

**Role:** Therapeutic Services Support Officer  
**Reports to:** Therapeutic Services Co- Ordinator  
**Hours:** 37 hours per week  
**Salary:** £26, 172 - £ £29, 871 (NJC Scale)  
**Benefits:** 22 days (plus 13 bank holidays)  
Pension auto enrolment  
7.5% Employer Contributions after 2 years continuous service

### **Job Purpose**

As Therapeutic Services Support Officer, you will ensure the delivery of exceptional operational support for our Therapeutic Services. Leading the Therapeutic Services Support Team and working collaboratively with the Clinical Coordinator and Head of Therapeutic Services you will contribute to the efficient and effective delivery of high-quality counselling and therapeutic interventions for people impacted by sexual abuse and abusive relationships.

This role requires a proactive and analytical approach, combining advanced administrative expertise with an understanding of therapeutic principles to optimise service delivery and enhance the client experience.

### **Key Responsibilities**

#### **Leadership and People Management**

- Provide day-to-day leadership, supervision, and support to the Therapeutic Service Support Team, ensuring clear objectives, accountability, and high-performance standards.
- Conduct regular one-to-one supervision, annual appraisals, and team meetings to support professional development and service alignment.
- Foster a supportive, inclusive, and collaborative team culture that prioritises wellbeing, resilience, and professional growth.
- Identify training and development needs within the team, coordinating access to appropriate learning opportunities.
- Develop and maintain clear communication channels within the team and across departments to ensure coordinated service delivery.
- Proactively address performance or conduct issues, following internal HR and safeguarding procedures with professionalism and discretion.
- Empower team members through delegation, mentorship, and constructive feedback, encouraging innovation and ownership.

- Promote continuous improvement by encouraging reflective practice, feedback collection, and participation in service development initiatives.

### **Referral and Client Pathway Management**

- Lead the development and implementation of streamlined referral processes, ensuring timely and accurate client intake.
- Act as a senior point of contact for complex client inquiries, providing expert guidance and support based on a comprehensive understanding of therapeutic interventions.
- Facilitate seamless transitions throughout the therapeutic journey, ensuring a client-centred approach.
- Manage room hire bookings, optimising resource allocation and ensuring efficient use of counselling spaces.
- Analyse referral trends and provide recommendations for service enhancement.

### **Advanced Client Administration and Case Management Oversight**

- Oversee the administration of the entire client lifecycle, from referral and assessment to discharge and archiving, ensuring adherence to organisational policies and regulatory standards.
- Develop and implement robust case management protocols, facilitating effective communication and collaboration between clinical staff and clients.
- Conduct regular audits of client files and case management practices to ensure compliance and identify areas for improvement.
- Develop and maintain a system for tracking client outcomes and service effectiveness.

### **Therapeutic Knowledge Application and Service Development**

- Apply knowledge of therapeutic interventions to inform and enhance administrative processes and service delivery models.
- Conduct research and analysis of best practices in therapeutic service delivery and make recommendations for service enhancement.
- Act as a resource for the counselling team, providing guidance and support on administrative and operational matters.

### **Comprehensive File Management, Compliance, and Audit**

- Lead the implementation of robust file management and archiving systems, ensuring compliance internal policies and processes, data protection, legal and regulatory requirements.
- Conduct regular procedural audits and compliance reviews, identifying and mitigating potential risks.
- Develop and maintain comprehensive documentation and reporting systems to support audit readiness and regulatory compliance.
- Ensure that all clinical staff have full understanding of, and adhere to, all legal and ethical requirements.

### **Performance Management, Data Analysis, and Reporting**

- Lead the development and monitoring of data to ensure service targets are achieved.
- Conduct in-depth data analysis to identify trends, patterns, and areas for improvement.
- Utilise client data to prepare comprehensive reports for the Head of Therapeutic Services and funders, providing insights into service performance and outcomes.
- Identify and implement process improvements to enhance operational efficiency and service effectiveness of Therapeutic Services.

### **Counsellor Support, Training, and Development Coordination**

- Provide advanced administrative support to Clinical staff – staff counsellors and associate counsellors, clinical placement students, ensuring they have the resources and information needed to deliver effective services.
- Coordinate and facilitate the onboarding and training of new counsellors.
- Organise and manage professional development events and training programmes for the counselling team in collaboration with the Therapeutic Services team.

### **Crisis Management and Interagency Collaboration**

- Lead the coordination of crisis management responses, ensuring timely and effective interventions.
- Develop and maintain strong working relationships with other organisational teams and external agencies, facilitating seamless service delivery.
- Lead on the development and implementation of risk management protocols.

### **Quality Assurance, Feedback, and Service Improvement**

- Lead the development and implementation of quality assurance frameworks and processes.
- Lead the implementation of process improvements and quality initiatives.

### **Ethical and Confidentiality Leadership**

- Champion ethical practice and confidentiality standards within the Therapeutic Services team.
- Provide guidance and support to staff on ethical and confidentiality matters.
- Ensure that all organisational policies and procedures are aligned with ethical and confidentiality guidelines.

### **Key Skills and Attributes**

- 3 years + demonstrable experience of working at a senior admin level to include the management and supervision of staff and volunteers
- Ability to develop and implement plans and initiatives.
- Leadership: Ability to lead and motivate others to deliver new referrals and engage positively with new clients who wish to avail of our services.
- Analytical Skills: Ability to analyse complex data and identify trends.
- Problem-Solving: Ability to identify and resolve complex problems.
- Communication: Excellent verbal and written communication skills.
- Organisational Skills: Ability to manage multiple projects and priorities.
- Compliance Expertise: Thorough understanding of data protection, court, and confidentiality requirements.
- Proficiency with scheduling software, databases, and client management systems.

### **Person Specification**

#### **Essential Criteria**

- 3+ years' experience in a senior administrative or case management role including the management and supervision of staff and volunteers
- Experience of managing referrals/ prioritising workload to ensure contracts are delivered in a timely and effective way
- Demonstrable experience in data analysis and research to ensure the timely delivery of reports to inform organisation decisions and funder updates
- Demonstrable leadership and management skills.
- Strong understanding of therapeutic principles and practices.

- Proven ability to develop and implement quality assurance and compliance frameworks.
- Excellent analytical and problem-solving skills.
- Commitment to ethical practice and confidentiality.
- Relevant qualifications in administration, management, or a related field.

**Desirable criteria**

- Understanding of therapeutic practises, support and signposting options for clients and service users.