

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>JOB DESCRIPTION</b>	
<b>Job title</b>	<b>Practice Manager</b>
Reports to	Service Director
Hours	Full-time 35 hours per week, worked flexibly in conjunction with the organisation's needs. Although some flexibility is required to meet the demands of the post, it is expected that all staff will take a responsible approach to their own health, safety and wellbeing.
Pay	£32,000 - £35,000 (dependent on experience)
Purpose	The aim of this post is to oversee the day-to-day running of our client services: Counselling, Family Mediation, Child Contact and other related forms of Family Support, including Play Therapy.
Expectations of all staff	<ul style="list-style-type: none"> <li>• To act at all times within the Policies and Procedures laid down in the organisation's Policy Handbooks.</li> <li>• To strictly adhere to the Confidentiality Policy, bearing in mind that any breach of the policy will be a breach of contract and is likely to constitute gross misconduct.</li> <li>• To maintain and adhere to General Data Protection Regulation (GDPR) policies and procedures at all times.</li> <li>• To be aware of, and act responsibly in relation to, Health &amp; Safety matters in order to protect and promote the health and safety of clients, staff and other stakeholders.</li> <li>• To act within the best interests of the organisation in all contact with clients, staff and other stakeholders and to behave in a manner which reflects the trust placed in you as a staff member of the organisation.</li> </ul>
Main responsibilities	<p>Support the Service Director to ensure the efficient and effective running of all client services, including reporting to/attending Board meetings, as required.</p> <p><b>Manage the Client Services delivery team</b></p> <ul style="list-style-type: none"> <li>• Line manage employed staff: Support Team Lead, 2 Counsellors, Client Liaison Worker, 2 Child Contact Centre Coordinators, including regular 1:1s, supervision and annual reviews; and promptly addressing any performance management issues</li> <li>• Line manage our team of self-employed Practitioners: Counsellors (6), Family Mediators (3), Play Therapists (3)</li> </ul>

	<p>including supporting those in training, offering regular 1:1s and annual reviews, arranging peer supervision</p> <ul style="list-style-type: none"> <li>• Liaise with our 10 External Counselling/Mediation Supervisors, as required to support our Practitioners and ensure the quality of services and welfare of practitioners and clients</li> <li>• Recruit staff and practitioners, including trainees, in line with our Strategy, including preparing all relevant paperwork</li> <li>• Support trainees on placement, including preparing all relevant agreements and reports to the training provider</li> <li>• Ensure Relationships Scotland Annual Registration of Practitioners and Annual Statistical Reporting is completed in a timely manner, and that all practitioners maintain their professional body membership</li> <li>• Ensure appropriate Disclosure checks are conducted for all staff (including volunteers) undertaking regulated work</li> <li>• Ensure staff development and learning is supported and an organisational Training Plan maintained, detailing training undertaken/planned</li> <li>• Ensure comprehensive induction training is undertaken by all new staff and volunteers; and that regular training is provided for staff in relation to: Safeguarding, Child/Adult Protection, Data Protection</li> <li>• Ensure effective and timely internal communications with staff and practitioners</li> <li>• Convene weekly meetings of office-based staff and regular meetings of all staff and practitioners</li> <li>• Responsible for any staff disciplinary actions, with support from the Service Director</li> <li>• Offer team building, nurturing and pastoral support to staff; ensure support and supervision is in place for all staff</li> </ul> <p><b>Efficient operation of client services</b></p> <ul style="list-style-type: none"> <li>• Ensure that all clients are treated with dignity and respect, and that all client information is handled sensitively and confidentially</li> <li>• Carry out client intake meetings, including risk assessments and recommending onward referrals, DAST/FAST screening, deliver Alcohol Brief Interventions</li> <li>• Work closely with the Client Liaison Worker to: <ul style="list-style-type: none"> <li>○ ensure enquiries are handled promptly and efficiently, including setting up new cases and client records and covering for the Client Liaison Worker during absences</li> <li>○ manage the client database and ensure all confidential electronic and paper records are held securely, kept up-to-date and archived in a timely manner</li> <li>○ review cases waiting for intake/waiting to be allocated and agree on prioritization where appropriate</li> </ul> </li> </ul>
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- review and, where necessary, update client paperwork
- Ensure all client-facing staff and practitioners maintain appropriate caseloads, including reviewing quarterly Practitioner statistics and case complexity at 1:1 meetings to ensure staff are working safely, are adequately supported in their client work and have access to appropriate clinical supervision
- Ensure all Child Contact Centre paperwork (including client contracts, Risk Assessments and Risk Management Plans; monthly schedules and rotas; day sheets, supervised contact notes, staff timesheets) is prepared in a timely way and kept up-to-date; create or review and approve all client contracts, Risk Assessments/Management Plans and Court Reports

