

RUTH STRAUSS FOUNDATION

JOB DESCRIPTION

Job Title:	Family Support Service Manager
Salary:	£35,000 – £38,000 FTE
Responsible to:	Family Support Service Lead, Ruth Strauss Foundation
Accountable to:	Chief Executive Officer and Board of the Ruth Strauss Foundation
Hours per week:	21 hours per week
Location:	Hybrid - various London locations, including NW8 and WC2B and remote working.

RUTH STRAUSS FOUNDATION

In early 2018, Ruth Strauss, wife of Sir Andrew Strauss the former England cricket captain, was diagnosed with incurable lung cancer that affects non-smokers. Ruth died on 29th December 2018; she was 46 years old and a mother to two children, then aged 10 and 13.

Our Mission: In her memory, Sir Andrew has launched The Ruth Strauss Foundation to:

- To ensure that every family with a child facing the death of a parent is offered the professional emotional support they need to prepare the family for the future.
- To facilitate collaboration and influence research in the fight against non-smoking related lung cancers, so that together we find the causes sooner and improve outcomes.

ROLE OVERVIEW

This role will support the delivery of a high-quality service which offers emotional support, guidance, and counselling to parents and those with significant caring responsibilities to prepare their child(ren) when a parent has an incurable cancer diagnosis.

You will provide clinical and operational management of the service ensuring a safe, effective, responsive, and quality service is delivered in line with RSF's needs and values. You will provide supportive leadership for the team. We are looking for someone with proven experience of working in leadership roles, in pre (or post) bereavement services, and/or in the healthcare sector, and who is an accredited counsellor with either BACP, HCPC, or UKCP.

The role will not involve holding a caseload; however, you will be supporting the triage of new referrals, supporting the team with initial assessments or other clinical interventions as needed.

RESPONSIBILITIES

1. To share knowledge and expertise in the field of pre-bereavement and bereavement with the Family Support Team and wider charity.

2. Provide clinical oversight and leadership across the service ensuring high quality and safe working practices.
3. Provide clinical and operational line management of the team.
4. Provide line management to the small multi-disciplinary team.
5. Support and monitor practitioner caseloads, including monitoring complex cases.
6. Support existing services such as the Youth Group for teenagers who have parents with incurable cancer and adult peer groups for the surviving parent.
7. Support further innovation within the service.
8. Monitoring the referrals to the team and providing clinical oversight and support for enquiries.
9. Working with the Service Lead, support compliance to safeguarding across Family Support Service.
10. Work with the Lead on the development of service outcomes and impact measures.
11. Ensure all members of the Family Support Service adhere to RSF's policies and procedures when delivering the service and support the implementation of any new processes/policies within the team.
12. Support the wellbeing of all staff across the Family Support Service, ensuring all staff across the team use the provided Clinical Supervision.
13. Managing relationships with clinical supervisors.
14. Provide regular written updates on service outputs, outcomes, and impact on the Service Lead.
15. Represent the Ruth Strauss Foundation at workshops, and meetings as requested by the Service Lead.
16. Participate in and support the general work of the Foundation as required i.e. fundraising events, and media requests.

PERSON SPECIFICATION

Essential

- Recognised professional qualification in Counselling, Psychotherapy, or Psychology and must have at least 3 years post-qualifying experience.
- Accredited with the BACP, HCPC, or UKCP.
- Experience in leading and managing a service that supports people in pre-bereavement or bereavement or with a life-limiting illness.
- Knowledge of current pre-bereavement and bereavement thinking and research.
- Experience in line multi-disciplinary managing.
- Excellent communication skills.
- Ability to self-motivate and use initiative to work independently.
- Experience in developing and reporting against service impact measures.
- Excellent organisational, prioritisation and time management skills.
- Good IT skills, including Office 365, Zoom and the ability to get to grips with new IT systems such as Salesforce (CRM system).
- Willing to undertake DBS check.

Advantageous

- Training or qualification in working with pre-bereavement or bereavement for children or adults.
- Experience in using CRM systems such as Salesforce.
- Experience working in a small or new organisation.
- Experience in the charity or healthcare sector.

RECRUITMENT AND INTERVIEWS

We are committed to being an inclusive workforce that fully represents many different cultures, backgrounds, and viewpoints. We welcome applications that help us in our mission to be a place where you can be yourself and thrive.

Please send your CV and cover letter to Kate Wells, Family Support Service Lead at kate.wells@ruthstraussfoundation.com by **9am Monday 12th February**.

We aim to conduct interviews in the week commencing the 19th and the 26th of February.

Please contact Kate if you would like to discuss the role, pro-rata salary and benefits further via email above or on 07900762251.

We take your privacy very seriously and promise to keep your details safe. Read our [Applicant Privacy Policy](#) to find out more.