

Role Profile

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Job Title: Therapy Services Manager **Dept:** Community Services
Reports to: Community Services Director **Reportees:** Senior Trauma Informed
Therapist(s), Trauma
Informed Therapist(s),
Volunteer(s)

Role Purpose

To manage specific services and teams, ensuring the provision of quality assured support services to male survivors and their loved ones.

Main Duties and Responsibilities

- To manage the operational and clinical duty of care for support services.
- To maintain the safe and inclusive provision of spaces for all clients.
- To provide Line Management, guidance and professional and pastoral support to all client facing services staff and volunteers.
- To effectively lead and successfully manage the provision of client services, as designed, and governed by the organisation, including ensuring KPIs are met, and data handling and reporting is accurate.
- To ensure that all services managed, effectively recorded, and identify threats and trends that will result in responding effectively to meet client's needs.
- To maintain and deliver relevant services to a small caseload of clients.
- Manage and deliver specific projects as directed and agreed by the Executive Team.
- To support the further development of the services that meet client's needs.

Organisational Core Responsibilities

- Stringently uphold the organisation's values of transparency, integrity, understanding and responsiveness throughout your work and your representation of We Are Survivors.
- Honour a commitment to diversity, inclusion, and anti-oppressive practice and work positively and inclusively with everyone so that We Are Survivors provides a workplace that does not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender, or disabilities.
- Ensure 100% of the work you carry out is for the achievement of the mission "to break the silence of the sexual abuse, rape and sexual exploitation of boys & men and support them and their loved ones to engage in positive healing, free from the impact of abuse" and vision "a society where no male survivor is left behind".
- Maintain strict confidentiality boundaries as you have access to sensitive, restricted, and classified information; and ensure that you are fully compliant with all information governance policies set by the organisation and/or Information Commissioners Office.
- Respect individuals right to anonymity within and outside of the organisation.
- Fully comply with all professional external frameworks, charters or practice standards that We Are Survivors subscribes to, is a member of, or carries.

- Fully comply with the organisations standard operating procedures / quality assurance, guidelines, policies, and procedures, including all accurate recording of information and ensuring you do not act to compromise the organisational standards or any formal QA Accreditation.
- Remain aware at all times of your responsibilities for your own health and safety, for the Health and Safety of those directly responsible to you, your work colleagues and any others who may be affected by the operations under your responsibility or control.
- Ensure you comply with all requirements identified within infection control measures and risk management, both nationally and locally.
- To work flexibly in the interests of the organisation, which may include undertaking other duties provided that these are appropriate to your background, skills and abilities.

Person Specification

The following attributes are **Essential** for this role:

Registration:

- BACP, BABCP, UKCP, NCS, BPS or HCPC registered.

Qualifications:

- Diploma in Counselling / Psychotherapy or equivalent

Knowledge and Experience:

- Understanding of issues relating to rape and sexual assault.
- Experience of leading and managing a team.
- Experience of working in a service with key performance indicators
- Previous experiences of working within a highly confidential setting.
- Experience in data management and information governance.
- Knowledge of developing effective working relationships, building trust, and influencing partnerships/staff to deliver outcomes.

Skills:

- Ability to prioritise own workload.
- Good written, verbal, and interpersonal communication skills.
- Proficient in the use of Microsoft Office Suite, or equivalent, and electronic database system
- Demonstrable ability to identify good practice & share across services.
- Access to a car (*Role Dependent*)

The following attributes are **Desirable** for this role:

Registration:

- BACP Accredited or equivalent.

Qualifications:

- Masters in Counselling or Psychotherapy.
- Qualified in EMDR and/or PG Dip in CBT.
- Qualification relevant to role such as Safeguarding children and adults' level 3

Knowledge and Experience:

- Knowledge of current support services in the UK that meet the needs of male identified

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victims/survivors of sexual violence.

- Understanding of the legal framework for victims of sexual abuse, rape and sexual exploitation.
- Previous experience of working with male identified victims/survivors of sexual violence.
- Previous experience of working within a highly confidential setting, adhering to data governance.
- Previous experience of working within the voluntary, community or social enterprise (VCSE) sector.
- Experience in delivering engaging workshops to a variety of audiences.

Skills:

- A commitment to diversity, inclusion, and anti-oppressive practice.
- Mentoring.