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|  | **Step Forward 234 Bethnal Green RoadLondon E2 0AA**Tel. 020 7739 3082[www.step-forward.org](http://www.step-forward.org)30/08/2024 |

Dear Applicant

Thank you for your interest in applying for a position at Step Forward.

Please find enclosed your application pack for the post of **Therapeutic Service Lead** at Step Forward.

We hope that you find the information and application process straight forward. Please read through all information before completing the application form.

We aim to enhance our team by recruiting a **Therapeutic Service Lead** to help coordinate our Therapeutic service offer to local young people.

This role will suit someone who has a passion for ensuring young people have free, safe and accessible community-based services to support their mental and emotional wellbeing Alongside this to embrace, support and sustain the offer of short, medium and in some cases longer term individual and group therapeutic and wellbeing interventions.

The Therapeutic Service Lead would need to have a recognised qualification in

Counselling or Psychotherapy and have or be working towards their Professional accreditation.

You would need at least 4 years’ experience of working with young people aged 11-25, with at least 2 years of providing 1-2-1 counselling and group interventions to young people 11-25 in an organisational setting.

You would need experience in being a team leader or as part of a management team, preferably within a young people and/or a voluntary sector service.

The Therapeutic Service Lead role would liaise closely with the Chief Executive and the Operations Manager to develop the service and manage the day-to-day functions and requirements. You would need to work closely with the Senior Counsellor to help support our Honorary Counsellors and Trainees at Step Forward.

Being part of the team at Step Forward will require you to develop positive working relationships with multi-disciplinary teams in different services. This position needs to have flexibility to ensure services are offered at a time when young people can access them including daytimes, evenings, and weekends where appropriate.

The post holder would need to manage a small case load of clients, as well as provide assessments to new young people who want to access our service. Support to young people could be provided on an outreach basis in schools and youth settings and within Step Forward.

The post holder will need to embrace and uphold our organisational ethos and values to ensure we are: **Inclusive, Warm, Empowering, Inspirational and Innovative.**

Please find the following documents attached:

1. Job Description and Person Specification
2. Application Form
3. Equal Opportunities Monitoring Form
4. Rehabilitation Of Offenders Form

If you decide to apply, **please note all applicants will be shortlisted on their ability to demonstrate how their skills and experience meets the criteria of the person specification in their supporting statement.**

**The closing date for completed applications is 5pm on 1st October 2024 We aim to contact all shortlisted applicants and offer interviews within three weeks of the closing date.**

**Please note, dependant on the volume of suitable applications received we reserve the right to change the closing date of this advertisement. We advise you to submit your applications, which outline how you meet the personal specification, at your earliest opportunity.**

Please return the completed application and monitoring forms marked Private and Confidential via post to Jennifer Fear, CEO, Step Forward, 234 Bethnal Green Road, London E2 0AA Or via email to Jennifer@step-forward.org and cc our Operations Manager Lee Robinson at lee@step-forward.org

Good luck with your application.

I look forward to hearing from you soon.

Warm regards,

Jennifer

Jennifer Fear

CEO

Email: jennifer@step-forward.org

**Role Description**

**Job Title:** **Therapeutic Service Lead**

**Accountable to: CEO**

**Responsible to: Operations Manager**

**Hours: 30hrs to 37.5 hours per week (0.8FTE – Full-time)**

**Salary: £36,750 - £41,750 P.A.**

**Role Summary:**

Our Therapeutic Service Lead will play a key role, working in consultation with the CEO and Operations Manager, in the strategic direction of the therapeutic service in line with organisational priorities.

You will help ensure that we have appropriate monitoring and evaluation systems in place which can evidence the impact and outcomes of our therapeutic services for clients, stakeholders, and funders.

You will support the development and coordination of both existing and new therapeutic and counselling services for young people at Step Forward.

You will help support and sustain the offer of short, medium and longer-term individual and group therapeutic and wellbeing interventions.

You will ensure that 1-2-1 and group therapeutic services are available face to face and remotely via telephone or video where required.

You will undertake tasks to ensure the smooth running of the therapeutic service at Step Forward and help ensure that the service is professional, safe, effective and accessible to local young people.

You would be responsible for supporting and line-managing relevant members of our therapeutic team and assist with supporting our team of volunteer therapists. You will hold and manage you own caseload of clients.

You will embrace, uphold and enhance Step Forward’s values, purpose and ethos through your actions and behaviours in-house and when representing our charity.

You will take a lead in ensuring that the therapeutic services remain relevant, flexible, and responsive and meet the needs of local young people. You will work to ensure we maintain the balance of offering a high-quality community-based health model while maintaining professional standards.

