Job Profile Therapy Lead – West Sussex

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| Reporting to | West Sussex Service Manager | Job Level: |
| Service Area | Therapeutic Services and Support | - Entry level/Ancillary  - Service Delivery  - First Line Manager/Qualified Practitioner/ Specialist  - Manager/Clinical Supervisor/Senior Specialist  - Senior Operational Management  - Strategic Leadership |
| Location | Horsham/Crawley – West Sussex | |
| Hours | 37 hours | |
| Contract | Permanent | |

# Where you fit

# Job purpose

You will coordinate and deliver an innovative and clinically excellent mental health and wellbeing service, leading a team of therapists in delivering effective therapeutic interventions to children and young people. You will ensure interventions are of high-quality evidence-based modalities which adhere to BACP guidelines.

You will ensure risk is managed robustly, following YMCA DLG policies and procedures.

You will take a lead role to identify the needs of service users, peers and colleagues, and improving processes and procedures, and to support, inform and steer partnerships with our stakeholders. You will provide assessments and counselling and hold a caseload of children and young people presenting with mild – moderate mental health and wellbeing support needs.

You will work alongside our partners Single Point of Access (SPOA), ensuring referrals are appropriate for the service, and be able to build on our success with stakeholders and partners to enable referrals to be managed safely, meeting our threshold of mild-moderate need.

# About us

We help children and young people have a fair chance to be who they want to be. We do this by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25 across Sussex and Surrey. We offer support in three service areas:

• Housing provision and sustaining accommodation

• Specialist information, advice and support

• Emotional wellbeing and mental health

We are a member of the YMCA Federation of England & Wales and are guided by their vision of ‘transforming communities, so all young people can belong, contribute & thrive’. This vision reflects the original Christian foundation of the YMCA movement, but with a clear emphasis on being an inclusive organisation. Our values - we welcome all, we inspire, we support, and we speak out - guide us in all our actions.

**Our values** - guide us in all our actions.

A close-up of a sign

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## Responsibilities

1. To maintain the day-to-day running of the service; working closely with the service duty and triage coordinator, reviewing referral/case allocations to waitlists, and the provision of line management for a team of therapists, alongside a small caseload to include assessment and counselling for children and young people aged 11 – 18 years.
2. To support the West Sussex Therapeutic Services Manager with project management and development e.g. the development of the SPOA partnership, identifying any gaps in the current service model and raising these with senior managers.
3. To work closely with the Single Point of Access (SPOA) to manage referrals or to escalate cases as appropriate.
4. In liaison with the West Sussex Therapeutic Services Manager and Clinical Lead Manager, contribute to the development of policies and procedures and implement these to ensure the effective and safe running of the service, management and support of the staff within the service.
5. Support the development of the service and all service partnerships in line with the operational and strategic plan as set by the West Sussex Therapeutic Services Manager and Clinical Lead Manager; proactively liaising with other relevant statutory and voluntary organisations as necessary.
6. Support the process of data collection, monitoring and evaluation for the service, including analysing and interpreting data to inform and progress service development.
7. Support the production of statistical information as necessary for funders, stakeholders and line manager e.g. data for the MHSDS.
8. To support the West Sussex Therapeutic Services Manager and Administration Team in creating, reviewing, maintaining and adapting new administration processes, creating new forms and processes where needed and identifying and flagging any gaps in administration processes and procedures with the Service Manager.
9. Ensure that the team are keeping suitable case records and clinical notes according to YMCA DLG policy inclusive of safeguarding recording, and conducting regular case file audits, raising any performance issues with the Service Manager and/or Clinical Lead Manager.
10. To ensure service thresholds are worked to by the team, in line with the requirements and expectations of the commissioned contract; raising issues of eligibility with the Service Manager and Clinical Lead Manager where required.
11. Represent the West Sussex Therapeutic Services at relevant meetings both internally and externally where required, including but not limited to MAHMET meetings, and partnership, or case review meetings with SPOA, CAMHS, SFEDS, Early Help and IFD.
12. Lead on user consultation for the YMCA DLG Dialogue Counselling service, including designing and implementing surveys or questionnaires.
13. To lead on participation activities with children and young people within the service, including involving children and young people in service design.
14. Lead on engaging partner agencies to ensure they understand the referral pathways and thresholds.
15. To contribute to ensuring Dialogue is an accessible service to all, ensuring the inclusion of (but not limited to) children and young people of Minority Ethnic Groups, LGBTQIA+ children and young people, children and young people with disabilities and learning difficulties, ASC children and young people, and children and young people of communities left behind.

