affected by domestic abuse. • A good understanding of trauma informed service delivery • A proven track record of project management, demonstrated through at least three years' relevant work experience • The ability to manage multiple projects simultaneously and prioritise effectively when working to competing deadlines • Ability to work in an agile way and remain effective when managing complex, innovative service delivery • Ability to communicate with a diverse range of stakeholders • Significant experience producing a broad range of written reports, with a keen interest in social research and policy impact • Experience of working with highly sensitive data, large data sets and adhering to data handling best practice • Team management experience, including working with a remote/geographically dispersed team • Proven technical experience of owning and developing data projects and demonstrable
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	<p>business process and project management skills including planning, budget and resource management: experience with database migration</p> <ul style="list-style-type: none"> • Demonstrable experience driving the dissemination of information to key stakeholders in a timely and engaging fashion, including the creation of regular reporting dashboards, presentations to WT teams and to external bodies such as funders • Experience as an organisational Data Protection Officer
<p>Knowledge and Understanding</p>	<ul style="list-style-type: none"> • Proven analytical skills working with both quantitative and qualitative data • A good understanding of the needs of marginalised and minority groups who have been affected by domestic violence • Understand the differing forms and impacts of domestic violence across the communities we serve • Sound knowledge of safeguarding adults and children • Knowledge and understanding of the rights of women, including those facing discrimination
<p>Skills and Abilities</p>	<ul style="list-style-type: none"> • Ability to work as a strong team player within the management team • Demonstrable ability to develop productive and effective working relationships with partners in a wide range of agencies • Microsoft Office Suite: Advanced level Excel and proficiency in Windows software and database management • Results focused, solution-oriented with a proactive and positive approach, and excellent • ability to prioritise and organise own work and meet deadlines

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	<ul style="list-style-type: none"> • Ability to lead change in a forward-looking non-profit organisation and to establish a culture of learning leading towards a more impact-focused approach • Ability to work sensitively and in a non-judgemental manner with vulnerable clients • Excellent interpersonal and communication skills, both written and verbal • Attention to detail and ability to work accurately
Qualifications	<ul style="list-style-type: none"> • A project management qualification is desirable
DBS/Police clearance	An enhanced DBS clearance is required for this role. Police vetting Clearance may also be required.