**Service Coordination and Development**

1. To lead on developing and supporting the counselling and therapeutic service in consultation with the CEO and Operations Manager (SMT).
2. To ensure that the therapeutic service is professional, safe, effective and accessible to local young people.
3. To help ensure that therapeutic services are monitored and evaluated in line with organisational priorities.
4. To ensure that we can evidence the impact and outcomes of our service.
5. To ensure that a broad range short, medium, and longer-term therapeutic and wellbeing interventions are part of our offer to young people.
6. To provide leadership and model good practice for paid and honorary staff working within the therapeutic service.
7. To lead on therapeutic and counselling service team meetings.
8. To work with the Operations Manager and Senior Counsellor to develop and support honorary therapists.
9. To compile management and funders reports on a monthly, quarterly, annually or as required
10. To collate and compile data to help meet monitoring requirements.
11. To liaise with relevant statutory, voluntary partners agencies and partners.
12. To work alongside the Operations Manager to develop and implement appropriate structures, policies, procedures and materials.
13. To deputise/act as safeguarding lead where appropriate.
14. To provide support and/or line management to members of the therapeutic team.
15. To provide support to the wider team and partners where relevant.
16. To represent Step Forward at meetings and forums.

**Client Support**

1. To provide a high quality, professional therapeutic service for young people.
2. To provide 1-2-1 and/or therapeutic and wellbeing services face-to-face and remotely when required.
3. To provide individual assessment sessions and support the assessment and allocation process of referrals for therapeutic services.
4. To assess and monitor the needs of individual young people accessing therapy and support care plans and pathways.
5. Support the management of waiting lists to ensure that waiting times are managed and the appropriate services are offered.
6. To support the case management of the therapeutic team.
7. To develop and provide psychosocial or therapeutic group-work.
8. Support the process of data collection and monitoring and evaluation for the therapeutic service, including analysing and interpreting data to inform and progress service development.
9. Promote the mental health and emotional wellbeing of young people in Tower Hamlets.

**General Responsibilities**

1. To provide a calm, reassuring, and welcoming atmosphere for young people.
2. To contribute to the development of the policies and practice of the overall service area and organisation.
3. To contribute to the development of joint work with other agencies and services where appropriate and in negotiation with the senior management team.
4. To act as a resource to the staff team in the provision of therapy, mental health and wellbeing to young people and families.
5. To adhere strictly to all Step Forward policies, in particular those on confidentiality, safeguarding, and equal opportunities and diversity and to challenge negative attitudes and practice related to race, class, gender, sexual orientation, disability, religion or age.
6. To keep up to date by undertaking such further study or training as may be necessary or, which may be required by Step Forward and which contributes to the provision of an effective service.
7. To liaise with other agencies as necessary in the interests of young people and the provision of an effective service, and to develop and sustain good working relationships with those agencies.
8. To co-operate and assist with any appropriate research into, or evaluation of, the effectiveness and appropriateness of the service.
9. To prepare material for providing information to young people and/or families, for presentation to funders, for presentation to other professionals, or for general publication.
10. To ensure the provision of a professional therapeutic service that fits within Step Forward’s community-based health model of support
11. To observe all rules and regulations relating to health and safety.
12. To carry out such other duties as the CEO or Board of Trustees shall from time to time require.

**This Role Description is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with their line manager.**

**We recognise that in order to respond to the needs of our local population and national guidelines our services need to evolve. Therefore, this job description will be reviewed regularly, and any such changes will be discussed with the post holder.**

**Personal Specification**

**If you decide to apply, please note all applicants will be shortlisted on their ability to demonstrate how their skills and experience meets the criteria of the personal specification set out below within their supporting statement**.