## Resource Management

1. To line manage a team of counsellors, delegating work appropriately, holding responsibility for appropriate level HR functions relating to their employment, offering support and guidance, and encouraging personal and professional development.
2. To work with the YMCA DLG Therapeutic Services Administration Team to ensure administration processes are effective, efficient and clearly defined.
3. To lead on the recruitment of staff where applicable – to include advertising roles, shortlisting, interviewing and onboarding/inducting new staff, inclusive of information regarding safeguarding, service specific policies and procedures and case recording processes.
4. To actively address any staff performance issues where necessary, utilising YMCA DLG policies and processes.

## Clinical

1. To liaise with the Clinical Lead Manager and Service Manager regarding the clinical delivery of the service including child protection issues, decision making with regard to the client group and liaison with clinical supervisors.
2. To contribute to the day to day running of triage/duty activity including reviewing incoming referrals and undertaking risk screening where required, escalating concerns with the Clinical Lead Manager and Service Manager where referrals fall outside of the clinical thresholds.
3. To contribute to review of triage, duty, allocations and referral management processes with the Clinical Lead Manager and Service Manager and contribute to service developments in line with modelling and capacity.
4. Provide a specialist clinical service in your modality including initial assessments, facilitating groups, and managing an agreed caseload of treatment for children and young people presenting with mild to moderate mental health presentations.
5. Ensure accurate records of all duty work, outcomes and follow ups.
6. Be the point of contact for safeguarding concerns with direct reports and liaise with the Service Manager or Clinical Lead Manager for further advice as required.
7. Support MAHMET meetings for high-risk cases within the system and represent the service at these meetings.
8. Be a point of contact for eligibility and service thresholds for the team and external agencies, ensuring service thresholds are adhered to.
9. Escalate complex case discussions with the Service Manager and/or Clinical Lead Manager in a timely manner and ensure adequate onward referral to SPOA and/or partner agencies where required.
10. To identify and raise any ongoing practice issues within the team regarding clinical quality and/or processes with the Clinical Lead Manager and Service Manager.
11. Attend supervision with assigned supervisor.
12. To keep suitable case records and clinical notes according to agency policy, legal and other requirements; ensuring that all service case records and files are maintained and securely transferred and held in accordance with the relevant Data Protection and GDPR requirements.
13. Oversee enquiries from service users (children, young people, parents/carers and professionals) and conduct follow up clinical contact (with children and young people, parents/carers and other professionals/services) where required.
14. Contribute to risk management processes for clients on the Dialogue waiting list- including updating of risk assessments and completing safeguarding referrals where required; liaising with the Service Manager and Clinical Lead Manager as needed/required.
15. Identify any areas for staff development within the team e.g. areas for further clinical training or practice-based issues requiring upskilling.
16. Oversee the reviews of incoming assessments for service suitability, modality recommendations and providing any recommendations for onward referral.
17. Ensure that any child or young person displaying signs of a specific mental health condition is referred in a timely manner to the Single Point of Access; this includes any/all stages, from referral into the service, during therapeutic interventions, and when overseeing therapeutic staff who are engaged in their work.
18. Contribute to ensuring that the team are adhering to best practice guidelines including but not limited to; BACP ethical framework and guidelines on working with children and young people, BABCP, NICE guidelines and CYP IAPT principles as per the contracted requirements of the service.
19. To ensure clinical interventions are delivered in line within service thresholds and therapeutic staff competency.

