December 2018

Dear Applicant,

Thank you for your interest in the role of Female Therapeutic Services Manager at Woman’s Trust.

Please find enclosed the following:

✓ Job Description

✓ Person Specification

✓ Equal Opportunities Monitoring Form

✓ General information

✓ Equal Opportunities Policy

To apply, please send your CV and a personal statement that outlines your experience and explains why you are the right candidate for the role to [recruitment@womanstrust.org.uk](mailto:recruitment@womanstrust.org.uk).

Please keep the personal statement to a maximum of 3 pages. Please provide us with the names and contact details of two referees with alongside your application.

*Please address each of the role criteria in your statement, giving actual examples of what related work/experience you have.* If you are unsure whether you meet the criteria please call our office and we will be happy to help.

*The closing date for this role is Monday 7th January at 9am. Interviews will take place on the 14th and 16th of January.*

Unfortunately Woman’s Trust resources are limited therefore only successful applicants will be notified, if you have not heard from us within 2 weeks of the closing date your application has been unsuccessful.

I look forward to receiving your application.

Best wishes,

Heidi Riedel, CEO

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| WT Logo Strapline Small forms or emails | **Therapeutic Services Manager**  **Job Description** |

**Hours** 21 hours per week subject to funding

**Salary**  £21,000 (FTE £35,000 pa)

**Responsible to** Management Committee

**Line Managed by** Woman’s Trust CEO

**Location** Based at Woman’s Trust Offices at Edgware Road/Paddington

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| **Job Purpose** | 1. To exercise Person-Centred clinical responsibility for Woman’s Trust counselling, groupwork, and other therapeutic services 2. To ensure that WT counselling services are delivered to a high professional standard, in accordance with the BACP Ethical Framework and the Person-Centred Approach. 3. To lead on the development of new opportunities for the enhancement and expansion of WT counselling services 4. To lead on clinical representation of WT services to external bodies and involvement in campaigning for the improvement of services for women experiencing DV 5. To be the Safeguarding lead for the organisation |

##### **Responsibilities**

1. **Service delivery - Supporting women who are experiencing or have an experience of domestic abuse:**

# Maintain an overview of the counselling service, ensuring that women accessing the service receive an initial session from a qualified assessor, allocation to a suitable counsellor or onward referral, provision of appropriate counselling sessions and subsequent closure or referral, depending on the needs of the client and the resources available. Provide training to all assessors.

# Hold Person-Centred clinical responsibility for all therapeutic services (individual counselling, groupwork, workshops), including taking the lead in dealing with issues around complex needs clients (e.g. suicidal ideation, Child Protection etc.)

# Deal with any complaints promptly and in line with Woman’s Trust’s policies and procedures

# Ensure Woman’s Trust services are promoted and advertised and we are liaising with other organisations

# To develop links and partnerships to other agencies who have an interest in supporting our work.

# Ensure that WT maintains a database and resources bank of other services relevant to domestic abuse in order to make effective referrals and to provide women and front-line workers with information

# Represent Woman’s Trust at Meetings, Conferences and Forums and conduct all work in a way which reflects the aims and principles of Woman’s Trust

1. **Project staffing –Oversee the recruitment and management of clinical and project staff**

# Oversee the recruitment, selection, induction and training of project staff, volunteer, supervisors and other consultants (e.g. workshop facilitators, paid counsellors).

# Provide line management support and supervision to the Deputy Therapeutic Services Manager

# Conduct annual reviews with clinical supervisors

# Ensure probation meetings for project staff and volunteers as well as annual placement meetings with our counselling volunteers are carried out.

