

THERAPEUTIC SERVICES MANAGER

Job Description and Person Specification

JOB DESCRIPTION	
<p>AVENUE:</p> <p>AVENUE is a charity, based in the North East of Scotland, that provides a range of services to families, children and individuals. We help families and individuals to overcome obstacles to wellbeing and find ways forward through the challenges that life can bring.</p>	
<p>VALUES:</p>	<ul style="list-style-type: none"> • Effectiveness • Integrity • Respect • Credibility • Innovation • Independence
<p>AIMS:</p>	<p>To ensure that AVENUE delivers a high standard of therapeutic services that meet the needs of service users.</p> <p>To support the ongoing development of AVENUE's therapeutic services in line with organisational strategy.</p> <p>To ensure that AVENUE's practice reflects the rights-respecting and person-centred values to which we aspire.</p>
<p>MAIN DUTIES:</p>	<ul style="list-style-type: none"> • To provide line management for AVENUE's team of counsellors and therapists, including supervisors. • To provide referral and case management for AVENUE's therapeutic services delivery. • To develop and maintain outcome-based delivery across AVENUE's therapeutic services. • To review the work of counsellors and therapists, conducting audits of files and observed practice where appropriate, in order to ensure the highest quality of delivery.

- To establish and maintain standards for record-keeping within the therapeutic services.
- To ensure that all counsellors and therapists are adhering to professional standards as described by their relevant professional body (eg COSCA, PTUK).
- To provide support to AVENUE's trainee and placement counsellors and therapists as required.
- To support AVENUE's HR and Business Manager to develop and maintain processes for monitoring and recording all CPD and supervision undertaken by AVENUE's counsellors and therapists.
- To be an active member of AVENUE's leadership team, at all times modelling behaviour that reflects the high practice standards to which AVENUE aspires.
- To work alongside colleagues in AVENUE's leadership team to develop organisational training and CPD.
- To work alongside colleagues in AVENUE's leadership team to provide safeguarding support to the organisation.
- To build positive working relationships with colleagues within AVENUE, and in partner agencies and organisations.
- To represent AVENUE at Relationship Scotland committees and meetings as required.
- To represent AVENUE with external agencies and organisations.
- To ensure compliance with AVENUE's processes, policies and procedures, in particular Data Protection, Confidentiality, Safeguarding and Child Protection, Equality and Diversity, and Professional Boundaries.
- To undertake any other reasonable duties, as requested by your line manager.

PERSON SPECIFICATION	
REQUIRED KNOWLEDGE, EXPERIENCE AND SKILLS	ESSENTIAL / DESIRABLE
Relevant qualification and practice experience within a counselling / therapeutic field	E
Proven experience of successful leadership of a team of counsellors / therapists	E
Proven ability to work independently and as part of a team	E
Excellent interpersonal and communication skills, both written and verbal	E
Understanding and experience of delivering an outcome-focused service model	E
Understanding and experience of safeguarding, child protection and vulnerable adult protection	E
High standard of IT literacy, including ability to use Office 365	E
Evidence of continuing professional development	E
Experience of ability to manage a varied caseload, and meeting deadlines whilst working under pressure	E
Experience of designing and delivering training and CPD	D
Experience of coaching, mentoring and / or supervision	D