



FIRST LIGHT

ROLE PROFILE

Role Title	Therapeutic Team Manager	Service	Plymouth Therapeutic Services
The Role	<p>Operating as part of the charity's Management Team and based at the Primary Care Centre, Cattedown, Plymouth. The primary duties of the Therapeutic Team Manager are to:</p> <ul style="list-style-type: none"> • Provide leadership and management to staff, ensuring the needs of service users remain central to all the service does; • Directly lead and line manage the Team Leader and Counselling Team, including the employed and self-employed counsellors. • Support the Team Leader with the line management and development of the Counsellors in Training and Volunteer programmes • Formulate and implement Sexual Violence strategies and operational plans and take a lead role in local and regional Sexual Violence strategy partnerships; • Represent the charity and service, effectively influencing multi-agency stakeholders employing diplomacy, tact and negotiation; • Conduct proactive service outreach to educate, inform and improve service utilisation and accessibility across the county; • Monitor and regularly report on charitable grant funding and contractual KPIs • Proactively lead on the development and achievement of service compliance: information governance, accreditations, training, safeguarding, equality and diversity information, quality assurance; • Full participation in First Light's out of hours duty management rota, operating 24/7/365, shared between the Senior Management Team. • Seek additional opportunities to develop First Light's services across Devon, Cornwall and Wiltshire 		
Reports to	Service Director – Sexual Violence Services	Salary	£30,000 per annum, rising to £31,620 per annum on completion of probation

Behavioural Competency	Level	Statement (or example for this post)
Achievement	4	Achieves significant progress in the long term and wider performance of the Agency. Sets out to be the best – has own measures of excellence and works to these.
Analytical Thinking	4	Undertaking complex analysis and traces performance implications through complex data, or in dealing with complex situations. Applies analytical tools or techniques to analyse a range of data.
Client Focused	4	Always works closely with clients/customers, developing an independent view of their needs and acting in long-term interest. Moves client/customer thinking forward, helping them understand issues beyond day-to-day work.
Flexibility	4	Changes the overall plan, goal or project to fit the situation. Creates and supports flexibility by introducing procedures which ensure quick turnaround and encourage flexibility in others.
Holding People Accountable	4	Addresses long term performance problems, removing poor performers from positions when necessary. Clearly states consequences, e.g. 'if you don't achieve

		this goal, this is what will happen'. Provides guidance and support as well as challenge and constructive criticism.
Initiative	4	Foster an environment that anticipates and acts upon potential and opportunities. Is able to actively coach others to spontaneously recognise and appropriately act on upcoming opportunities. Is able to engage others in supporting efforts and initiatives.
Leading and Developing Others	4	Communicates and gains team commitment to a vision of what is to be achieved. Delegates fully and creates opportunities which help others to develop their potential. Identifies inequalities of opportunity within the workplace and takes steps to address them. Inspires and empowers others to overcome difficulties and achieve goals. Nurtures strong team identity and pride.
Planning and Organising	4	Develop strategic plans considering short-term and long-term requirements. Plans and deploys resources to deliver organisational-wide results. Sets and communicates priorities within broader organisation.
Professional Confidence	4	Speaks out for a course of action even when others disagree. Takes significant personal or professional risks to accomplish important goals. Challenges others with respect.
Self-Awareness	4	Uses coping mechanisms to deal with difficult or emotional situations over time. Sets up support structures to manage stress levels on a proactive basis. Understands need to be strong and positive in the face of adversity but also recognises areas of one's own weaknesses and when to seek guidance and support.
Team Working	4	Creates new opportunities for individuals to work together, breaking down barriers that may get in the way of effective team working. Challenges others to do the same. Is a model of co-operative behaviour. Commits time and resources to team-based projects.
Values and Ethics	4	Ensures that standards and safe guards are in place to protect the organisations integrity and identifies underlying issues that impact negatively on people and take appropriate action to rectify the issues.
Working strategically	3	Constantly reviews own and departmental objectives to ensure they support the Agencies long-term Strategic Objectives and makes changes or challenges if they do not. Makes complex ideas, issues and situations clear and understandable, and can relate these to the wider context of the Agency. Builds diversity issues into strategic planning.

Safeguarding

Adult and child safeguarding is everyone's responsibility and local partnership working is essential to ensure there is consistency within counties in how adults and children are safeguarded from abuse and neglect. It is vital that all staff understand their roles and responsibilities, and work in ways that safeguard adults and children who use the services at First Light. Expectations of staff are set out in our safeguarding policies, which are regularly updated to meet the local safeguarding board requirements.

