**Job Description**

**Job Title:** Interim TherapyService Manager

**Responsible to:** Head of Services

**Accountable to:** Chief Executive

**Reporting to:** Head of Services

**Salary:** NJC pay scale SO2 –PO1 32-36, £27,924-£30,978

**Working hours:** 35 hours per week

**Location:** Gaddum House and other service sites

**Job Summary**

The Interim Therapy Services Manager will be responsible for the operational management and the direct supervision of team leaders of the following client services provided by Gaddum Centre:

1. Counselling services across Greater Manchester
2. Bereavement and Palliative Care across Greater Manchester

**Job Purpose**

To manage Therapy Services for adults, children and young people delivered by Gaddum Centre to those people most in need across Greater Manchester; ensuring high standards and value for money. Current services include counselling, bereavement and palliative care work, information, advice and guidance for individuals and families.

To demonstrate leadership in ensuring delivery of excellent support services for local people.

The Service Manager will have responsibility for

* Managing, developing and promoting Therapy Services to provide effective support for clients in Greater Manchester.
* Developing the service in line with any contract specifications and Gaddum Centre strategic plans; local, regional and national.
* Developing and maintaining service user involvement, including but not limited to; feedback and evaluation of services, clients involved in service development.
* Developing action plans for income generation in conjunction with Business Development Lead and Head of Services.
* Operational management responsibility for all services including additional projects located with the service.
* Support including HR, staffing, Health and Safety to Team Leaders
* Quality Assurance and Service Governance
* Contract monitoring and compliance including internal monitoring reports.
* Management of data information system.

**Main Duties and Responsibilities**

**Operational management**

* To lead a high performing client service function providing clients with excellent service delivery.
* To manage an appropriate and robust management framework to ensure effective operation and effective delivery of client services of Gaddum Centre.
* To report to Head of Services and advice on all issues relating to supervision, service delivery, quality assurance, risk assessment and service governance.
* To be responsible for the line management and supervision of all team leaders including performance
* To establish an effective case management framework with robust clinical supervision arrangements.
* Monitor, review and update information relating to Therapy. Services including promotional materials and production of an e-bulletin.
* To provide leadership for staff, volunteers and trainees in Therapy Services
* To develop a culture for Therapy Services promoting inclusion and effective team work.
* To hold effective team meetings and ensure robust monitoring of activities.
* To ensure open and effective communication with and between all staff in Therapy Services and Gaddum Centre.
* Manage a small case load.
* Ensure Information Management System is being used by all staff, with support and training as appropriate.

**Service development**

* To identify and develop therapy services at Gaddum Centre in conjunction with Chief Executive and Head of Services.
* To be actively involved in development of future tender submissions and funding applications for Therapy services.
* To identify and apply for additional resources and funding stream for therapy services, involving the Head of Services and Business Development Lead.
* To develop service user involvement in in design and development of service models, participation and service planning.
* Effectively monitor and evaluate provision on a regular basis and implement changes to improve the service.
* Develop a training strategy for the service to both promote the service and generate income.
* To develop and manage volunteer and trainee counsellors to support the work and future development of the service.

**Finance, HR, Health and Safety support**

* To ensure robust monitoring of expenditure in line with planned budgets, seeking advice from Head of Services and Finance Manager as necessary.
* To provide day to day advice and support to Team Leaders on staffing and HR issues.
* To oversee and ensure effective use of appraisal and PDP system.
* To be responsible for the recruitment of staff with support of Head of Services and promoting active service user involvement.
* Facilitate the provision of relevant training and development opportunities to ensure continuous professional development for the provision of evidence based quality client services.
* Ensure health and safety legislation and risk assessments are known and adhered to within Therapy Services.
* To ensure implementation of induction and on-going training for new staff in therapy services.
* To monitor expenditure including expenses, events and activities and funding awards, ensuring best value for money.

**Contract monitoring and compliance**

* To coordinate internal systems for monitoring/audit to meet requirements of commissioners
* To attend contract monitoring meetings with commissioners with Head of Services and Chief Executive as required
* To maintain effective working relationships with commissioners and referrers, all associated service providers and other statutory and voluntary sector partners.
* To audit and report on compliance with the standards expressed within contracts and the duration of the term.
* To be responsible for interpreting local standards and policies to support both national and commissioner requirements/expectations in contracts and national directives.
* To develop and produce bi-monthly internal monitoring reports as required by Chief Executive, Head of Operation and Commissioners.
* In conjunction with Chief Executive, Head of Services and Commissioners undertake review and planning of the service.

**Other duties and responsibilities**

* To represent Gaddum Centre and participate at external meetings and events
* To maintain awareness of local, regional and national issues affecting Therapy Services
* To meet regularly with Head of Services for supervision
* To organise and attend meetings as required by Head of Services
* To undertake additional duties within competence of post holder as required by Head of Services
* Promote Therapy Services throughout Greater Manchester and to external organisations.
* To develop appropriate service user involvement forums.
* To attend, engage with and contribute to Service Managers meetings.
* Give presentations and talks about work of Gaddum Centre as required.
* Flexible approach to working patterns to suit the needs of the role and responsibilities as required.
* All other duties reasonably associated with your role.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that, over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained, without changing the general character of the duties, or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum Centre policies and procedures.