



Child and Young Person's Practice Manager

Job description and person specification

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| Main purpose of job: | To lead CARA's teams of child and young person's practitioners and manage the provision of specialist sexual violence counselling for young people (13-19), play therapy for children under 12 and family support. The post holder will also provide weekly counselling and/or play therapy, holding a caseload of clients. |
| Reporting to: | CARA Manager. |
| Start date: | As soon as possible (subject to Enhanced DBS Check and satisfactory references). |
| Salary: | £32,029 - £33,799 (NJC scale 29 - 31), per annum pro-rata, pay rise expected. |
| Hours: | 28-35 hours per week (exact hours to be agreed). |
| Place of work: | To work flexibly at CARA premises across mid and north Essex, including Braintree, Chelmsford, Clacton, Colchester and Dunmow. |
| Holiday: | 25 days per year pro-rata. |

To apply: Please complete the application form, which can be downloaded from our website www.caraessex.org.uk, explaining how your skills and experience relate to the person specification.

Applications must specifically address **each essential and desirable criterion**, giving evidence from previous experience or qualifications.

Application deadline: 12pm, Wednesday 19th August

Interviews: Friday 11th September

Start date: As soon as possible, subject to receipt of satisfactory references and enhanced DBS check.

Mandatory Training Dates: To be confirmed.

This post is restricted to women applicants under the Equality Act 2010, Schedule 9, Part 1.

About CARA

CARA (Centre for Action on Rape and Abuse) works with victims and survivors of sexual violence and child sexual abuse, providing independent, specialist support and promoting and representing their rights and needs.

CARA is a registered charity working with adults of all genders, young people and children from across mid and north Essex. We have a head office in Colchester and outreach premises in Braintree, Chelmsford, Clacton-on-Sea, Great Dunmow and Harwich.

During the COVID-19 crisis, CARA has continued to provide a range of remote services. From early June, we have gradually started to offer limited face-to-face support.

About Synergy Essex

CARA is part of Synergy Essex – the Essex Rape and Sexual Abuse Partnership. We work closely with South Essex-based SERICC and Southend-on-Sea Rape Crisis (SOS Rape Crisis) to deliver the contract for the Office for the Police, Fire and Crime Commissioner for Essex for services for victims and survivors of sexual violence and child sexual abuse across Essex.

Job Description

The role of CARA's Child and Young Person's Practice Manager is to lead CARA's teams of Young Person's Practitioners and Child and Family Practitioners and manage the provision of specialist sexual violence counselling for young people, play therapy and support for parents and carers. The post holder will also provide weekly counselling and/or play therapy, holding a caseload of clients.

This is a new and exciting post, giving the post holder significant opportunity to develop CARA's Child and Young Person's Practice and lead a talented and committed team of practitioners. As well as overseeing day-to-day operations of the team, the post holder will be part of CARA's management team and will have the opportunity to play a key role in CARA's wider development, working closely with the Director and Manager. The post holder will also work closely with our sister centres, SERICC and SOS Rape Crisis to ensure the coordination of Child and Young Person's services across Essex.

Main Responsibilities

Leadership and Management

- To manage all operational aspects of CARA's Child and Young Person's Practice, including overseeing the delivery of our specialist young person's counselling service, play therapy and support for parents and carers. This may also include managing any new Child and Young Person's Practice projects that CARA develops.
- To work in accordance with CARA's policies and procedures and embed a feminist approach in CARA activities.
- To co-ordinate, review and develop effective processes within the Child and Young Person's Practice, working closely with the Manager, the Young Person's Practitioners and the Child and Family Practitioners.
- To line-manage a team of Young Person's and Child and Family Practitioners, providing day-to-day support, monitoring performance and identifying training and development needs. This will include keeping up to date notes of line management meetings and conducting and recording annual staff appraisals.
- To oversee the work of a wider team of sessional counsellors, including supporting Practitioners in line managing sessional and volunteer counsellors and identifying training needs.
- To support practitioners and sessional counsellors in maintaining up-to-date client records and ensure that gaps in data are addressed, as required.

