

**JOB DESCRIPTION:**  
**Service Manager (Counselling and Therapy)**



<b>Job title:</b>	<b>Service Manager (Counselling and Therapy)</b>
<b>Grade:</b>	Pay scale NJC Pts. 36 – 41 (£32,233 - £37,107)
<b>Contract end date:</b>	Permanent (subject to funding)
<b>Annual Leave:</b>	27 days per annum (pro rata)
<b>Responsible to:</b>	Service Manager (Counselling and Therapy)
<b>Location:</b>	Office base in central Manchester and community locations across Greater Manchester
<b>Hours of work:</b>	37.5 hours per week
<b>Job Summary:</b>	<p>42<sup>nd</sup> Street’s vision is for accessible inclusive services for all young people aged 11-25 years. You will work at an operational and strategic level, leading and managing staff and a portfolio of services and projects supporting young people with their emotional wellbeing and mental health promoting choice and creativity. You will support the delivery of high quality therapeutic services across Greater Manchester, championing young person centred approaches that demonstrate local impact and have national significance.</p> <p>Reporting to the Head of Services and working in close liaison with the Management Team you will be responsible for leading the Counselling and Therapy team (including integrative counselling, CBT, Counselling for Depression and Trauma based therapy) and, alongside the wider management and leadership team to integrate these approaches into the wider 42<sup>nd</sup> Street offer for young people.</p> <p>The services and projects at 42<sup>nd</sup> Street are effective and reflect high standards of practice through effective communication with staff, other agencies and service users.</p> <p>You will ensure that approaches to Counselling and Therapy reflect the expressed needs and rights of young people as experts in their own lives, coupled with national best practice and standards that improve effectiveness and efficiency.</p> <p>You will contribute to building a robust and compelling evidence base that continues to demonstrate improved recovery and wellbeing, increased resilience, improved and increased accessibility and opportunities for young people and increased awareness.</p> <p>You will take a lead with identified areas of 42<sup>nd</sup> Street’s work in order to improve the inclusiveness of the service and meet the aims and objectives set out in our Business Plan, ensuring that we are a responsive service to the changing needs of young people and the changing external environment that we are operating in.</p>
<b>Date:</b>	19/11/2018
<b>Version:</b>	FINAL
<b>Author:</b>	Simone Spray

## KEY TASKS

- 1.1 To ensure that appropriate services to young people needing support with their mental health and emotional wellbeing are planned and delivered reflecting the aims, objectives, values and agreed policies and procedures of 42<sup>nd</sup> Street.
- 1.2 To be responsible for the management and leadership of the Counselling and Therapy Team with oversight of specific geographic areas, targeted projects and bespoke provision for example in schools and colleges
- 1.3 To lead in developing innovative approaches to therapeutic work with young people that improves access and outcomes in a way that is relevant to the organisations identified priorities.
- 1.4 To lead on and influence best and effective practice in delivering person-centred and integrative approaches to counselling and therapy approaches which may include risk assessment, screening and triage, one to one interventions, wider health and social care issues, urgent responses, group work interventions and creative approaches.
- 1.5 . To ensure that young people's views and rights are incorporated and influence the development and review of the work at 42<sup>nd</sup> Street and wider mental health and emotional wellbeing services across Greater Manchester.
- 1.6 To ensure that monitoring and evaluation of services captures the recovery rates, impact and effectiveness of individuals and the wider service against targets set by the organisation, donors/funders and wider local and national standards. This includes understanding and implementation of a variety of Routine Outcome Measures as well as qualitative and bespoke measurements.
- 1.7 To ensure effective strategic planning, reviewing, evaluation and innovation of counselling and therapeutic services delivered by 42<sup>nd</sup> Street reflects an understanding of local need, including specific geographical priorities, demographics and available resources within the broader external environment in which operate.
- 1.8 To lead on and influence best and effective practice in delivering pluralist and integrative counselling and therapy approaches to young people and young adults, meeting local and national standards and demonstrating effectiveness and efficiency within limited resources.
- 1.9 To contribute to the development of a high quality workforce with the right skills who are collectively accountable and execute against our shared vision, mission and social objectives.
- 1.10 To support and monitor the work of staff through recruitment, induction, probation, formal supervisions and consultations in order to ensure effective therapeutic practice and a strong sense of team work within the requirements of 42<sup>nd</sup> Street's policies and procedures, service level agreements and outcomes in independently funded projects
- 1.11 To offer expert clinical support and guidance to students and volunteers at 42<sup>nd</sup> Street.

