



Job Profile

Post:	Therapeutic Manager – Family Support
Responsible for:	Managing Family Support Service and Pathway Administrators; Working as part of the Management Team for the organisation.
Contracted Hours:	30 hours per week (0.8 FTE) Typical working hours are agreed on appointment in accordance with the needs of the charity. Working hours, days of the week and the allocation of duties may vary from time to time in line with service requirements. Employees will be expected to work flexibly to meet the needs of the charity. Reasonable notice will be provided where changes are required. Allocation of duties and time spent on core and other activities are agreed and regularly reviewed with the line manager.
Location:	St Agnes Lodge, St Pauls Bristol
Contract:	Fixed Term (12 months Maternity cover)

Why The Green House?

The Green House is the only service providing creative therapies across BNSSG and BANES supporting children, young people, and families who have experienced sexual abuse. Our distinct approach is:

1. Evidence-based, guided by research and best practices.
2. Led by the voices of young people and their families.
3. Centred on, choice and connection.
4. Focused on the transformational power of the creative arts.

You will be joining an ambitious team who work tirelessly to improve the lives of children, young people and families who have experienced sexual abuse.

Purpose of the role

The Family Support Manager sits within the Therapeutic Services Division at The Green House. The role is responsible for managing the Family Support Team who offer Initial Meetings to young people/families/professionals, one-to-one Family Support sessions, multi-agency casework, psychoeducational parent groups and, as well as the Pathway Administrators of the therapeutic services. The post holder will work as part of the Management Team, contributing to service development across the organisation in line with The Green House's strategy. The Family Support Manager will hold Safeguarding Advisor responsibilities within the organisation. The normal place of work is The Green House, Bristol however it may be necessary from time to time to attend meetings and events elsewhere.

Duties and responsibilities

Service Management

1. Recruit, support and line manage the Family Support Practitioners and Pathway Administrators.
2. Act as a Safeguarding Advisor. As the Safeguarding Advisor, you will attend appropriate Safeguarding training relevant to the level of work and role and ensure that you attend annual refresher training.
3. To act as a member of the Management Team for the organisation to ensure that services are offered at a consistently high standard and the team is effectively managed.
4. Develop and maintain successful professional partnerships with stakeholders including families, referrers, partners and statutory, private and other voluntary agencies to raise awareness of The Green House and our services.
5. Develop and maintain local relationships to support fundraising activity for The Green House's service delivery.
6. To manage the relationships in place between The Green House and the External Clinical Supervisors supporting the Family Support Team and Pathway Administrators. Arrange annual meetings with supervisors and manage the annual report process.
7. To continually review and monitor access to our service provision, identifying ways where this can be developed and innovated whilst keeping true to the fundamental principles, values and mission of the service.
8. To contribute to all additional pieces of work as outlined by the CEO of the organisation.
9. Demonstrate The Green House's values and model leadership qualities.
10. Ensure whole team participation to collect and monitor data in support of service delivery and outcomes evaluation activities for the Family Support Team.
11. Work alongside the Research Manager to produce quarterly and annual reporting on the frontline services.

12. Ensure compliance with GDPR/Data Protection guidelines and The Green House policies relating to data protection, data security and record keeping.
13. To work alongside the Senior Information Risk Owner (SIRO) and Data Protection Officer (DPO) acting as the Caldicott Guardian.
14. Work with the CEO, Research Manager and Children and Young People (CYP) Therapeutic Manager to develop new funding bids relating to evidence-based interventions and service innovation.

Therapeutic services responsibilities

1. To lead weekly Family Support and Pathway Admin team meetings. Facilitate team discussions around aspects of the Family Support casework with children, young people, families, and other agencies, safeguarding and risk management, reflective practice and provide peer support opportunities.
2. To qualify Requests for Support (referrals) with the CYP Therapeutic Manager.
3. Participate in weekly triage meetings in partnership with the CYP Therapeutic Manager.
4. To manage the day-to-day practice of the Family Support Service, within this sits management and oversight of the Parent Group, one-to-one work and Initial Meetings.
5. To ensure that data, monitoring, outcomes and evaluation gathered as part of the Family Support service are input appropriately into the organisation's case management system to assist with annual monitoring and reporting processes. To review these processes in partnership with the Research Manager.
6. To lead on development and review of services, processes and documentation associated with the Family Support service.
7. To monitor and manage the Therapeutic Services waiting lists, service delivery and KPIs in partnership with the Management team on a monthly basis.
8. Management of Pre-Trial notes requests, in relation to statutory investigations and our pre-trial work prior to court proceedings.
9. To attend all relevant external meetings with other agencies and professionals as required.
10. To respond appropriately and in a timely manner to external queries regarding the Family Support service, providing relevant information where required. To develop new relationships and partnerships with appropriate agencies and professionals to assist with the growth and reputation of the service.
11. Manage Subject Access Requests made by children, young people and families in partnership with the Data Protection Officer.

General Responsibilities

- Always adhere to all Charity policies and procedures.