# Coordinate and attend quarterly supervisor meetings.

1. **Office Administration**

# Ensure that adequate office cover is provided,

# Ensure the coordination and maintenance of all systems and record keeping relevant to the service, ensuring that confidential files are properly secured

# Ensure all contracts up-to-date (e.g. Sessional staff Consultancy Agreements, Service Level Agreements, etc.)

1. **Finances**

# In liaison with Woman’s Trust Treasurer and Finance Manager ensure the maintenance of Woman’s Trust’s financial systems, managing service budgets and monitoring expenditure with the CEO to ensure it falls within the required targets

1. **Contract Delivery /Reporting**

# Monitor target and outcome delivery of service contracts/grants, in the likelihood of un-met target, to provide an action plan

# Ensure that the necessary data is collected in a timely way to meet funders’ reporting requirements and for internal reporting

# Support work of the Monitoring and Reporting Officer providing case studies and clinical information where necessary and contribute to CEO’s report to WT Board

1. **Quality Assurance**

# Attend WT Ethics & Practice committee meeting and actively support the work of the committee.

# Ensure WT retains BACP Service Accreditation and the Women’s Aid Quality mark, and that services are delivered in accordance with the BACP Ethical Framework.

# Ensure necessary clinical policies are developed and reviewed with support of Woman’s Trust Ethics & Practice committee.

1. **Development Work/Fundraising**

# Support the CEO in developing partnership projects with other women’s organisations and health service providers where appropriate

# Support the CEO, Fundraiser and the Finance & Fundraising Sub Committees in implementing the Woman’s Trust Fundraising Strategy.

# Set up and support the development of Woman’s Trust services and new projects

1. **General**

# To be committed to the Person-Centred approach

# To abide by Woman’s Trust policies, in particular Equal Opportunities and Confidentiality

# Participate in individual line-management supervision

# Attend relevant training as agreed by the CEO and Board

# Undertake other duties as reasonably requested by the CEO or Board of Directors

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| WT Logo Strapline Small forms or emails | **Therapeutic Services Manager**  **Person Specification** |

1. **Qualifications**
   1. A diploma in Person-Centred/Humanistic/Integrative Counselling or equivalent is essential
   2. Supervisor qualification
   3. BACP/UKCP accreditation
2. **Experience**
   1. Substantial clinical experience, especially working with clients who have experienced abuse or trauma, and/or have complex needs (at least 5 year post qualified experience)
   2. Experience of clinical work with women affected by domestic abuse
   3. Experience of working with women from black and other minority ethnic communities
   4. Experience of conducting initial assessments with vulnerable clients
   5. Experience of providing clinical supervision, preferably including group supervision in a voluntary sector environment
   6. Substantial experience of supervising and co-ordinating counsellors or volunteers
   7. Experience of maintaining financial systems and controls in a similar project
   8. Experience of fundraising for a small charity or the ability to develop this area of work
   9. Experience in setting up and developing projects, including winding them down
3. **Knowledge**
   1. Awareness of domestic abuse issues including its effects on women and children
   2. Knowledge of the range of statutory and voluntary agencies and services which women experiencing domestic abuse may come into contact with
   3. Understanding of the issues of confidentiality and record-keeping and the ability to put this into practice
   4. Understanding and awareness of anti-discriminatory issues and practice
   5. Knowledge of financial and legal requirements of a small charity
   6. Knowledge and understanding of the needs of counsellors and supervisors and all clinical issues surrounding the service
4. **Skills**
   1. Excellent organizational skills, including setting SMART goals for all staff members
   2. Excellent ability to teach and facilitate learning for all
   3. Excellent managerial and leadership skills – in keeping with the ethos of Woman’s Trust ie inclusive and facilitative
   4. Good communication skills – in person , on the telephone, in writing and in meetings
   5. Good interpersonal and team working skills
   6. Ability to contribute to fundraising bids
   7. Ability to propose, initiate and develop new ideas
   8. Ability to work under pressure and also to be aware of own needs and take responsibility for self-care
   9. Ability to critically evaluate own work
   10. Ability to work on own initiative – set and meet targets and deadlines and organise own time
   11. Ability to manage own admin and maintain Woman’s Trust’s systems, including ability to use Microsoft Office programmes
   12. Ability to attend evening meetings when necessary
5. **Attitudes**
   1. A commitment to working within Woman’s Trust’s ethos, including working within a humanistic framework
   2. A commitment to anti-discriminatory practice and a willingness to implement Woman’s Trust’s Equal Opportunities policy at all levels
   3. A sensitivity to the circumstances and needs of clients and the commitment to working to empower women who have experienced domestic abuse
   4. Commitment to promote a safeguarding for young people and vulnerable adults. To be responsible in ensuring that the work follows all our safeguarding policies and procedures.