- 1.12 To work in collaboration with the Head of Services and the Management Team to support the development and delivery of 42<sup>nd</sup> Street's Business Plan.
- 1.13 To ensure that you are up to date with developments and best practice in Mental Health, Emotional Wellbeing and Counselling and Therapy policy and practice and use this knowledge to support and develop quality responsive services to young people.
- 1.14 To liaise with colleagues in the Management Team with regard to safeguarding of children, young people and vulnerable adults, including assessment of risk, Early Help interventions, identifying the level of intervention required, appropriate contact with external agencies and being accountable for appropriate monitoring and case management.
- 1.15 To ensure that the personal and professional development of staff is promoted and managed effectively within the resources available to 42<sup>nd</sup> Street.
- 1.16 To ensure that the services and projects you have responsibility for have effective management information systems and information governance processes in place to proactively manage and monitor performance and risk.
- 1.17 To support your team and the wider organisation with effective change management that anticipates and responds to changing requirements of mental health and emotional wellbeing counselling and therapy services against a backdrop of increased financial pressures and complex political backdrop
- 1.18 To effectively communicate the purpose and function and impact of the relevant services and projects to the staff within 42<sup>nd</sup> Street and with key external agencies and organisations, including donors/funders
- 1.19 To devise Team/Project Plans and risk assessments, provide annual reports on activity of the team/projects, performance quality and areas for improvement with proposed action and development plans.
- 1.20 To develop and deliver relevant training packages locally, regionally and nationally that promote good practice and increase awareness and understanding of the issues impacting on young people.

## **2. Shared with the management team:**

- 2.1 To contribute to the development and implementations of the Business Plan, Management Action Plans, Work Plans and ongoing monitoring, evaluation and continuous improvement.
- 2.2 To be aware of, advice, give direction and ensure compliance with legal requirements and internal policies within a changing financial and political arena.
- 2.3 To be involved in the recruitment of staff as appropriate
- 2.4 To provide regular reports of your work and the work of the service when required.
- 2.5 To attend and facilitate internal and external meetings as required as well as training events, conferences, making presentations, other contributions and dissemination as necessary.
- 2.6 To contribute to the effective implementation of all 42<sup>nd</sup> Street's policies and procedures, particularly those relating to Information Governance, Equality & Diversity, Health & Safety, Confidentiality, Youth Protection and Vulnerable Adults.

- 2.7 To at all times undertake your role and responsibilities in a professional manner maintaining a high quality standard of work and to always work with the aims, objectives, values and ethos of 42<sup>nd</sup> Street.
- 2.8 To ensure that the building and equipment are maintained to a safe standard and those problems are reported appropriately and that security arrangements are maintained at all times.
- 2.9 To be involved in the management of 42<sup>nd</sup> Street's resources as appropriate.

### **3. Shared with all workers:**

- 3.1 To ensure that the values and principles underlying the organisation's mental health and emotional well-being support with young people are maintained and developed. These include an active commitment to anti-discriminatory practice and to ensuring that services are accessible to those young people who are often excluded from such services, for example, black young people, disabled young people, gay, lesbian, bisexual and trans young people.
- 3.2 To contribute to ensuring that young people have a voice within 42<sup>nd</sup> Street to effectively influence internal practice and policy and practice and policy at a local, regional and national level
- 3.3 To be aware of and ensure compliance with legal requirements and internal policies with particular reference to information governance, data protection, confidentiality, health and safety, and safeguarding children and vulnerable adults.
- 3.4 Ensure the maintenance of standards of practice according to 42<sup>nd</sup> Street and any regulating, professional and accrediting bodies (e.g. BPS, BACP, HCPC, HSCIC, UKCP, BABCP).
- 3.5 To contribute to the development of 42<sup>nd</sup> Street through active involvement in team meetings, consultations and other relevant systems and structures.
- 3.6 To maintain all relevant information systems including monitoring, recording and personnel systems.
- 3.7 To be involved in staffing 42<sup>nd</sup> Street's Duty/Co-Worker system.
- 3.8 To participate in managerial and external supervision and have an active involvement in professional development opportunities at 42<sup>nd</sup> Street
- 3.9 To maintain safe systems of work at all times and take care of your own safety, and that of colleagues and others who may be affected by your activities.
- 3.10 To undertake any other duties that may be required which are commensurate with your role.
- 3.11 To undertake any requests made by the Management Team at 42<sup>nd</sup> Street that is relevant to this post.
- 3.12 To provide some of your work at times other than office hours so that the service is accessible. This means regular evenings until 7.30pm (up to two per week) and some weekends.

*This is not an exhaustive list of duties, only a general guide to the post. In consultation with the post-holder, the duties may change from time to time to reflect the changing needs of the service.*