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|  | **Essential**  | **Desirable** |
| **Qualifications/****Education/****Knowledge** | A recognised qualification in Counselling or Psychotherapy.Professional accreditation (achieved or in progress).Understanding of how mental health and emotional wellbeing impact young people aged 11-25Familiarity with various therapeutic modalities and approaches used in early intervention and short-term, medium-term, and long-term therapyAwareness of relevant national and local policy and practice relating to mental health, wellbeing and young people.  | Qualification in clinical and / or management supervision.  |
| **Experience/****Track Record** | A minimum of 5 years’ experience of working with young people 11-25.At least 3 years’ experience of providing 1-2-1 therapy and group interventions to young people 11-25. Experience of providing short term, medium term and longer-term counselling/therapy and support.Experience of managing a service and service development.Experience of developing new services for young people 11-25.Experience of managing and supporting staff and/or volunteers. Experience of dealing with complex safeguarding concerns and following safeguarding procedures. Experience of writing and/or contributing to monitoring reports, policies, procedures and service documents. Experience of designing and delivering training sessions to other professionals working with young people.Experience of developing, delivering and evaluating psychosocial and therapeutic groups for young people. Experience of triaging and assessing the needs of young people to ensure they receive the appropriate support.Experience of liaising/jointly work with other professionals to ensure the appropriate support is provided to young people.  | Experience of recruiting, co-ordinating and managing volunteers and mentoring trainees.Experience of providing management and/or clinical supervision. Experience of supporting colleagues in safeguarding matters.Experience of working within a voluntary sector organisation. Experience of providing CBT and an understanding of CBT processes and formulations. |
| **Skills** | Have a friendly, welcoming approach and an ability to provide a calm, warm and reassuring atmosphere.Excellent time management, and self-motivated, efficient and well organised ensuring you are able to prioritise and meet deadlines.Ability to interpret relevant national and local policy and guidelines and implementing them into practice.  Willingness to work in a flexible manner and undertake a variety of tasks that ensure the smooth running of the organisation.  | Ability to use another community language appropriate to Tower Hamlets.  |
| **Other** | Willingness to work regular evenings and weekend sessions as required. A commitment to own training and development. A commitment to provide therapeutic support services within a community-based health model. Completion of an Enhanced DBS disclosure including checks against barred list, which does not indicate unsuitability for the post.  |  |

#### Application Form

The information collected in this form will be used by Step Forward to carry out its organisational responsibilities and/or procedures in relation to recruitment. Step Forward abides by the Data Protection Act 2018.

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| **Confidential application form** |

**PLEASE COMPLETE IN BLACK INK**

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| Position applied for: |       |

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| Name: |       |
| Address: |       |
| Day time telephone: |       |
| Evening telephone: |       |
| Email Address: |       |

**Current or most recent employment**

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| --- | --- |
| Name: |       |
| Address: |       |
| Telephone: |       |
| Role title: |       |
| Salary: |       |
| Dates of employment: | **From**       **To**       |
| Duties & Responsibilities: |       |
| Reason for leaving: |       |
| Notice period: |       |

**Previous employment**

|  |  |
| --- | --- |
| Name: |       |
| Address: |       |
| Telephone: |       |
| Role title: |       |
| Salary: |       |
| Dates of employment | **From**       **To**       |
| Duties & Responsibilities: |       |
| Reason for leaving: |       |

**Previous employment continued**

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| Dates | Employer | Positions /Duties |
| **From**        **To**       |       |       |
| Reason for leaving: |       |

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| --- | --- | --- |
| Dates | Employer | Positions /Duties |
| **From**        **To**       |       |       |
| Reason for leaving: |       |

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| --- | --- | --- |
| Dates | Employer | Positions /Duties |
| **From**        **To**       |       |       |
| Reason for leaving: |       |

**Education, training & qualifications**

*Please use this space to* ***list any education, training or qualifications you have which are relevant to this post.*** *Please list dates, where obtained and to what level. You may type this section if you prefer.*

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**Please continue on a separate sheet if necessary.**

**Supporting statement**

*In consultation with the role specification, please give details of the skills, knowledge and experience that you can bring to this position.* ***You should address each point of the Personal Specification individually and be aware that this is the principal item upon which short listing will be based.*****Please continue on a separate sheet if necessary.**

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**Please continue on a separate sheet if necessary.**

**Declarations and Consent**

(Please tick to indicate your agreement with the following statements)

[ ] I declare that all information given above is to the best of my knowledge complete and correct and understand that if any relevant information is subsequently found to be misleading or inaccurate, this could cause sufficient grounds for withdrawing any offer made or agreements entered

[ ] I consent to the collection, processing and storage of the personal data collected in this form

**SIGNED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** *(Please include a signature if possible)*

**NAME:**

**DATE:**

NB: Candidates will be working with vulnerable young people and an enhanced police check will be carried out for the successful applicant before volunteering commences.

**Referees**

*Please give the details of* ***at least two referees*** *(who should not be related to you) who can provide us with information on your experience. These should be your present or most recent employer if previously employed and should cover your most recent three years of employment and or study.*

[ ]  I agree that reference checks can be requested from the referees given in this form, or any that I later provide to the organisation (Please tick if you agree). Reference checks can include:

* Confirmation, details and dates of employment/volunteering
* Opinion on suitability to fulfil requirements of this role
* Work performance ratings
* Details of any outstanding disciplinary, grievances or management actions against you
* Sick leave taken

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| **Referee 1** |
| Name: |       |
| Position: |       |
| Relationship to you: |       |
| Organisation Name and Address: |       |
| Telephone: |       |
| Email address: |       |

