



**Trust House Lancashire  
Rape and Sexual Assault Support Centre**

<b>Job Title</b>	Adult Services Manager
<b>Place of Work</b>	Preston but has requirements for travel on a county wide basis and currently some home based working which is subject to change.
<b>Salary</b>	£31 281 (Currently under Review)
<b>Annual Leave</b>	28 days per year plus statutory holidays
<b>Hours</b>	35 hours per week
<b>Responsible for</b>	Senior Therapists Therapists Sexual Violence Wellbeing Practitioner Volunteer Coordinator
<b>Jointly responsible for</b>	Sessional, Volunteer and Student Counsellors

<b>Accountable to</b>	CEO
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## **AIMS / PURPOSE OF THE POST**

Trust House Lancashire is a Rape and Sexual Assault Support Centre and provides a range of services for individuals of all ages and genders affected by rape or sexual abuse.

The service currently provides specialist counselling for adults, and therapy; art and play therapy as well as talking therapies for children and young people. We have a Therapeutic Wellbeing Programme that's works with individuals to support their wellbeing and recovery by providing practical and holistic support and self-help strategies to empower recovery. Our Specialist Family Support Project works with children and families where a child in the family has been subjected to sexual abuse. We also have group provision, and a comprehensive training programme for working effectively with victims of sexual violence. The service is undergoing a period of significant growth across both our adults and children's services.

We're looking for someone that can support the development and growth of our adult services (25years+).

The Adult Services Manager will be based at our centre in Preston and the post-holder will be prepared to travel county wide as we deliver counselling at a range of satellite spaces across the county. There is currently some office based working but this is subject to change as we respond to the current pandemic situation. Going forward we would expect that some level of home working would be maintained so that time would be split across office and home working.

As Adult Services Manager you will work with individuals who have been affected by sexual abuse or assault at any time in their lives. You'll be responsible for carrying out and co-ordinating the assessments of adult clients aged 25 years + referred into Trust House. You'll do this in partnership with our Senior Adult Therapists and other team members. You will deliver counselling to a small caseload of clients, and co-ordinate the allocation and delivery of counselling and support work by a committed group of staff, volunteer and sessional counsellors working alongside other team members. You will also be pro-active in working alongside our CEO to drive the development of our service offer to adult survivors of rape and sexual abuse. Your clinical experience as a therapist, and within the sector will be essential in guiding the growth of the organisation to ensure our services are shaped in best consideration of client's needs, remaining trauma informed and enabling the trustees and CEO to make sound judgements and decisions regarding service growth and development.

You will work alongside our Children, Young People and Families Service Manager and our Volunteer Coordinator and Senior Therapists to support our volunteer, student and sessional counsellors and therapists, providing individual case management supervision and group supervision to counsellors at Trust House.

You will contribute to, and support the development of policies and procedures that underpin our adult working. You will develop and promote robust and appropriate clinical practice, providing clinical guidance to our CEO to support best decision making in regard to all

aspects of our frontline service delivery and development for adults affected by sexual violence or abuse.

Working alongside colleagues you will take a leading role in the development of our outreach provision and our digital offer to support service accessibility and your knowledge and expertise will play an important part in raising awareness of the service, enhancing our training offer and developing effective referral pathways for counselling.

You will ensure that services are delivered in accordance with Trust House Lancashire's policies, procedures and service standards and enable and support the service to meet with any specific requirements from the board of trustees, funders and commissioners.

## **MAIN DUTIES AND RESPONSIBILITIES**

The Adult Services Manager has responsibility for:

- Overseeing the day to day practice across the adult services team to ensure effective and efficient operations.
- Planning, co-ordination, delivery and development of Trust House Lancashire's adult services enabling us to deliver a holistic and high quality counselling and therapeutic service to clients.
- To provide clinical guidance and development support across the range of services delivered at Trust House for adult survivors.
- Assessment including risk and needs of individuals accessing the service, and following up with appropriate support action and recommending appropriate treatment, support and adjustments for clients including timely referrals and signposting out to meet wider support needs and effective exit planning.
- Supervising and monitoring the allocation of new referrals to counsellors, therapists and project workers in line with their current caseload numbers and complexity and skills/experience.
- Building team working, trust and transparency through regular 1-1 meetings with adult services staff team, and supporting team members as required.
- Taking responsibility for sessional and employed induction processes in partnership with our CEO and Office Administrator for employed staff, and our Volunteer Coordinator for volunteer and sessional staff and for their probation, performance and development.
- Working with a small caseload of clients, and managing and supporting others with their own caseload of clients.
- Working within Trust House Lancashire's policies and procedures in relation to the safeguarding and protection of vulnerable adults, children and young people, ensuring the escalation of concerns or issues that might arise in the course of our work.
- Ensuring the CEO is kept informed of any trends or themes in presenting issues for service users and any practice issues for Trust House Lancashire in relation to our work with stakeholder agencies.
- Working with our Volunteer Co-ordinator to support development of volunteer and staff induction and training relevant to our work. Identifying gaps in training delivery

and leading the development of our internal CPD training opportunities to meet the needs of the service and the team

