



## Therapeutic Programmes Manager Job description

Job title	Therapeutic Programmes Manager (full time)
Salary	NJC Pay Scales 35-38 £31,401-£34,106*
Reporting to	Head of Services (currently unfilled so reporting to CEO)
Location	Sevenoaks Wellbeing Centre, 34 St John's Road, Sevenoaks, Kent TN13 3LW although we would consider flexible working options

### Purpose of the role

To manage, develop and serve as clinical lead for the charity's counselling service and other projects involving counsellors, and to run counselling services in adherence to the BACP Ethical Framework and organisational membership standards. To manage and develop a portfolio of therapeutic programmes, projects and services to increase mental and physical wellbeing, supporting people in their recovery from mental health problems. To manage and develop support, key working and therapeutic interventions for the residents of our supported housing. To ensure all programmes aspire to high standards of competency, efficacy, client satisfaction, risk management and outcome measurement.

### Key tasks

- Manage a portfolio of therapeutic programmes, projects and services in various locations across Kent.
- In line with the Sustainability Strategy, and Strategic Plan, lead on or contribute to the development of new and existing services.
- Provide line management to the therapeutic programmes team, supporting them to achieve their potential within their roles, providing effective management, setting clear objectives and targets.
- Recruit, manage and retain a team of facilitators, therapists, supervisors, volunteer and paid counsellors to deliver West Kent Mind's counselling programme, seeking to achieve a mix that includes experienced and qualified practitioners as well as trainees.
- Seek the expansion of the service to cover the whole of West Kent, to include a wide range of modalities such as art therapy and CBT and to build a diverse pool of counsellors reflective of our community and the communities that need us most as we move beyond Covid-19.
- Serve as clinical lead for the programme.
- Develop and maintain comprehensive policies and procedures for counsellors, therapists and facilitators, including managing risk and safeguarding issues.
- Maintain and develop relationships with other therapeutic programme providers, including local IAPT services, other local Mind associations and other third sector providers.
- Ensure effective communication between partners, stakeholders, commissioners and referral agencies ensuring good relationships which each with a focus on delivering the best outcomes for clients.
- Further develop the remote delivery of services through videoconferencing and telephone.

- Report to the CEO on the usage and impact of the programmes, developing the use of appropriate and recognised psychometric scales.
- Evaluate the effectiveness of interventions in line with the above and in line with the organisational theory of change.
- Provide effective oversight of the Solace Café, ensuring high levels of risk management, staff support and appropriate intervention.
- Lead on providing a programme of key working, support and therapeutic interventions for 15 residents within West Kent Mind's two houses, benchmarking progress, assessing risk and developing plans for their personal progression and recovery and ensuring that they are able to move into independent living within two years as an ambition.
- Pro-actively seek out additional funding opportunities and special projects.
- Effectively manage change ensuring the involvement of team members (including volunteers) in service developments and planning
- Consult and involve clients as required e.g. when planning new services or developments and to receive feedback on existing services.
- Establish mechanisms for developing peer support groups and networks to enable clients to influence and support one another.
- Provide reports as required by West Kent Mind and relevant funders.
- Working with the Marketing Officer (currently vacant post), utilise appropriate channels and marketing techniques to drive engagement with the programme, exploring new means of engaging with beneficiaries that may need support.
- Manage the therapeutic programmes budget ensuring that income and expenditure remain on target and that West Kent Mind secures good value for money.
- Working with the Head of Finance and Operations, ensure all information and data meets GDPR and data compliance.
- Ensure the of delivery high quality services and to work within the Mind Quality Mark framework and the policies and procedures of West Kent Mind.

## Person specification

All experience may be paid or voluntary, full or part-time, in the UK or overseas.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Recognised qualification in counselling or psychotherapy.	Yes	
Membership of a professional body, preferably BACP, UKCP or BPC.	Yes	
Evidence of post-qualifying continuous professional development.		Yes
BACP accreditation/UKCP registration or equivalent.		Yes
Recognised qualification in counselling or psychotherapy supervision.		Yes
<b>Experience</b>		
At least 3 years recent, continuous and significant post-qualification clinical experience.	Yes	
Significant experience of service development and improvement, evaluation, change management, and business expansion.	Yes	

Experience of recruiting and managing staff/volunteers.	Yes	
<b>Knowledge</b>		
Safeguarding and promoting the welfare of children and young people/vulnerable adults.		Yes
<b>Skills and Competencies</b>		
Insightful with a proven ability to engage with, gain credibility, and command the confidence of stakeholders, internally and externally at all levels.		Yes
High level communication skills (written and verbal) including an ability to communicate and work in settings in which the atmosphere may be highly emotive.		Yes
Good planning, presentation, time and project management skills.		Yes
Able to evidence effective monitoring and evaluation processes.		Yes
Ability to analyse and interpret data and information in order to make decisions, provide reports, make recommendations and changes.		Yes
Advanced keyboard skills and ability to communicate through IT using packages such as Word, Outlook, Excel and PowerPoint.		Yes
<b>Attributes</b>		
Professional, ethical and persuasive.		Yes
Strategic, analytical, critical and creative.		Yes
A commitment to supporting the purpose of West Kent Mind and enriching lives through better mental wellbeing.		Yes

## Terms and conditions

Hours of work            37 hours per week  
Salary                      NJC Pay Scales 35-38 £31,401-£34,106\*  
Contract term            Permanent

### Holidays

23 days per year (calculated pro-rata for part-time employees) increasing by 1 day for each year of service to a maximum of 30. Bank holidays are also calculated on a pro-rata basis, these are discretionary and do not form part of your contract of employment.

Pension

We operate a contributory pension scheme, which you will be auto-enrolled into (subject to the conditions of the scheme).

Probationary period

This is usually 3 months but may be extended for a period of no more than 12 months.

Employee Assistance

All staff have access to an Employee Assistance Programme. This is a 24 hour service available 365 days per year.

Closing date: 5pm on Wednesday 16 September 2020

Interviews: Tuesday 29 September 2020

*\*2018 NJC Pay Scale*