**JOB DESCRIPTION**

**Services Manager**

Job Title: Services Manager (perinatal team) – job share

Reporting to: Operations Manager / Deputy CEO

Responsible for: Counselling, casework and sessional staff (as appropriate)

Hours of work: 17.5 – 22.5 hours per week over 3 days (Tues, Weds, Thurs)

## Salary: £37,558 - £43,446 pa (pro rata based on 35 hour week)

 5% employer pension contribution

Holidays: 25 days pro rata plus Bank Holidays (pro rata)

Location: Leeds LS1 (NB this is an onsite role)

# Purpose of the post

* To co-manage a client facing service; co-leading a staff team of counsellors and caseworkers ensuring quality outcomes and meeting targets
* To provide organisational management as part of the management team contributing to strategy, development and sustainability
* *If fully accredited / registered -* To hold a small clinical caseload / provide psychotherapeutic services (up to 15% of hours).

**Main duties and responsibilities**

1. To line manage staff providing in depth support and guiding delivery within WCTS approach, policy and practice. To take part in recruitment exercises
2. To monitor effectiveness of clinical supervision of counsellors; ensure balanced caseloads appropriate to experience and competence
3. To co-manage the services including referral, triage, assessment, liaison, allocation, and administration processes all focused on excellence and quality plus achieving targets
4. To oversee client administration for services: ensuring all records are accurate, up to date and held in accordance with WCTS policy and legislation (e.g. confidentiality, data protection, etc)
5. To liaise with other agencies including partners and community venues, taking appropriate action where necessary
6. To review service monitoring data providing analysis and evaluation; to manage budgets and authorise invoices for payment; to draft reports for the Board, funders, the CEO etc where required.
7. To identify and implement improvements in service practice; lead improvement projects, implement policy and procedural changes. To ensure any adopted quality standards are met
8. To actively contribute in the management team’s work including contributing to strategy, the preparation and implementation of the annual business plan and objectives,
9. To manage initial client complaints and answer queries
10. To attend and actively participate in line management (supervision and appraisal), relevant internal meetings and training sessions including trustee meetings.
11. To value diversity: to actively promote and ensure good equal opportunities/anti discriminatory practice at all times
12. To develop and maintain good communication and effective relationships with all internal colleagues and external partners
13. To work within BACP Ethical Framework and WCTS clinical guidelines, and comply with all policies and procedures
14. To undertake other duties appropriate to the post as required.

*This role is evolving as WCTS expands. The job description will be regularly reviewed.*

*March 2024*

### PERSON SPECIFICATION

**Services Manager**

*Essential requirements* indicate the minimum requirements for the post. *Desirable requirements* are additional attributes, which would enable the applicant to do the job more effectively, and will be used to distinguish between acceptable candidates meeting minimum requirements.

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| **Training and Expertise (skills and experience)** | Essential | Desirable |
| Management Qualification and or Coaching |  | 🗸 |
| **Experience**  |  |  |
| Line managing staff and leading a team (three+ years) | 🗸 |  |
| Experience of working with deprivation, complex unmet need and risk | 🗸 |  |
| Monitoring and evaluating service performance. Producing reports. | 🗸 |  |
| Work with pregnant women, mothers and infants and or families  |  | 🗸 |
| Member of organisational leadership team |  | 🗸 |
| **Skills**  |  |  |
| Ability to offer empathy, support and consistency within a demanding service alongside delivering results through others | 🗸 |  |
| Excellent written and verbal communication skills; ICT and self-administration skills; Budget management skills | 🗸 |  |
| Able to work effectively in a creative solution focused way with competing demands in a high-risk complex environment  | 🗸 |  |
| **Knowledge** |  |  |
| Knowledge of theory and best practice in a range of areas (e.g. Safeguarding, Equality Diversity and Inclusion, Evaluation, Quality marks, Etc | 🗸 |  |
| **Behavioural & Other Job-related Characteristics** |  |  |
| Commitment to a woman and girls-centred approach to services; passion for providing accessible high-quality services for those who are marginalised, vulnerable and disadvantaged in relation to such services | 🗸 |  |
| Commitment to collaborative working in a job share | 🗸 |  |
| Understanding of and commitment to equality, valuing diversity, anti discriminatory and inclusive practice | 🗸 |  |
| Aware of duties and responsibilities within safeguarding and health and safety requirements | 🗸 |  |