

## **Practice Manager**

Full time: 35 hrs p.w.

Pay: £32,000 - £35,000

Location: Kirkwall, Orkney

We are looking for an enthusiastic, non-judgmental and empathetic person to join our team, with responsibility for overseeing the day-to-day running of our client services. These comprise: Counselling, Family Mediation, Child Contact and other related forms of Family Support, including Play Therapy.

We are ideally looking for someone with a background in one of these practice areas, or in Mental Health, Social Work or a related profession, including experience of managing a Registered Service. They will be experienced in trauma-informed practice, safeguarding and managing people.

This is a new role, based at the Counselling Centre in Kirkwall, which will support our Service Director to ensure the efficient and effective running of all client services, including responsibility for the following areas:

- *Delivery Team*: Manage and support the client services delivery team, including line management of 6 employed staff and 12 self-employed practitioners; liaise with 9 external clinical supervisors
- *Policy and procedure*: Ensure client services operate in line with Policies and Practice Procedures, including in relation to each of the practice areas (Counselling, Mediation, Child Contact), Safeguarding, Health and Safety, Risk Assessment and Management
- *Client liaison and data handling*: Responsible for secure handling of all client data and oversight of Client Liaison, including referral pathways and managing workflow
- *Finance*: day-to-day management of staff-related expenditure and supporting the Service Director with preparation of budgets and reports
- *Partnerships*: work with key local partners including NHS Community Mental Health, Orkney Islands Council Social Work, NHS Drug & Alcohol Team, and other third sector services to ensure a holistic approach to meeting individual client needs ; represent the organisation at the Relationships Scotland Practice Committees for Counselling, Family Mediation and Child Contact
- Close working with and deputising for the Service Director

## **About Relationships Scotland Orkney**

We are an independent charity and member of the Relationships Scotland national network of 21 Member Services meeting the needs of clients across the country. We exist to relieve the needs and promote the welfare of individuals, families and children affected by relationship difficulties by providing support services, principally family mediation, child contact and confidential counselling services, and to develop other appropriate services to meet the changing needs of those disadvantaged by such difficulties.

## Our values

- We are committed to working to the highest possible standards in accordance with the requirements of professional bodies.
- We respect and value diversity in our clients, practitioners, staff members and volunteers.
- We work in partnership with other organisations and individuals who share our aspirations for the people of Orkney.
- We are transparent and accountable, acting with openness and integrity at all times.

You can see our latest Annual Report <https://rsorkney.org.uk/2024/07/annual-report-2023-24/>

We currently have a staff team comprising: 10 employed staff, 8 sessional Child Contact Workers, 12 self-employed practitioners (Counsellors/Mediators/Play Therapists), 10 external clinical supervisors.

Find out more at <https://rsorkney.org.uk/>

## Application notes

Email [enquiries@rsorkney.org.uk](mailto:enquiries@rsorkney.org.uk) for full details and application form

Closing date: 12pm on Monday 10 February 2025

First round interviews: Wednesday 19 February 2025 (online)

Second round interviews: Friday 28 February 2025 (in person)

Third round interview: There may be a follow-up interview w/c 3 March 2025

We will cover candidate expenses for travel to Orkney to attend Second Round interviews.



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

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