- To work with CARA's manager to recruit and train new staff and sessional and volunteer counsellors, as required.
- To lead regular Young Person's Practice and Child and Family Practice meetings, producing notes to share with team members and with senior management.
- To help co-ordinate a monthly sessional and volunteer counsellor meeting.
- To maintain an overview of waiting lists, working closely with practitioners and with the Manager and Director to ensure that staff and resources are deployed effectively.
- To keep up to date with relevant legislation, policy and practice issues, including BACP and child safeguarding guidance and ensure the practitioners are aware of changes.
- To liaise with CARA's other teams and more widely with Synergy Essex teams, resolving problems and ensuring good communication and mutual understanding of respective roles and ways of operating.
- To liaise with external agencies, including mental health and social care, ensuring CARA is represented at meetings as required and developing effective relationships to ensure our services co-ordinate with statutory and voluntary services.
- To be part of the CARA management team and attend regular management team meetings, contributing to CARA's ongoing development.

Counselling and client support

- To oversee client work within the teams, working closely with all team members to resolve client issues and ensure high quality service provision.
- To undertake client assessments and make appropriate arrangements for support.
- To provide specialist counselling for young people and/or play therapy for children and support for their parents, holding a caseload of clients.
- To keep client records up to date.
- To work flexibly at CARA centres across mid and north Essex, providing face-to-face and remote sessions, as required.

General

- To work flexible hours, including some evening work and occasional weekends.
- To participate in CARA team meetings, supervision, training and development.
- To provide specialist advice to other workers and agencies, including participation in delivery of training sessions.
- To raise awareness of sexual violence and its impact in the community and within other agencies.
- To keep appropriate records in accordance with CARA policies and procedures.
- To adhere in full to all CARA's organisational policies and procedures, including safeguarding procedures.
- To be administratively self-servicing.
- To report to the Manager, Director and Trustees as required, including the production of regular written reports and verbal reports.
- To undertake any other related activities as required by the Manager, Director or the Chair of the Board of Trustees.

Person Specification

This describes the knowledge, skills and experience required to perform the job effectively. You will be required to address each criterion when completing the application form and will be required to produce evidence, where appropriate.

Essential

1. Diploma in Counselling, or equivalent, with a minimum of 2 years experience in a counselling role.
2. Specialist qualification in working with young people and/or children.
3. Experience of working therapeutically with young people and/or children with mental health issues and psychological problems
4. A positive, pro-active approach to work and a sense of shared responsibility for the overall running of CARA.
5. A flexible and creative approach, and the ability to solve problems effectively.
6. The ability to remain calm, focused and fair under pressure.
7. The ability to manage a very demanding and varied workload and prioritise competing demands.
8. Excellent communication skills, including the ability to communicate effectively with clients, colleagues and other professionals.
9. The ability to support and motivate a team.
10. Experience of working therapeutically with adults with mental health issues and psychological problems.
11. A demonstrable understanding of feminism and gender-based violence, and a strong commitment to CARA's ethos and mission.
12. A demonstrable understanding of safeguarding, both in relation to children and to vulnerable adults.
13. Experience of multi-agency working, and effectively resolving issues with external agencies.
14. Understanding of the importance of confidentiality and the General Data Protection Regulation 2018.
15. Excellent written skills.
16. A good working knowledge of office computer systems, including database use.
17. Willingness to work remotely from home, as a lone worker, and at different locations throughout mid and north Essex.
18. Reliability with willingness to work flexible hours, including some evenings.
19. A professional, flexible and non-judgemental approach.
20. Membership of BACP or UKCP.

Desirable

1. BACP Accreditation.
2. A qualification that would enhance this role (eg safeguarding, therapeutic, management or leadership).
3. Full, clean driving licence and access to own transport.
4. Experience of working with clients who have experienced sexual violence
5. Experience of using a client database.