Key Activity Areas

- Line-manage your team ensuring staff safety and security remain paramount;
- Manage the Plymouth Therapeutic Service, associated contract and performance
- Regularly report on grant funds and commissioned contracts, key performance indicators and safeguarding
- Supervision and management of service compliance: information governance, accreditations, training, safeguarding, equality and diversity information, quality assurance, etc;
- Undertake therapeutic assessments for children and adults for the Counselling Service and hold a small caseload of clients to maintain clinical practice;
- Ensure the needs of people that use our services remain central to all that we do;
- Direct the coordination and allocation of work for the team;
- Develop, refine and implement service operational plans, and routinely review their effectiveness, making appropriate adjustments;
- Develop, refine, implement and deliver the Counsellors in Training Programme, and future development of a Volunteer Programme;
- Conduct performance and capacity reviews, and make recommendations to adjust resources
- Take a lead role in local and regional DASV partnerships and initiatives including SARC Boards;
- Support local and regional Domestic Abuse, Mental Health, Drug and Alcohol and 'Complex Lives' partnerships and initiatives;
- Deliver frequent reports (written and verbal) on the services and funds in your portfolio to various audiences;
- Support development of funding applications to enhance the services in your portfolio;
- Participate in fundraising activities to promote our cause and brand;
- Represent the charity and service with a broad range of organisations and individuals;
- Conduct proactive service outreach, communications (radio, TV, print, social media) and public relations to educate, inform and improve service utilisation and accessibility;
- Commitment to a culture of continuous learning, improvement and of workforce development
- Develop close working relationships across the functional areas of First Light, Devon & Cornwall Police, Local Authority areas in Devon, NHS England, Office of the Police and Crime Commissioner(s), Barnardos, NSPCC, PDAS and SPLITZ (Devon IDVA services) and other partner organisations;
- Deputise for the Sexual Violence Service Director
- Maintain a service-specific risk register and incident reporting log, and escalate issues where appropriate
- Act as a Clinical Supervisor and Mentor for Counsellors in Training and Volunteers
- Recruit, select, train and retain staff associated with your services
- Act as the delegated safeguarding lead for your service
- Be prepared to manage additional services within your portfolio
- Join the 'out of hours' duty management rota for all First Light services (24/7/365)
- To carry out such other duties as may be requested reasonably consistent with the post-holder's position.

Key Results

- Deliver service/fund KPIs, outputs, outcomes and reporting, and agreed objectives
- Organisational accreditations including BACP, LimeCulture, Male Standards, CQC (when relevant), NHS IGT (and successor), CHAS, ISO 9001 and 27001, Fundraising Regulator, ICO/ GDPR, FFLM, FSR
- Safe and healthy workforce with high resilience and morale, demonstrating our vision and values
- Effective integration and partnerships with voluntary, statutory and private organisations
- Increased reporting of sexual violence across Devon
- Ubiquitous, well-respected and trusted service and organisational 'brand'
- New non-commissioned and commissioned sources of funding
- Full participation in the out of hours duty management rota

PERSON SPECIFICATION

When completing your application form, you should consider how you've demonstrated the items listed below (and in the wider job description on our website) through your professional and personal life, including hobbies, academia, part-time jobs and extra-curricular activities. Please cite specific examples. Applications meeting all the 'essential' criteria will be considered; however, this does not guarantee invitation to interview.

	Essential / Desirable
REGISTRATION	
Member of BACP or equivalent	E
BACP accredited or equivalent	D
EDUCATION, QUALIFICATION AND TRAINING	
Management qualifications at degree level, equivalent experience or a vocational qualification	E
Level 5 Diploma in Counselling, Psychotherapy, or postgraduate in a closely related field	E
Clinical Supervision Qualification	D
Demonstrable IT mastery with Microsoft products – Word, Outlook, Powerpoint, Excel, Skype	E
Ability to travel across Devon	E
EXPERIENCE	
Exceptional leadership and management skills	E
Leading teams through change	E
Development of services, teams and staff – including personal and professional domains	E
Support budgetary control	D
Support internal and external governance processes exercising a mature approach to risk	E
Working within legislative / regulatory frameworks and using this application to develop, influence and encourage partnership working	E
Safeguarding sensitive information to appropriate standards (from any context)	E
Delivering change management and growth within an organisation	E
Therapeutic work with victims of sexual violence or domestic abuse and demonstrable experience of working with adults and children	E
KNOWLEDGE, SKILLS & ABILITIES	
Service planning and development	E
Operational service delivery through a comprehensive understanding of services in your portfolio	E
Communicate cogently, persuasively and with brevity to Senior Executive Level	E
Rapidly analyse and synthesise complex quantitative and qualitative data (service, KPI, HR, financial and “system effects”, etc.), getting to the core of the issue quickly and making balanced recommendations based on your findings	E
Be incredibly well organised and exercise meticulous attention to detail	E
Be digitally literate and excited about the opportunities the digital revolution can bring to our work	E
Have operated at a manager level in the third, public or “purpose aligned” private sector	E
Understanding of sexual violence including the impact on victims and their children and the legal and practical remedies available to these clients	E
Know voluntary and statutory services involved in the response to sexual violence in Devon	D
Understand the national and local domestic abuse and sexual violence context and legislation	D
Know how multi-agency partnerships work including the legalities of information sharing in sexual violence cases, including safeguarding	E
Experience of clear note taking in the event of notes being subpoenaed for evidence in court	E
Knowledge and application of vicarious trauma, adverse childhood experience, whole person and trauma-informed approach	E
PERSONAL	
Be passionate about our vision and mission and delivery of these in Cornwall, Devon and Wiltshire	E
Always model our values, champion our vision and act as a First Light ambassador	E

Believe that partnerships (and the ability to work effectively in them) is fast becoming the single determinant of success	E
Promote, plan and ensure the health and wellbeing of your staff and volunteers	E
Operate with diplomacy, tact and decorum	E
Rapidly establish trust and confidence in your professional and personal competence	E
Always leverage opportunities to promote our cause and brand	E
Be a self-starter, demonstrate initiative and ensure your work aligns with our vision, mission and values	E

Short listing criteria

- 2 points = significantly / fully meets criteria
1 point = partially meets criteria but falls short on key aspects
0 points = does not meet criteria