- Ensure that all work is carried out in accordance with Health and Safety, Data Protection, Safeguarding and other relevant legislation. To contribute to the ongoing development of the organisation by actively participating in consultation and other initiatives as required.
- To work autonomously and manage own workload effectively, to ensure targets are met. To assist with basic house-keeping requirements as required.
- To work within the values of The Green House.
- Participate in all required meetings to support the Charity to achieve its aims and objectives.

This job description is intended to provide an outline of the key responsibilities and duties of the role. It is not an exhaustive list and the postholder may be required by the Charity to undertake other duties that are commensurate with the level of the role. This job description may be reviewed and updated periodically, in consultation with the postholder, to reflect the evolving requirements of the role and Charity.

PERSON SPECIFICATION

Therapeutic Manager – Family Support

Criteria	E=Essential	D = Desirable	E/D
Knowledge and understanding			
A professional qualification in a relevant field (e.g. psychotherapy, counselling, social work, systemic family practice), educated at postgraduate level and registration with a relevant professional body (UKCP / HCPC / BACP / ACP).			D
Knowledge and understanding of systemic practice and whole-family work			E
Knowledge and understanding of contextual and safeguarding risks for children and adults.			E
Knowledge of complex trauma symptoms and presentations in children, young people, and adults.			E
Understanding of anti-discriminatory practice and working in ways that are inclusive of all cultures and identities.			E



Knowledge of the Data Protection Act and UK GDPR.	E
Skills and abilities	
Ability to think systemically regarding complex family and professional dynamics.	E
Ability to have a calm, thoughtful and reflective approach to issues of risk and work within local and national Safeguarding Policies and Procedures.	E
Ability to be self-governing as well as work collaboratively and respectfully within a multi-disciplinary team.	E
An aptitude for self-awareness and self-regulation particularly around distressing traumatic content of children, young people and their families.	E
Commitment to improving access to TGH for all child and families in order to promote equality, diversity, social justice and change and be able to engage in self-reflection and continuous learning to support this.	E
Ability to write clear and accurate notes using IT packages and case management systems.	E
The ability to reflect on team dynamics, therapeutic practice and give and receive constructive feedback in a professional manner.	E
Excellent organisational and planning skills and an ability to manage own workload.	E
Experience	
Minimum of 2 years' recent experience in a similar role.	E
Experience of line managing and effectively supporting staff.	E
Experience of multi-disciplinary working and building positive working relationships with multi-agency professionals and external agencies, in particular the police and social services.	E
Experience of conducting comprehensive assessments including risk assessments and safety planning in an accessible way with children, young people, their families and other professionals in the network, in person, online or by telephone.	E
Experience of managing waiting lists and service delivery.	E
Experience of working with families and young people who have experienced sexual abuse and/or complex trauma with a range of complex needs.	E
Experience of responding to disclosures of sexual abuse as well as other risk factors.	E
Experience of working in culturally diverse communities.	E
Experience of working in a trauma-informed manner with clients.	E



Working within an organisation that deals with sensitive and confidential information.	E
Experience of using case management systems for recording information.	E
Other requirements	
Access to own car or transport with business cover insurance	E
Must be able to work across different sites and locations, including home working if required.	E

Benefits

- Annual Leave

25 days holiday (pro rata if part time) plus bank holidays including whole service Christmas closure which is not deducted from allowance (at the discretion of the Board).

- Other Leave Allowances

Sickness, maternity, and partner (paternity) leave allowances have been implemented to support our staff to live a happy work-life balance. Wellbeing Plans are also available to support staff with physical and mental health needs.

- Flexible Employer

Staff can request flexible working arrangements to accommodate changing circumstances. All flexible working requests are carefully considered and assessed alongside the needs of the charity.

- Whole organisation Professional Development Fund and Policy

Every financial year, a Continuous Professional Development budget is agreed on which is available at request to support continued professional development. TGH also offers some paid study leave for this.



How to Apply

Please submit your CV and supporting documents to recruitment@the-green-house.org.uk. The closing date for applications is **Wednesday 30th September (23:59)**. Interviews are expected to take place on **Tuesday 6th October**.

We understand that candidates may value different formats to communicate their skills and experience, therefore we accept the following formats:

- 2 page cover letter
- 5 minute long video (either sent as a mp4 attachment alongside your CV or a link to an unlisted YouTube video).

Within your cover letter or video, please answer the following question.

1. Managing a frontline team supporting families affected by sexual abuse can be complex and emotionally demanding. As Therapeutic Manager – Family Support how would you lead, support and empower your team to navigate these challenges, while ensuring high-quality, trauma-informed support for families? In your response, please consider how you would embed our values of Hope, Connection, Creativity, Genuine and Action into your leadership approach, particularly during challenging or uncertain times.

There is an optional Equal Opportunities Form included for our internal diversity in recruitment monitoring, which can be sent to us at the same address alongside your application. The form will not be seen by those involved in the recruitment process. Although not mandatory, this monitoring allows us to align recruitment with our overall HR Strategy, and continuously improve on how we attract, recruit, and retain a diverse range of candidates.



We pride ourselves on being a relational organisation. If you would like to speak to someone from The Green House at any point during your application, then please email recruitment@the-green-house.org.uk to arrange a phone call with a member of our team.