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| Date: | | **\_\_\_\_\_\_\_\_\_\_\_\_\_** | Position applied for: | | | | | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | | | | |
|  | | | | | | | | | | | | | | | | |
| Ethnicity | | | |  |  | Age | | | | | | | | | | | |
|  | Asian | | |  |  |  | 18 – 25 | | | | |  | | | 46 – 55 | | |
|  | Asian British | | |  |  |  | 26 – 35 | | | | |  | | | 56 – 65 | | |
|  | Asian Indian | | |  |  |  | 36 – 45 | | | | |  | | | 65+ | | |
|  | Asian Pakistani | | |  |  | Gender | | | | | | | | | | | |
|  | Asian Bangladeshi | | |  |  |  | Female | | | | | | | | | | |
| Any other Asian Background (please specify) | | | |  |  | Gender Reassignment (please specify) | | | | | | | | | | | |
|  | | | |  |  |  | | | | | | | | | | | |
|  | Black | | |  |  |  | Rather not say | | | | | | | | | | |
|  | Black British | | |  |  | Sexual Orientation | | | | | | | | | | | |
|  | Black African | | |  |  |  | Bisexual | | | | | | | | | | |
|  | Black Caribbean | | |  |  |  | Heterosexual | | | | | | | | | | |
| Any other Black Background (please specify) | | | |  |  |  | Lesbian/Gay woman | | | | | | | | | | |
|  | | | |  |  |  | Other | | | | | | | | | | |
|  | Chinese | | |  |  |  | Rather not say | | | | | | | | | | |
| South East Asian (please specify) | | | |  |  | Religion or non-religious beliefs | | | | | | | | | | | |
|  | | | |  |  |  | Atheism | | | |  | | Islam | | | | |
|  | Irish Traveller | | |  |  |  | Agnosticism | | | |  | | Jainism | | | | |
|  | Romany Gipsy | | |  |  |  | Buddhism | | | |  | | Judaism | | | | |
| Any other Traveller/Gipsy Background: | | | |  |  |  | Christianity | | | |  | | Sikhism | | | | |
|  | | | |  |  |  | Hinduism | | | |  | | No religion or Belief | | | | |
|  | Mixed White and Black Caribbean | | |  |  |  | Humanism | | | |  | | Rather not say | | | | |
|  | Mixed White and Black African | | |  |  | Any other Religion/Belief (please specify) | | | | | | | | | | | |
|  | Mixed White and Asian | | |  |  |  | | | | | | | | | | | |
| Any other Mixed Background (please specify) | | | |  |  | Do you consider yourself to have a disability? | | | | | | | | | | | |
|  | | | |  |  |  | Yes | |  | No | | | |  | | Rather not say | |
|  | White British | | |  |  | If yes do you have a : | | | | | | | | | | | |
|  | White Irish | | |  |  |  | Physical Impairment | | | | | | | | | | |
| Any other White Background (please specify) | | | |  |  |  | Sensory Impairment | | | | | | | | | | |
|  | | | |  |  |  | Learning Disability | | | | | | | | | | |
|  | Rather not say | | |  |  |  | Mental Health Condition (long term) | | | | | | | | | | |
|  |  | | |  |  |  | Other Health Condition (long term) | | | | | | | | | | |

***Equal Opportunities Monitoring Form***



**General Information**

**Woman’s Trust is a woman only, woman-led charity based in Westminster providing free person-centred counselling and support services to women in London who have or are experiencing domestic abuse.**

**Counselling Service**

Provision of up to 18 one-to-one counselling sessions with a professional counsellor. The service is open to all women who are, or have been affected by domestic abuse, targeting in particular, those women who are unable to fund this support themselves. Woman’s Trust can advise and refer women who do not fall into this category to other services. Counselling sessions offer a time to explore feelings and talk through difficulties in a safe, confidential and non-judgemental environment.

