



Job Profile

Job Title	Therapeutic Services Manager
Reporting to	CDI Director
Responsible for	Parent Infant Partnership Service and School & Community Counselling
Service Area	CDI Therapeutic Services
Location	Upper Norwood and Central Croydon
Contract Type	Full-time 35 hours per week 52 weeks pa Fixed Term until 31.03.22
Salary	£36595 (pro rata FTE 36hrs)
Annual Leave	25 days p.a. plus public holidays
Post Commences	August 2020

Croydon Drop In is an established, award-winning provider of advice, information, guidance, counselling and therapy to the community of Croydon and we are committed to improving the welfare of local children, young people and families. This is an exciting time to join a growing charity with excellent opportunities to shape the delivery of the service and make a real difference to children, young people and family's emotional well-being.

Job Purpose

We are offering a full-time position to join our Senior Leadership Team with the primary focus of the post to oversee all aspects of the Parent Infant Partnership (PIP) service, the line management of PIP staff and our school and community counsellors.

Main Duties & Responsibilities:

Operational

- To act as the primary point of contact for the Local Authority with regards to operational, clinical and strategic issues concerning the Parent Infant Partnership service. As our key commissioner this relationship with the LA is crucial to the success of the service
- To act as the line manager for PIP Therapists (FTE x 2) and PIP Key Workers (FTE x 2.5) and PIP Administrator (FTE x 0.3)
- To act as the line manager for CDI school and community counsellors (FTE x 3)
- To manage and support all practitioners within these teams in regard to operational and clinical matters although formal clinical supervision will be carried out by the Clinical Supervisor
- To liaise and consult with statutory, voluntary and private sector stakeholders and partners on a frequent basis
- To support practitioners to work preventatively across the Borough to build resilience and coping skills in children, young people and families
- To provide links and safe transition support to other services as appropriate
- To evaluate and make decisions about interventions in consultation with the Clinical Supervisors and CDI Managers
- To provide advice, guidance and consultation to other professionals and contribute to multi-agency risk management and intervention planning
- To maintain records appropriately that are in line with the required standards of CDI and the Local Authority

- To attend and participate fully in regular line management
- To ensure high standards of verbal and written communication with all staff, children & young people, families and parents/carers that maximises the delivery of meaningful care
- To comply with Safeguarding & Child Protection Procedures on the management of safeguarding concerns in accordance with CDI policies and good practice guidelines

Governance

- To actively contribute to complex case reviews and multi-agency meetings in the planning of care for children, young people and families
- To ensure that all interventions within the teams are delivered in accordance with professional boundaries and appropriate clinical practice
- To report to and work closely with the Clinical Supervisors in order to support clients, develop practitioners and further strengthen the service
- To develop, adapt and oversee operation of assessment and intervention protocols appropriate to different settings
- To ensure all practitioners are confident in the use of ROMS and that all data is recorded in an efficient and timely manner
- To develop and maintain good relationships and clear lines of communication with the Local Authority, South West London Partnership CCG, other professionals, agencies and departments
- To participate in staff development programmes, CPPD opportunities and the Staff Residential
- To participate in the development and auditing of service standards
- To keep up to date with local & national practice developments, national guidelines, legal updates and relevant contemporary research
- To be proactive in seeking the views of everyone accessing our services and stakeholders to help evaluate and review the work of the service
- To maintain professional registration as appropriate

Administration

- To keep up with incoming referrals, managing waiting lists, writing of case studies, ongoing case summaries, reports and presentations as required
- To line manage the PIP administrator and work closely with the Business Operations Manager and CDI Administration team on the collation of data in order to meet deadlines
- To ensure maintenance and recording of client contact statistics using appropriate systems
- To ensure administrative tasks are completed within the time scales set down in the service standards and maintain a high standard of accuracy
- To deliver and attend line management, team meetings, support sessions and reviews as agreed
- To contribute to the evaluation and formulation of CDI policies and procedures

Training and Development

- To attend all mandatory and statutory training sessions as required by CDI
- To participate in continuing professional development, learning of monitoring requirements and adjusting models of service delivery as appropriate
- To receive management supervision with a nominated manager at agreed frequency
- To participate in an annual Performance Appraisal

General

- This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties which fall within the remit of the role in discussion with the line manager
- This job profile will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder
- The post holder is expected to comply with all relevant policies, procedures and guidelines, including those relating to Equal Opportunities and GDPR (General Data Protection Regulation)
- The post holder is responsible for ensuring that the work that they undertake is conducted in a manner which is safe to themselves and others, and for adhering to the advice and instructions on Health and Safety matters given by Manager(s). If the post holder considers that a “risk” to Health and Safety exists, it is their responsibility to report this to their manager
- The post holder is expected to comply with the appropriate Code(s) of Conduct associated with this post
- It is the responsibility of all staff to minimise CDI’s environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water wastage and reporting faults promptly
- We operate a no smoking policy on our sites and in any settings where the post holder may be working

Person Specification

Experience, Job Related Skills, Qualifications & Knowledge:

Experience
Experience of all aspects of strategic & day to day operational management of a therapeutic, or similar, service
Experience of delivering line management supervision to individuals and of using own line management/supervision to reflect on practice, working under own initiative and as part of a team
Experience of working therapeutically and/or systemically with children, young people, families/parents/carers/guardians
Experience of implementing and using a broad range of monitoring, evaluation tools and outcomes measures while supporting staff in their use of these
Experience of multi-agency working especially with a Local Authority
Experience of working with risk and case complexity
Skills
Excellent organisational skills incl. high level of competency with IT/data collection & reporting systems
A clear understanding of Equality, Inclusivity & Diversity and an overt commitment to providing an inclusive, culturally sensitive service
Ability to competently manage a complex workload on a time-pressured basis whilst supporting team members in their work
Ability to ensure a service meets Key Performance Indicators to meet monitoring outcomes and data outputs while ensuring team members successfully meet these requirements
Excellent verbal and written communication skills and high level competence in working with professional networks

Knowledge

Comprehensive experience and working knowledge of Child Protection & Safeguarding Vulnerable Adult issues and required reporting procedures

Comprehensive understanding of current issues and challenges faced by infants, children, young people and families in the community

Comprehensive understanding of evidence-based, therapeutic interventions including Attachment-based Trauma-Informed practice

Qualifications & Training

Graduate or Post Graduate level Mental Health related qualification [of two years minimum duration that includes personal counselling or psychotherapy] and/or Post Grad Management qualification

Registration/Accreditation/eligibility for Professional Accreditation with appropriate professional bodies

General

Genuine desire and enthusiasm to improve the lives of infants, children, young people and families

Non-judgemental, empathic and child-centred with a proven ability to engage effectively with children, young people and families

A commitment to the aims and purposes of Croydon Drop In