- Working closely with all team members to support seamless service delivery.
- Working and liaising with other professionals to address wider client needs.
- Engaging with wider services design and development activities including fundraising, awareness, networking events research opportunities, and social media participation and supporting the CEO through contribution to funding applications.
- Participating in opportunities to influence the design and development of services nationally for those affected by rape and sexual abuse.
- Ensuring team use of systems (Lamplight CMS) in accordance with procedures, facilitating consistency of service quality.
- Overseeing and reporting to the CEO on the provision of clinical assessments, waiting times of clients.
- Managing project monitoring, reporting and outcome evaluation procedures in line with Trust House Lancashire's established protocols and providing activity reports for the CEO for contract monitoring and reporting.
- Providing clinical oversight of Trust House Lancashire's introductory training, CPD content, and external training offer and where appropriate contributing to delivery.
- Managing counselling project budgets in partnership with the CEO.
- Participating in monthly line management, clinical supervision and team meetings.
- Maintaining client confidentiality, upholding data protection and equal opportunities principles.
- Working according to relevant practice guidelines; The Survivors Trust National Service Standards and the BACP and UKPT Ethical Framework.
- Representing Trust House Lancashire in meetings with stakeholder agencies deputising for the CEO as required.
- This job description is guide to the tasks of the Adult Services Manager at Trust House Lancashire, and the post-holder is required to undertake other tasks as reasonably requested by the CEO.

### Adult Services Manager, Person Specification

Qualifications & Training	Essential	Desirable
A relevant, appropriate and recognised qualification in counselling and / or psychotherapy, and membership of an appropriate professional body e.g BACP, UKCP	X	
At least 5 years post qualifying experiences of delivering counselling and therapy.	X	
A Clinical Supervision qualification or willingness to complete.	X	

<b>Skills/Experience/Knowledge/Qualities</b>	<b>Essential</b>	<b>Desirable</b>
A good understanding of issues surrounding rape and sexual abuse.	X	
Service or service area management experience	X	
Experience of delivering training.	X	
Experience of working with adults that have experienced sexual abuse.	X	
Experience of working in the voluntary sector.	X	
A positive and empowering approach to working with clients	X	
The ability to recognise own self-care needs and address these effectively.	X	
Excellent IT skills	X	
Excellent communication skills, particularly: A) In connection with sensitive issues B) The ability to communicate and work collaboratively with team members, other professionals and funders.	x	
An excellent understanding of issues around A) Confidentiality. B) The safeguarding and protection of children and young people and vulnerable adults C) Data Protection Principles. D) Equal Opportunity Principles	X	
Approachable and enthusiastic in working collaboratively to share specialist knowledge and experience for the wider benefit of the service and team.	X	
Ability to work on own initiative and independently.	X	
Ability to manage and prioritise work effectively.	X	
Ability to combine caseload, project and service management and development.	X	
The ability to self-motivate, motivate others, and to lead a team.	X	
Ability to work at times under pressure and within directed time scales.	X	

<b>Values and Attitudes</b>	<b>Essential</b>	<b>Desirable</b>
To be non-judgemental and anti-oppressive in practice	X	
To be able to combine a professional as well as a caring approach to their work.	X	
To be willing to commit to Trust House Lancashire's and ethos, mission and vision for the delivery of services to survivors of sexual assault.	X	
Have energy and enthusiasm for the work delivered by Trust House Lancashire.	X	
To be committed to making a difference in this field of work.	X	
Commitment to delivering a quality service.	X	
To ensure clear boundaries and good professional judgement in relation to working practices, and in line with policies and procedures.	X	
To be aware of local and national developments in this field of work and have the ability to integrate this into their work and practice.	X	

<b>Flexibility</b>	<b>Essential</b>	<b>Desirable</b>
Reliability and flexibility in relation to hours of work	X	
<b>Mobility</b>		
Licence to drive and use of a car.	X	

<b>Other requirements</b>	An enhanced DBS disclosure will be required for this role.
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