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| **Referee 2** |
| Name: |       |
| Position: |       |
| Relationship to you: |       |
| Organisation Name and Address: |       |
| Telephone: |       |
| Email address: |       |

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| **Referee 3 (If needed)**  |
| Name: |       |
| Position: |       |
| Relationship to you: |       |
| Organisation Name and Address: |       |
| Telephone: |       |
| Email address: |       |
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| **Do you object to our taking up these references prior to interview?**  |
| Referee 1: | **[ ]  Yes** **[ ]  No** | Referee 2: | **[ ]  Yes [ ]  No** |
| Referee 3:(If needed) | **[ ]  Yes [ ]  No** |  |  |

***If you require more than three referees to cover this three-year period, please use a continuation sheet.***

**Medical details**

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| Do you experience any condition, which may affect your attendance or capacity as a Therapeutic Service Lead?[ ]  **Yes [ ]  No** |
| If yes, please give details: |       |
| Please give the total number of days sickness, and the number of sickness periods, in the last year:      |
| Please specify reasons if more than 10 days:  |       |

**Declaration**

[ ]  I consent to the collection, processing and storage of the personal health data collected in this form (Please tick to indicate your consent)

**SIGNED:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** *(Please include a signature if possible)*

**NAME:**

**DATE:**

NB: Candidates will be working with vulnerable young people and an enhanced DBS police check will be carried out for the successful applicant before work commences.

**Equal Opportunities Monitoring Form**

*To assist Step Forward in monitoring the effectiveness of its Equal Opportunities Policy, you are requested to complete this form. This monitoring information will be used for statistical purposes only and will not influence the short-listing and interview process. If you do not wish to complete this form, your application will not be affected.*

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| What position are you applying for? |       |
| How did you hear about this position? |       |
| Have you ever worked for Step Forward in either a paid or voluntary capacitybefore?  | [ ]  **Yes** **[ ]  No** |
| What is your Date of Birth? |       |
| Today’s Date |       |
| How would you describe your ethnicity? |       |
| How would you describe your sexuality? |       |
| How would you describe your gender? |       |
| How would you describe you religious beliefs? |       |
| Do you consider yourself to have a disability? | [ ]  **Yes [ ]  No** |
| If yes, please specify nature of disability: |       |
| Do you require a work permit?  | [ ]  **Yes [ ]  No** |
| If yes, do you have a work permit? | [ ]  **Yes [ ]  No Expiry date:**       |
| Do you have any other paid employment or directorship apart from your current Role? | [ ]  **Yes [ ]  No** |
| If yes please specify the nature of this work: |       |

**Rehabilitation of Offenders Form**

**Step Forward (Tower Hamlets)**

**Rehabilitation of Offenders Act 1974**

Due to the nature of the work for which you are applying i.e. involving contact with young people under the age of 18 years, it is provided by the Rehabilitation of Offenders Act 1974 (exceptions order 1975 paragraph 3) that none of the provisions of section 4(2) of the 1974 Act apply in relation to the question to assess the suitability of such persons for employment.

Applicants are not therefore entitled to withhold information about convictions which for other purposes are "spent" under the provision of the Act. Failure to disclose any such conviction could result in termination of any agreement of contract and could lead to disciplinary action by the Board of Trustees, in the event of employment. Any information provided will be treated as completely confidential and will be considered only in relation to an application for the positions to which the order applies. A criminal conviction would not automatically disqualify you from involvement in Step Forward as this would be dependent upon the nature of the conviction. Step Forward will require a satisfactory DBS check before confirming your appointment.

**Have you ever been convicted of a criminal offence?**

[ ]  **Yes** [ ]  **No**

**If your answer is YES please give details.**

**Have you ever been the subject of a safeguarding enquiry?**

[ ]  **Yes** [ ]  **No**

**If your answer is YES please give details.**

**Have you been the subject of any disciplinary investigation and/or sanction by any organisation due to concerns about your behaviour which may have bearing on your suitability for this position?**

[ ]  **Yes** [ ]  **No**

**If your answer is YES please give details.**

**Declarations and Consent**

(Please tick to indicate your agreement with the following statements)

[ ]  I declare that all information given above is to the best of my knowledge complete and correct and understand that if any relevant information is subsequently found to be misleading or inaccurate, this could cause sufficient grounds for withdrawing any offer made or agreements entered into

[ ]  I consent to the collection, processing and storage of the personal data collected in this form

**SIGNED:**

**NAME:**

**DATE:**

NB: Candidates will be working with vulnerable young people and an enhanced DBS check will be carried out for the successful applicant before employment commences.

*In the event you were not offered this post, this information will be destroyed.*