JOB DESCRIPTION

Job title: Clinical Service Manager

Service: Children’s Trauma Therapy Service

Salary: £45,200 to £49,300 FTE inclusive of a £3,060 market allowance to be

reviewed on completion of the probationary period

annum, to be reviewed in June 2025

Hours: 37 hours per week (full-time)

Location: Central Bradford (with flexibility to work from home for part of the week)

Responsible to: Operational Manager

Summary of job:

To manage our Specialist Children’s Trauma Therapy Service. The role includes service development, innovation and strategic decision making, clinical oversight including line management of clinical staff and the opportunity to hold a small clinical caseload. You will work with the Operational Manager, Clinical Lead, CTTS statutory and VCS partners and commissioners, taking a coordinated multi-agency approach to meeting the needs of our service users ensuring that the service is delivered in accordance with KPI’S and in line with clinical governance, quality assurance and safeguarding policies and protocols.

Key tasks and responsibilities:

1. Lead a team of therapists from a range of therapeutic backgrounds ensuring that the service vision, values and efficacy of the service model are upheld.
2. Provide line management including case management supervision to clinical staff, incorporating an understanding of clinical and safeguarding risk /planning.
3. Hold a small clinical caseload and provide consultancy to professionals within the wider workforce when required.
4. Maintain clinical oversight of the team ensuring quality, performance and safeguarding policies, procedures and protocols and are upheld and regular case auditing activity carried out to ensure the service adheres to best practice around clinical governance.
5. Ensure that practitioners are trained and supported to deliver trauma recovery focused therapy, that evidence-based outcomes measuring tools are embedded within practice, and qualitative feedback is gathered.
6. Work with the Operational Manager to ensure service development and continuous service improvement.
7. Ensure staff are appropriately recruited, inducted and supervised.
8. Monitor service performance in line with KPIs and take action where improvement is needed.
9. Maintain oversight of the service case management system, taking action to improve data input and quality where necessary.
10. Lead on the completion of monitoring returns and provide well written monitoring reports that evidence impact.
11. Maintain robust partnerships with other agencies working within the field of children and young people’s mental health including CAMHS, ensuring referral pathways into the service are created and maintained whilst contributing to the district wide Children’s Mental Health Agenda.
12. Contribute to the ongoing development of a robust management team across Family Action Bradford services, working with colleagues to share skills, provide peer support and management cover.
13. Lead on budget setting and oversee management accounts.
14. Ensure effective consultation with service users and incorporate their views within service development.
15. Ensure all work is carried out to Family Action minimum standards and is designed and delivered to maximise agreed outcomes.
16. Ensure that all assigned work adheres to Family Actions Safeguarding Policy and ensure local SGB procedures are followed in the event of any child protection issues or concerns.
17. Take responsibility for accessing supervision and responding to any case or service decisions effectively, recording all decisions and ensuring that confidentiality and professional boundaries are maintained at all times.
18. Comply with Family Action’s Health and Safety Policy, Data Protection Policy and to protect the health, safety and welfare of themselves and others.
19. Comply with Family Action’s Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community, whilst actively engaging with your team to ensure EDI is considered at every level of the service.
20. Promote a positive image of Family Action, representing the organisation in order to increase professional and public awareness of the organisation’s work and of the views and needs of service users.
21. Adhere to Family Action’s values which underpin Family Action’s mission of ‘building stronger families’ by:

a) Being people focused

b) Reflecting a ‘can do’ approach

c) Striving for excellence in everything we do

d) Having mutual respect for everyone we work with, work for and support through our services

21.Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

**PERSON SPECIFICATION**

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| Requirements | | Essential | Desirable |
| Education, Qualifications & Background | | | |
| 1. | Hold a core therapeutic qualification: Clinical and Counselling Psychologists, all Psychotherapists including Creative Arts Psychotherapists and Family Therapists. | ✓ |  |
| 2. | MA/MSc in relevant field. |  | ✓ |
| 3. | Have a minimum of 5 years post qualifying experience with and demonstratable experience providing supervision and/or oversight  of clinician’s caseloads. | ✓ |  |
| 4. | Registered with an appropriate professional organisation relevant to therapy modality (UKCP, BACP, HCPC, or equivalent governing body). | ✓ |  |
| 5. | Trained in either EMDR or DDP. |  | ✓ |
| Experience | | | |
| 6. | Experience of leading/managing therapists/clinical practitioners and delivering line management supervision. | ✓ |  |
| 7. | Experience of delivering consultancy to non-clinical professionals. | ✓ |  |
| 8. | Experience of contributing to service development or  strategic decision making. | ✓ |  |
| 9. | Experience of working with children, adolescents and their families where complex and developmental trauma including physical, emotional, sexual/ domestic abuse and traumatic grief is part of their experience and whose presentation is considered high risk and complex. | ✓ |  |
| 10. | Experience of working systemically with children, their families and the professional networks around them. | ✓ |  |
| 11. | Experience of setting, managing and monitoring budgets. |  | ✓ |
| 12. | Experience of utilising quality assurance systems, protocols and analysing service data to ensure a culture of continuous development, learning and improvement. | ✓ |  |
| Knowledge & Skills | | | |
| 13. | Passion for and ability to work in a formulation driven, non-diagnostic way, leading on case-based triage discussions. | ✓ |  |
| 14. | Understanding of the impact of poor attachment, abuse related trauma and neurodiversity on children and their families. | ✓ |  |
| 15. | Ability to support therapists in the assessment and management of risk, adhering to local /organisational policies and procedures. | ✓ |  |
| 16. | Excellent organisational and communication skills, written, oral and digital with the ability to produce clear well written reports and reviews including quarterly and annual monitoring reports for commissioners. | ✓ |  |
| 17. | Ability to work effectively with partners and commissioners to ensure joined up service delivery and innovation. | ✓ |  |
| 18. | Ability to demonstrate skills in the use of Microsoft Office packages including Microsoft Teams and ability to oversee the use of electronic case management systems. | ✓ |  |
| 19. | Ability to manage and comply with health and safety procedures. | ✓ |  |
| 20. | Willingness to work as part of a wider team of Family Action managers offering peer support and sharing knowledge and skills . | ✓ |  |
| Values | | | |
| 21. | Able to evidence Family Action’s values at all times, which underpin our mission of ‘building stronger families’ by:   * Being people focused * Reflecting a ’can do’ approach * Striving for excellence in everything we do * Having mutual respect for everyone we work with, work for and support through our services | ✓ |  |
| 22. | Be committed to equal opportunities and uphold and comply with Family Action’s Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community. | ✓ |  |
| In addition | | | |
| 23. | Willing to work flexibly as required with an expectation of some occasional out of hours work and travel. | ✓ |  |
| 24 | Demonstrate the personal resilience to work well within a high demand role and manage the impact of secondary trauma. | ✓ |  |