## General

1. To work within YMCA DLG Therapeutic Services policies and procedures.
2. To work at all times within the ethics and guidelines of the British Association of Counselling and Psychotherapy (BACP).
3. To carry out any other tasks that may from time to time be requested and that are in accordance with the post holder’s capabilities.
4. To work within all YMCA DLG policies and procedures at all times and to abide by the Code of Conduct.
5. To attend YMCA DLG mandatory training and abide by our policies and procedures on Safeguarding, Health and Safety and Equality and Diversity.
6. To attend appropriate continuing professional development and training events and be committed to team events.

# Person Specification

# Experience

* Experience in delivering face to face and online counselling/therapy and completion of assessments and risk assessments with children and young people, inclusive of working with high risk and complex issues (essential)
* Experience in facilitating groups with children and young people, and parents (desirable)
* Experience in a line management/Team Lead capacity (essential)
* Experience of supporting vulnerable children and young people, to include working with risk issues such as self-harm, suicidal ideation, bullying, neglect, abuse, CCE, CSE, and substance and alcohol misuse (essential)
* Experience of managing risk and complex safeguarding with effective communication and escalation around safeguarding protocol (essential)
* Experience of project development work (essential)
* Experience and / or knowledge of local statutory and voluntary agencies (essential)
* Engagement and participation with children and young people (essential)
* Experience of project monitoring / evaluation and reporting
* Experience of working within a multi-agency setting and partnership working (essential)
* Experience of managing administrative tasks, including report writing and data collection/collation (essential)
* Experience of working independently as well as in a team (essential)
* Experience of working in a community setting to a short-term model (essential)
* Experience of using an electronic database for case management notes and administrative tasks to include monitoring and evaluation (essential)

# Skills & Abilities

* Ability to build effective trust and rapport with reporting staff team, with a proven work history of effectively supporting, guiding, developing, encouraging, motivating and leading a team (essential)
* Excellent written and verbal communication skills (essential)

##### Excellent IT skills (essential)

* Strong assessment skills, including on-going assessment of risks (essential)
* Flexible interpersonal approach (essential)
* Ability to organise and prioritise work and coordinate a variety of tasks in an effective and timely way to meet agreed deadlines (essential)

# Qualifications & Training

* Experience of working as a Counsellor post-qualified at diploma, graduate or post graduate level or equivalent (essential)
* BACP Registration or Accreditation and/or eligible for other Professional Accreditation e.g. UKCP/HPC (essential)
* An in depth understanding of counselling theory and practice and working to short-term models (essential)
* First Line Supervisor, Line Management, or Management and Leadership qualification (desirable)

# Knowledge

* A working knowledge of Child Protection & Vulnerable Adult Safeguarding issues and procedures (essential)
* A good understanding of child developmental processes (essential)
* An understanding of psychodynamic theory and practice and the capacity to use both flexibly in working children with young people (essential)
* General knowledge of the current issues affecting children and young people (essential)
* A commitment to the Aims and Purposes of YMCA DownsLink Group (essential)
* A good understanding of local and national mental health services for children and young people and the associated thresholds (essential)
* Demonstrate a working understanding of the principle of equal opportunities (essential)
* Knowledge and understanding of best practice in relation to engagement and participation of children and young people (essential)
* Driving licence and access to a car for business use (desirable)

# General

* A commitment to the Aims and Purposes of YMCA DLG (essential)
* An understanding of and commitment to Trauma-Informed Practice\
* Commitment to team working and ability to work successfully as a team
* Travel required across the service area of West Sussex

# Employee Declaration

I confirm that I have read, understood and agree to the expectations of the role as outlined in this job profile:

**Name: Signed: Date:**