



Job Description

Post:	Service Manager
Reporting to:	The CEO
Responsible for:	Play Therapists and Art Therapists (8–10), students on placement and volunteers and senior the Senior Practitioner. And also working closely with the Service Organisation Co-ordinator and Financial Administrator.
Salary	£39,500 - £42,000 (FTE) depending on experience.
Hours	30 hours per week over 4 days/52 weeks per year
Place of work	Play Therapy Base and community settings
Contract	Permanent
PVG	This post requires membership of the PVG Scheme for regulated work with children
Job purpose and scope	
- To lead the day-to-day delivery of PTB's therapy services in PTB playrooms and community settings, and to be responsible for their quality, safety and effectiveness. - To line manage the therapy team, making sure therapists are well supported, supervised and working to professional standards. - To work in partnership with the Senior Practitioner and Service Operations Coordinator to support children and parents/carers accessing therapy services. - To be a key member of the PTB Management Team, supporting the CEO in developing the service and deputising for the CEO when required.	
Key Responsibilities	
Leadership and line management - Encourage, motivate, support and inspire PTB staff, students and volunteers. - Line manage the Play Therapists and Art Therapists, including: - Monthly case management for 8–10 therapists. - Making sure therapists have monthly clinical supervision and case management. - Supporting Induction, Probation reviews, annual appraisals and identifying training and development needs. - Allocating caseloads and managing workloads, rotas and annual leave. - Overseeing attendance, and dealing with performance and conduct matters in line with PTB policies, with support from the CEO.	

- Supporting the recruitment and onboarding of therapists.
 - Promoting staff wellbeing, including reflective practice, maintain the Carers Passport process and recognising the emotional demands of therapeutic work.
3. Co-facilitate team meetings, leading them in the absence of the CEO.
 4. Deputise for the CEO when required.

Service delivery and quality

5. Oversee the day-to-day running of the PTB centre, including opening and closing arrangements [on a rota basis], general enquiries and parental support.
6. Manage all referrals into the service and the waiting list, working with the Service Organisation Co-ordinator and Senior Practitioner, so that children are prioritised appropriately.
7. Hold a caseload of 2 children and deliver weekly play therapy sessions throughout the year, in order to maintain registration with the relevant registered body.
8. Plan and deliver holiday workshops with PTB's 52-week therapy staff.
9. Undertake regular case audits, ensuring case management policies are followed, and that case records are clear, professional, up to date and held securely.
10. Ensure all services are trauma informed, sensitive and responsive to the needs of the people using them, and that service user feedback is gathered systematically, recorded in line with GDPR principles and acted on where necessary.
11. Lead on measuring service outcomes, and work with the CEO and Service Organisation Co-ordinator to record, collect and prepare service data, outcomes and case studies for Board reports, funder reports and funding bids.
12. Review service policies and procedures and recommend improvements to the CEO.
13. Work with the CEO and Senior Practitioner to plan and provide opportunities for current and past children to attend PTB Children's Board events throughout the year.

Safeguarding and health and safety

14. Act as PTB's deputy designated child protection lead, responding to child protection concerns or queries, escalating as appropriate and informing the CEO promptly.
15. Ensure all staff, students and volunteers follow PTB's child protection policy and complete the required induction and updated training.
16. Help maintain all aspects of health and safety, including emergency procedures, and monitor the health and wellbeing of staff, families and visitors.

Partnership working

17. Attend occasional meetings with stakeholders and partners, always representing PTB appropriately and professionally.
18. Represent PTB at monthly Midlothian Team Around the Child meetings and project meetings.

Students on placement

19. Work with the Senior Practitioner to oversee PTB student placements, liaising with WithKids, PTUK and BAPT as required.

20. Provide clinical supervision for contracted students, when qualified to do so.
21. Work with other third sector play therapy services in relation to student support.
22. In partnership with the Senior Practitioner, support students to work alongside professionals supporting referred families, for example psychiatrists, psychologists, school staff, medical staff, social workers and support workers.
23. In partnership with the Senior Practitioner, ensure accurate records are kept of students' work with children and families, in line with confidentiality and data protection requirements.

General

24. Maintain professional registration and keep up to date with clinical supervision and continuing professional development.
25. Undertake any other duties reasonably requested by the CEO.

Person Specification – Essential

Experience

- Substantial post-qualification experience of delivering therapy to children aged 3 to 14.
- A minimum of 5 years' experience of working with children and families, including parents and carers.
- Preferably at least 4 years' experience of managing a team of 6 or more employees, including case management.
- Experience of delivering casework and planning multi-site workloads.

Knowledge

- Experience of managing child protection concerns and procedures in Scotland and the GIRFEC approach.
- Understanding and implementing trauma-informed practice.
- Desirable to have knowledge of the statutory and voluntary services that support children and families with emotional and mental health needs.

Skills and abilities

- Ability to lead, motivate and inspire staff, encouraging knowledge sharing.
- Ability to operate at a senior level, credible, able to command respect and represent PTB externally.
- Ability to manage and prioritise concurrent tasks and priorities.
- Excellent networking skills and the ability to build productive relationships with colleagues, partners and stakeholders.
- Good IT skills, including use of case recording systems.

Personal qualities

- Resilient, adaptable and able to cope with challenges.
- Solutions-focused, creative thinker.
- Strong team working ethic.

- Friendly and welcoming approach

Qualifications and other requirements

- A recognised qualification in Play Therapy.
- Registration with PTUK or BAPT or another relevant body.
- Child protection training.
- Eligible for PVG Scheme membership for regulated work with children.
- Full driving licence would be beneficial.

This job description may be reviewed at any time according to the needs of the organisation, in agreement with the post-holder.

Signed as received

Date.....

Name