**‘Registered Manager’ functions\***

- Health & Safety of client services, including premises (conducting/reviewing/implementing Risk Assessments and Risk Management Plans; staff training)
- Ensure all risks for clients and staff are appropriately assessed and managed
- Ensure the safety and protection of all clients, children/young people who have contact with the Service; report all safeguarding issues to the Service Director/appropriate authorities and update the Safeguarding Log as required
- First line handling of client complaints
- Ensuring all services are delivered in line with relevant Policies, Procedures and Guidelines; ensure Policy Handbooks are kept up-to-date and that staff and practitioners are advised of any changes in a timely manner
- Close collaboration with the Client Liaison Worker to ensure timely collation and reporting of service statistics; gathering qualitative and quantitative performance data including case studies
- Preparing reports to the Care Inspectorate, and supporting inspections\*

(\*It is anticipated that our Child Contact Centre services will be regulated by the Care Inspectorate from some time in 2025-26 onwards. The Practice Manager will be responsible for preparing the Contact Centre for regulation, arranging any additional staff training required, completing any ‘registered service’ assessment and reporting once Regulation is in place).

**Finance**

- Assist the Service Director with the preparation of the Annual Budget, and with quarterly financial reporting

	<ul style="list-style-type: none"> <li>• Day-to-day management of budgets, in particular authorisation of staff training and other staff-related expenditure</li> <li>• Assist the Service Director with the preparation of reports to funders</li> </ul> <p><b>Partnership working in relation to client services</b></p> <ul style="list-style-type: none"> <li>• Ensure good relationships are established and developed with referrers and potential referrers; and liaise with these organisations to ensure a holistic approach to meeting individual client needs e.g. NHS Community Mental Health, NHS Child and Adolescent Mental Health, NHS Drug &amp; Alcohol Team, Adult/Children &amp; Families/Criminal Justice Social Work, Orkney Blide Trust, Women’s Aid Orkney etc</li> <li>• Agree referral pathways with NHS and OIC services</li> <li>• Represent the Service at Relationships Scotland Practice Committees for Counselling, Family Mediation, Child Contact; deputise for the Service Director when required at the RS Network Services Committee</li> <li>• Deputise for the Service Director when required at local events and partnerships in Orkney e.g. MARAC, Orkney Partnership against Gender-Based Violence and Abuse, Orkney Community Justice Partnership, Court User Group. Third Sector Forum/Working Group, Alcohol &amp; Drugs Partnership etc</li> </ul>
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<b>PERSON SPECIFICATION</b>	
Qualifications	<ul style="list-style-type: none"> <li>• Qualified Counsellor, Therapist, Mental Health Practitioner, Mediator, Social Worker or other relevant practitioner background</li> <li>• Qualified to undergraduate degree level (SCQF level 9) or above</li> <li>• Trained in: <ul style="list-style-type: none"> <li>○ Trauma-Informed Practice</li> <li>○ Safeguarding, Adult Support &amp; Protection, Child Protection</li> </ul> </li> </ul>
Experience & knowledge	<p><i>Essential</i></p> <ul style="list-style-type: none"> <li>• A proven track record in service delivery, preferably in the third sector or in a related field e.g. health, mental health, social care</li> <li>• Direct experience of managing people, team-building and promoting a positive and supportive organisational culture</li> <li>• Working with vulnerable people and those struggling with relationship breakdown, mental health and/or associated difficulties</li> <li>• Strong inter-personal, relationship building and communications skills</li> <li>• Excellent written, verbal and presentation skills</li> </ul>

	<ul style="list-style-type: none"> <li>• IT skills – knowledge of Microsoft 365 applications, ideally also of Access</li> <li>• Fostering equality, diversity and inclusion</li> </ul> <p><i>Desirable</i></p> <ul style="list-style-type: none"> <li>• Work with families affected by conflict, and knowledge of how parental separation affects children</li> <li>• Knowledge of the law relating to family separation, the Scottish Family Courts, the wider Justice system</li> <li>• Understanding of child development</li> <li>• Providing support for parents/carers</li> <li>• Providing support for those affected by trauma, domestic abuse, drugs/alcohol and/or their loved ones</li> <li>• Providing clinical supervision for Counsellors/Therapists/Other Mental Health Practitioners/Mediators</li> </ul>
Personal qualities and abilities	<ul style="list-style-type: none"> <li>• Enthusiastic and committed to achieving high standards</li> <li>• Non-judgmental, thoughtful, empathetic, inclusive</li> <li>• Respectful of diversity and confidentiality</li> <li>• Highly organised</li> <li>• Ability to travel within and outside Orkney e.g. to attend meetings in Edinburgh</li> </ul>
Special features	<p>This post:</p> <ul style="list-style-type: none"> <li>• will require travel outwith Orkney</li> <li>• may require evening or weekend work</li> <li>• is subject to membership of the Disclosure Scotland PVG scheme</li> <li>• may require the postholder to undertake additional training, which will be provided by the organisation or an external training provider, as appropriate and funded by RS Orkney.</li> </ul>



Scottish Charity No. SCO23164 Company No.380628  
 Members of COSCA, Professional body for counselling and psychotherapy in Scotland

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