

**Services Manager**

**Job Description**

**Reporting to:** Head of Services

**Location:** Sunderland Counselling Service

51 John Street

Sunderland

SR1 1QN

**Hours: 37.5 hours per week (full-time) including one late evening**

The post holder will be entitled to 30 days’ annual leave at normal salary rate or pro rata for part of a year. In addition, a pro rata entitlement to all statutory public holidays will be given at a normal salary rate.

**Salary: £48,526 (comparable to AfC mid-point band 7)**

**General Description:**

This is a permanent position subject to a probationary period of six months. An enhanced disclosure from the Disclosure and Barring Service will be required for this post.

The post holder will deputise for and support Sunderland Counselling Services’ (SCS) Head of Services and work closely with other managers within the organisation. Sunderland Counselling Service is a unique independent mental health charity and company limited by guarantee, which is acknowledged for its contribution to the community by mental health professionals, health practitioners and local and regional voluntary and statutory agencies.

SCS provides a range of services across the North East region offering psychological therapies including counselling and cognitive behavioural therapies to children and adults, as well as access to wrap around support to help support people with mental health concerns.

The post holder will deputise for the Head of Services and hold specific identified managerial responsibilities within the services delivered by Sunderland Counselling Service. They will work closely with the Head of Services and another Services Manager to co-ordinate the delivery, monitoring and staff support and leadership across the organisation.

The post holder will hold operational responsibility for elements of the adult counselling services delivered by Sunderland Counselling Service. They will support the coordination of specific operational matters relating to our provision of counselling and therapeutic services, including marketing, premises, health and safety, IT systems and human resources. They will similarly ensure that any operational issues relating to volunteer counsellors within the organisation are managed in an appropriate way. They will liaise closely with other members of Sunderland Counselling Service Senior Management Team to help support recruitment, training, management and supervision of volunteer and salaried counsellors.

The post holder will be supported by regular line management provided by the service.

Services will be provided primarily in SCS premises though work in other venues may be necessary according to organisation needs. The post holder may be called upon to use a personal means of transport while engaged in the work of the service for which travel expenses will be available.

**Main Responsibilities:**

1. **Operational:**

* Provide operational leadership, oversight, guidance and decision making for adult counselling services provided by Sunderland Counselling Service.
* Provide regular line management for staff members or volunteers working within adult counselling services.
* Using effective communication, liaise with the other Services Manager to ensure the smooth delivery of services and avoid duplication of tasks wherever possible.
* Act as a point of contact and guidance for managers within the wider SCS services based across the North East region on operational and HR related matters.
* Act as a daily point of contact and guidance for staff members or volunteers needing operational support or guidance.
* Support the Head of Services to ensure that all operational policies and procedures are fit for purpose and adhered to throughout the organisation.
* Ensure that ethical practice is observed within the organisation.
* Working closely with members of the Senior Management Team, including the Clinical Lead to support the co-ordination of regular clinicians’ meetings to ensure the safety and consistency of services and address any issues that arise.
* Working closely with the Head of Services and Office Manager, ensure adequate administrative systems are in place to enable SCS to deliver effective and responsive services to our clients.
* Participate in an on call rota to ensure that senior staff are available for consultation during all service opening hours.

1. **Governance:**

* Support the Head of Services in ensuring effective operational policies are in place and adhered to throughout services delivered by Sunderland Counselling Service.
* Support the Head of Services in ensuring SCS’s operational policies are robust and fit for purpose.
* Support the continued implementation of quality assurance systems to ensure that standards are maintained and improved where necessary and effective services are translated into positive outcomes for clients.
* In collaboration with the Head of Services and Clinical Lead, support the service to operate in line with local safeguarding policies and procedures.
* Raise any issues or concerns with senior service management.
* Provide assurance to senior service management of the safety, consistency and effectiveness of services provided.

1. **Performance:**

* Support the Head of Services in developing adequate IT systems in to measure the activity, performance, outcomes and effectiveness of the services provided.
* Where necessary, deputise for the Head of Services in producing reports as required to measure the activity, performance and outcomes of counselling services as required by a range of funders and commissioners.
* Make use of activity, performance and outcome information to inform service improvement, particularly in line management sessions with counsellors.
* Support the implementation of the SCS Business Plan, including leading on specific areas of delivery as deemed appropriate by the Head of Services.

1. **Human Resources:**

* Provide adequate line management, support and operational supervision of staff and volunteers in line with all relevant HR policies and procedures to enable them to practise safely and effectively.
* Act as a point of contact for staff and managers within our services, providing accurate and appropriate guidance on HR matters, and where necessary lead on formal HR processes.
* Working closely with the Senior Management Team, support the recruitment and induction of salaried and volunteer staff across SCS services.
* In conjunction with the Head of Services and Clinical Lead, ensure that recruitment and selection is transparent and is conducted in line with equal opportunities policies.
* Ensure staff and volunteers are appropriately qualified and registered, in line with national and professional standards.
* Support the Head of Services and Clinical Lead to ensure staff and volunteers have appropriate management and supervision in place to enable them to do their work safely and effectively.
* Provide regular operational line management to staff, including but not limited to counsellors working across SCS services.
* Monitor performance of staff, ensure that annual individual staff appraisals are undertaken and facilitate professional development and training.
* Ensure formal HR processes, including staff grievances and disciplinary issues are dealt with in accordance with policies and procedures set out in the Staff Handbook.
* Develop and support the appropriate use of a digital HR system for all staff within SCS.

