**TLC: Talk, Listen, Change**

**Role Profile**

**Job Title:** Head of Therapeutic wellbeing services

**Salary:** Grade 6: £39,710 - £47,017 per annum

**Hours:** Full time - 37 hours per week

**Location**: We value the importance of flexible working. Our services are a hybrid of virtual and in person delivery. This role can be home based or in our office, Trafford House, Chester Road Manchester, M32 0RS. If home based there will be a requirement to travel to the office for training and meetings. We also value the importance of human connection so offer the flexibility to book working space in Trafford House. There will also be a requirement to travel across Greater Manchester and sometimes wider.

**Accountability:** To the Director of Services

**Job Purpose:** To lead and further develop a range of therapeutic and community based wellbeing services; including services delivered by therapists, key workers, mental health practitioners and volunteers. Actively take part in the Senior Leadership of TLC: Talk, Listen, Change acting as a senior advisor on clinical issues, Safeguarding/Risk Management and overall organisational development.

**Direct Reports:** 2 Service Managers

1 Lead Supervisor

**Key Responsibilities:**

1. Be a member of the Senior Leadership Team of TLC: Talk, Listen, Change and work in conjunction with the Chief Executive, Director of Services and other Senior Leaders and the Board to develop and further the business interests of the organisation.
2. Lead, develop and inspire the departments team members to achieve high performance standards in line with TLC: Talk, Listen, Change behaviours and values.
3. Take a lead role in modelling, supporting and developing a culture of excellence and development, being responsive to the nuances of leading a multidisciplinary team.
4. Contribute to the design, development, and implementation of the strategy for emotional wellbeing and therapeutic support services.
5. Ensure the delivery of high-quality information, advice, and therapeutic services that support positive outcomes for those using our services.
6. Act as a senior advisor on all clinical matters ensuring that service managers and clinical supervisors have access to clinical expertise and high quality support and advice.
7. Be accountable for the operational management of the department but retain a strategic and tactical focus by delegating the operational responsibility to the Service Management Team and provide strong line management (including regular one-to-ones, performance appraisals, team meetings, sickness and performance management).

1. Ensure a strong focus on service performance through effective management and analysis of data, and client feedback. Lead a data led decision making approach to service improvement and innovation to ensure adherence to best practice models and the ethical frameworks of appropriate professional bodies.
2. Ensure that clinical supervision meets the requirements of relevant professional bodies and remains challenging and focussed on the provision of excellent services.
3. Have a strategic and commercial focus on the future of the department, developing a growth mindset at all levels of the team. Develop the portfolio by introducing new approaches to meet changing and emerging needs of those accessing our services. Support the Director of Development in bidding, tendering, business development and relationship building with commissioners/funders.
4. Working with the Head of Operations and Director of Services to ensure mobilisation of all new services are delivered effectively and in line with contract requirements.
5. Support the Director of Services in regular strategic planning processes and ensure departmental operational plans are developed and delivered.
6. Provide delegated budget management of all departmental services, ensuring that all services are within budget and spend is monitored regularly. Provide explanation on key variances when needed.
7. Be a passionate advocate for the role of therapy and wellbeing support services and play a leading role in increasing TLC: Talk, Listen, Change’s voice in the regional mental health sector. Create, build and maintain positive long term relationships with a wide range of clinical stakeholders representing TLC: Talk, Listen, Change at a range of strategic and operational meetings, contributing widely and creatively in discussions and presenting where appropriate.
8. Lead the retention of British Association of Counselling and Psychotherapy (BACP) accreditation.
9. Perform any other duties within the general scope of this job profile or as reasonably required by the Director of Services.
10. Commit to continuous professional development through engagement in specific opportunities agreed with the Director of Services.

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **Education, Training, Knowledge** | Knowledge of leadership, coaching and management techniques.  Extensive knowledge of Safeguarding legislation and local guidance and practice.  High level of IT literacy with extensive experience and confidence in analysing data  Knowledge of psychologically informed environments and trauma-informed practice. | Leadership qualification  Experience in operational development and management in emotional wellbeing or mental health services.  Knowledge of the range of trauma-informed approaches, skills, and techniques  A thorough working knowledge of counselling/therapy ethical frameworks and application of same |
| **Relevant experience** | Experience of leading through others and managing a large workforce    Experience in delivering and managing large scale and complex projects    Experience of dealing with safeguarding issues    Experience of coaching leaders and managers to develop high performing teams   Experience of influencing at a strategic level    Experience of leading and participating in collaborative partnerships    Experience in networking and working collaboratively, demonstrating an understanding of the voluntary and community sector with particular focus on mental health and well being | Experience of a leadership role in a counselling/therapeutic setting  Experience in a management role within the voluntary and community sector  Experience of brokering partnership agreements with regard to the exchange of funding specifically.    Experience of growing a department |
| **Skills and Abilities** | Strategic thinker   Excellent communicator and influencer    Effective delegation skills    Leadership coaching skills  Ability to understand, review and contribute to strategic documents.  Have the ability to lead and motivate complex, specialist teams to aligned goals |  |
| **Personal Attributes and other factors** | Self-motivated, enthusiastic attitude to provide positive leadership in a changing environment both within the department and wider organisation    To keep up to date with best practise, new initiatives and business opportunities in all areas relating to this role  Fully committed to inclusivity and equity | Full driving licence with use of a vehicle |