**Head of Therapy and Advocacy Services**

**Job description**

**Job Title:** Head of Therapy and Advocacy Services

**Responsible to:** Deputy Chief Executive

**Accountable to:** Chief Executive & Gaddum Centre Committee

**Reporting to:** Deputy CE

**Salary: NJC Scale PO3-4 £33,437 -£39,177 annual increments on appraisal**

**Working hours:** 35 hours with flexible working required to suit the needs of the role

**Location:** Gaddum Centre & other service delivery sites.

Gaddum Centre are recruiting for a full time Head of Therapy and Advocacy Services. We are probably Greater Manchester’s oldest established charity and currently deliver services in five local authority areas including statutory advocacy, mental health & therapy plus bereavement and palliative care and support for unwaged carers of all ages. This is an exciting time to join a growing VCSE organisation, as a member of its Senior Management Team, and at a significant point of development.

**Job Summary**

The Head of Therapy and Advocacy Services will be responsible for the operational management of client services provided by Gaddum Centre and the direct supervision of service managers.

**Job Purpose**

To have overall operational management responsibility of the therapy and statutory advocacy client 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, advocacy, bereavement and palliative care work, information, advice and guidance for individuals and families, plus other additional services as required.

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

The Head of Therapy and Advocacy Services will have responsibility for:

* Supporting and deputising for Deputy Chief Executive.
* Overall Operational management responsibility for services, including but not exclusively Therapy Services and Manchester Advocacy Hub
* Leading on recruitment in line with policies and procedures, supported by Deputy Chief Executive and Senior Management Team.
* Robust support including HR, staffing, Health & Safety to service managers.
* Quality Assurance and Service Governance including Risk Management to support Deputy Chief Executive, Financial Services Manager & Chief Executive
* Monitoring and reporting compliance.
* Contract monitoring & compliance including internal monitoring reports.
* Safeguarding Lead

**Main Duties and Responsibilities**

***Operational management***

* To support Gaddum 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 Deputy Chief Executive and advise on all issues relating to supervision, service delivery, quality assurance, risk assessment and service governance.
* To be responsible for the direct line management and supervision of allocated Service Managers, including performance.
* To contribute to business and service development as required by Chief Executive and Deputy Chief Executive.

***Finance, HR, Health & Safety support***

* To ensure through robust supervision of service managers, the monitoring of expenditure in line with planned budgets
* To demonstrate awareness of financial issues and develop appropriate systems to ensure good financial practice across services.
* To develop a value for money ethos with service managers and challenge traditional ways of spending.
* To provide day to day advice and support to service mangers on staffing & HR issues.
* To oversee and ensure effective use of appraisal and PDP system.
* To lead in the recruitment and induction of staff within services, supported by Deputy Chief Executive.
* Facilitate the provision of relevant training and development 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 services.

***Quality Assurance***

* To be organisational lead for Safeguarding.
* To be ensure ongoing support to Deputy Chief Executive of organisations quality assurance systems e.g. PQASSO, etc.
* To ensure client services meet acceptable quality and good practice standards.
* To ensure client services meet all service governance standards.
* To be responsible for the risk management systems for the delivery of service governance for allocated services
* To coordinate organisational response to 4 Cs -complaints, concerns, compliments and comments.
* To provide support for the development of placement opportunities for students and trainees across Gaddum service areas.

***Contract monitoring & compliance***

* To coordinate internal systems for monitoring/audit to meet requirements of commissioners
* To support Service Managers at contract monitoring meetings with commissioners.
* To support Chief Executive and Deputy Chief Executive 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 to support both national and commissioner requirements/expectations in contracts and national directives.
* To develop and coordinate the production of board reports across service areas for Deputy Chief Executive.

***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 quality and compliance for charitable companies.
* To meet regularly with Deputy Chief Executive for supervision.
* To organise and attend meetings as required by Deputy Chief Executive.
* To undertake additional duties within competence of post holder as required by Deputy Chief Executive.
* 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.
* Support the development of a training package offer to generate income.

The post-holder will be required to undertake other tasks as reasonably directed by Chief Executive or Deputy Chief Executive, which will usually be commensurate with the skills and experience of the post-holder.

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.