**Support Groups**

Support groups run on a weekly basis, specifically for women who have an experience of domestic abuse. These groups give the opportunity to share experiences, talk about feelings and create support networks in a friendly and confidential environment. Groups have no more than 8 women run in blocks of 8 on a weekly basis.

**Psychoeducational Development Workshops**

Psychoeducational development workshops provide women with information and experience about different topics. They are one day or half -day events. Each covers different topics which women have told us they would like to lean about. Workshops provide an opportunity to learn in depth about a subject that may help women with the difficulties they face. A maximum of 20 women attend a workshop.

**How to contact us**

Women who want to access the support and counselling service can phone us direct for an appointment. We will accept a referral from someone else on a woman’s behalf as long as she has given her consent and knows that the contact is being made.

## Contact details

There are no drop-in facilities at our office – ***always phone first for an appointment.***  The office is usually staffed from 9.30am to 5.00 pm Mon-Fri. We are a small organisation and are not always able to answer the phone, all messages are returned as promptly as possible.

## Woman’s Trust’s ethos and approach

The provision of client-led person-centred services is central to the ethos of WT. Women who use our services have a central role in deciding and approving developments and changes. WT uses a number of consultation methods both with women who currently use our services and those who are past users including exit questionnaires, self-esteem questionnaires, feed-back from groups and counselling sessions. Women are asked to comment on any changes and developments in our services. This information is discussed within the staff team and at Management Committee meetings so that future developments can be influenced.

Staff use a consultative approach with women on all aspects of Woman’s Trust work and services are only developed or changed in conjunction with the women who use them. Being able and committed to delivering services in this way is essential for staff and volunteers working at WT.

This method of working ensures that services are appropriate to the real needs of women affected by domestic abuse.

Many women affected by domestic abuse tell us that they experience high levels of self-blame for the violence or abuse, lack of self-esteem and confidence. By providing a person-centred response WT is able to support women to explore their experiences in a positive way and to build on their existing skills and achievements.

Women affected by domestic abuse do not always get a positive response from individuals and/or agencies they approach for help. Women are often met with disbelief and made to feel that it is somehow their fault. One of the most common myths about domestic abuse is that the woman ‘must have done something to deserve or cause it’. Working in a consultative and person-centred way helps to ensure these negative messages are not reinforced.

**Woman’s Trust, PO Box 70420, London NW1 7QL**

**Tel: 0207 034 0303/0304 – Fax: 0207 034 0305**

**Email admin@womanstrust.org.uk**

**Website:** [**www.womanstrust.org.uk**](http://www.womanstrust.org.uk)

## WT Logo Strapline Small forms or emails

**Equal Opportunities Policy**

**Signed off by Board: 14th March 2018**

**Scheduled review date: December 2019**

**Principle:** Woman’s Trust is actively committed to oppose all forms of discrimination on the grounds outlined in this policy. Woman’s Trust is committed to its Equal Opportunities Policy being realised in practice and will continue to amend and update when and where it is necessary and appropriate to do so.

**Purpose:** Woman’s Trust aims to be an equal opportunity employer and to provide an environment free from harassment and inequality. Woman’s Trust values diversity and believes in providing an environment which promotes fairness, dignity and respect for everybody within all day-to-day dealings. To ensure accountability at all levels and to enable all potential users are able to access services.

**Applies to:** Staff, trustees, volunteers and clients.

**Policy:**

Woman’s Trust (WT) is committed to a policy of equal opportunities in employment whereby individuals are selected, trained, promoted and treated on the basis of their relevant merits, skills and competency. Woman’s Trust values diversity and believes in providing an environment which promotes fairness, dignity and respect for everybody.

The objective of this policy is that no person should suffer or experience less favorable treatment, discrimination or lack of opportunities on the grounds of gender, race, colour, nationality, ethnic origin, religious or philosophical beliefs, health status, HIV status, age, marital status, parental status, sexual orientation, political beliefs or trade union membership, class, responsibility for dependents, physical attributes, ex-offender status as defined by the Rehabilitation of Offenders Act 1974, lack of formal qualifications where such qualifications are not formally required, or any other grounds which cannot be shown to be justifiable within the context of this policy.