1. **Premises and Health & Safety:**

* Support the Head of Services in ensuring the premises are managed on a day-to-day basis and comply with health and safety requirements.
* Support the Head of Services in ensuring premises are fit for purpose and deal with any day-to-day premises issues that arise, such as faults and repairs.
* Ensure adequate supplies and suppliers are in place to provide an effective work environment.
* Support the Senior Management Team in sourcing adequate premises to deliver its services, including securing external venues as required.
* Support the Head of Services in ensuring risk assessments for SCS’s work are in place and up to date.
* Implement health and safety actions plan, including fire safety and lone working.
* Develop and support the use of a digital Health and Safety system for staff within SCS as appropriate.

1. **Relationships and partnerships:**

* Ensure the service seeks and responds to feedback (positive and negative) from clients and that client participation / user involvement is carried out in a meaningful way.
* Liaise and work in partnership with other agencies to ensure clients receive effective and appropriate services.
* Working alongside the Clinical Lead, ensure Sunderland Counselling Service has accessible pathways and referral routes in place for incoming referrals.
* Working alongside the Clinical Lead ensure that Sunderland Counselling Service has accessible pathways and referral routes in place for onward referrals.
* Where necessary deputise for the Head of Services at multi-agency networks linked to local and regional service development and delivery.
* Support the Head of Services in effectively marketing and promoting the work and services of SCS.
* Support the Head of Services in coordinating relevant meetings and events to promote the work of the service, including the annual general meeting.
* Support the Senior Management Team in the ongoing development of the SCS website and social media plan.
* Support the Senior Management Team in the delivery of the SCS Marketing and Communications Strategy.

1. **Professional Conduct:**

* Observe Sunderland Counselling Service written procedures and policies at all times.
* Observe BACP ethical framework and other guidance.
* Working within a larger team within Sunderland Counselling Service, participate in team development, training and regular line management sessions.
* Be accountable for personal conduct and professional standards of practice in relation to all relevant legislation and statutory obligations, including the Children Act, Family Law Act, Health and Safety at Work, Equal Opportunities, and local Safeguarding procedures.
* Be similarly accountable for the practice and behaviour of counselling staff and volunteers working within the service.
* Professionally represent Sunderland Counselling Service in all dealings with external agencies.
* Deputise for the Head of Services when required.
* Undertake any other duties as required within the spirit of the post.

**Sunderland Counselling Service**

**Services Manager**

**Personal Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications / training** | Qualified to Degree level.  Suitable and relevant leadership / management qualification. | Masters in Business Administration.  Teaching / training qualification.  Training in health & safety and risk assessment.  Training in human resources, equal opportunities, equality & diversity. |
| **Experience** | Experience of leading and motivating teams of people.  Experience of providing line management to staff members.  Leadership experience within services which are customer facing and customer focussed.  Experience of working with complex databases and record management systems.  Experience of working in a service with agreed targets in place demonstrating activity levels and outcomes.  Experience of leading formal HR processes. | Experience of effectively managing customer facing services.  Experience of working with people with common mental health problems.  Experience of working in a Primary Care Mental Health setting.  Experience of working in a 3rd Sector setting.  Experience of managing premises  Experience of ‘partnership working’.  Experience of marketing / promotion / use of social media. |
| **Knowledge** | Knowledge and understanding of counselling and talking therapies.  Knowledge and understanding of the context of Talking Therapies stepped care.  Knowledge and understanding of human resources procedures.  Knowledge and understanding of equal opportunities, equality & diversity.  Knowledge and understanding of organisational cultures and contexts.  Knowledge and understanding of health and safety requirements in the delivery of services. | Knowledge of NHS policies, procedures and guidelines.  Knowledge and experience of using commercially available client record systems e.g. IAPTus.  Knowledge and understanding of health and safety legislation.  Knowledge and understanding of risk assessment processes. |
| **Skills** | Ability to use databases, reports and other sources of information to analyse performance and identify areas for improvement.  Ability to work within a team and foster good working relationships.  The ability to lead and motivate others to achieve excellence.  Ability to manage self.  Ability to handle other’s emotions without becoming personally involved in them.  Ability to identify own learning and development needs.  Ability to work under pressure.  Able to communicate clearly and persuasively, both verbally and in writing.  Excellent IT skills, including word processing and database packages.  Excellent organisational skills including diary management and effective administrative systems.  Ability to work alone and as part of a team.  Ability to work in an unsupervised area and share information where appropriate, with the relevant personnel. | Ability to carry out a range of evaluation and monitoring techniques.  Ability to evaluate effectiveness of services and interventions at an individual and project level.  Ability to produce high quality written reports for a range of audiences.  Ability to liaise and network with a wide range of organisations and members of the public. |
| **Attributes** | A clear understanding of, and willingness to acknowledge and adhere to, the service philosophy.  Working in accordance with the service standards of practice and BACP Ethical Framework, identifying and raising ethical concerns relevant to the organisation.  Ability to challenge poor practice and identify and work to best practice standards.  Full clean driving license and use of car. | Willingness to contribute to and assist in the development of strategies that will make the service provision accessible to all clients through centre based and outreach work.  Commitment to and experience of working with multi-agency partnerships. |

**Issue Date: December 2024**