This policy will influence and affect every aspect of activities carried out at WT.

In the provision of services and the employment of staff, Woman’s Trust is committed to promoting equal opportunities for everyone. Throughout its activities, WT will treat all people equally whether they are:

* Seeking or using our services.
* Applying for a job or already employed by us.
* Trainee workers and students on work experience or placements.
* Volunteer workers.

**Equal Opportunities and Discrimination (Equality Act 2010)**

The Equality Act came into force in October 2010 and replaces all previous equality legislation in England, Scotland and Wales – namely the Race Relations Act 1976, the Disability Discrimination Act 1995, the Sex Discrimination Act, the Equal Pay Act, the Employment Equality (Age) Regulations 2006, The Civil Partnership Act 2004, the Employment Equality Regulations 2003 (religions and belief and sexual orientation).

**The Equality Act 2010** protected characteristics are:

Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race , religion or belief sex and sexual orientation.

In valuing diversity Woman’s Trust is committed to go beyond the legal minimum regarding equality.

The **Equality Act 2010** harmonises and strengthens and replaces most previous equality legislation. The following legislation is still relevant:

* The Human Rights Act 1998.
* The Work and Families Act 2006.
* Employment Equal Treatment Framework Directive 2000 (as amended).

**Procedures**

The CEO has overall responsibility for the formulation, implementation and monitoring of the policy which is approved and supported by the Management Committee.

In order to implement this policy we shall:

* Communicate the policy to employees, job applicants, volunteers and relevant others.
* Incorporate specific and appropriate duties in respect of implementing the equal opportunities policy into job descriptions and work objectives of all staff.
* Ensure that those who are involved in assessing candidates for recruitment or promotion will be trained in nondiscriminatory selection techniques.
* Incorporate equal opportunity notices into general communications practices.
* Ensure that adequate resources are made available to fulfill the objectives of the policy.

**Conduct and general standards of behaviour**

All staff and volunteers are expected to conduct themselves in a professional and considerate manner at all times. WT will not tolerate behaviour such as:

* making threats
* physical violence
* shouting
* swearing at others
* persistent rudeness
* isolating, ignoring or refusing to work with certain people
* telling offensive jokes or name calling
* displaying offensive material such as pornography or sexist / racist cartoons, or the distribution of such material via email / text message or any other format.
* any other forms of harassment or victimisation.

The items on the above list of unacceptable behaviours are considered to be disciplinary offences within Woman’s Trust and can lead to disciplinary action being taken. WT does, however, encourage staff to resolve misunderstandings and problems informally wherever possible, depending on the circumstances. However, whether dealt with informally or formally, it is important for staff who may have caused offence to understand that it is no defence to say that they did not intend to do so, or to blame individuals for being over sensitive. It is the impact of the behaviour, rather than the intent, that counts, and that should shape the solution found both to the immediate problem and to preventing further similar problems in the future.

**Complaints of discrimination**

WT will treat seriously all complaints of unlawful discrimination on any forbidden grounds made by employees, trustees, clients or other third parties and will take action where appropriate.

All complaints will be investigated in accordance with the organisation’s grievance, complaints or disciplinary procedure, as appropriate and the complainant will be informed of the outcome in line with these procedures.

We will also monitor the number and outcomes of complaints of discrimination made by staff, volunteers, clients and other third parties.

**RECRUITMENT AND SELECTION**

1. The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavor through appropriate training to ensure that employees, making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.
2. 2. Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.
3. We will ensure that Job descriptions are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.
4. We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.
5. All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do their job.
6. Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.
7. Selection decisions will not be influenced by any perceived prejudices of other staff.

**MONITORING**

1. We will maintain and review the employment records of all employees in order to monitor the progress of this policy.

Monitoring may involve:-

* The collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applications and current employees;
* The examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and
* Recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.

1. The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

**WT will revise and review this policy regularly.**

**Associated Procedures**

Induction procedure

Recruitment of staff procedure

**Related Policies**

Induction Policy

Recruitment of staff policy

Staff Development Policy

User-involvement Policy

Diversity Policy