

Role: Online Services Manager

Location: Hove or Remote Working

Hours: 22.5 hours per week to include Mon, Tues, Wed and Thurs

Salary: £42,618 FTE - Agenda for Change Top step point of Band 6 (actual £25,570 pa)

Pension: Employer contribution 3%

Leave Entitlement: 240 hours FTE (actual 144 hrs pa)

Line Manager: Clinical Director

Since 2000 Mankind UK (www.mkcharity.org) has offered therapeutic services to support men 18+ in Sussex who have experienced sexual assault or abuse including:

- online self help resources via www.1in6.uk
- 24 weeks of 121 counselling
- 10 week Psycho-educational Group Course
- 20 weeks Group Therapy

Main Duties

Line-manage team of online counsellors and course facilitators

- Manage team of up to 12 part time clinicians
- Recruitment and induction of new staff
- Annual appraisals
- Any performance management processes
- Ensuring staff well-being and fitness to practice
- Day to day HR functions including annual leave, sickness and work patterns
- Manage rotas and calendars
- Ensure adherence to organisational policies and GDPR legislation

Clinical service delivery and improvement to include:

- Manage any client complaints
- Participate in online meetings with clients to discuss notes as part of a data request
- Manage client waiting lists
- Manage referrals to specialist services and partners
- Lead online clinical team meetings
- Regularly review and improve clinical processes and policies
- Attend online internal monthly case management meetings
- Carry out annual training needs analysis and support the Clinical Director in the delivery of training opportunities
- Support the development of shared clinical resources

Online Course Development

- Support the CEO in seeking funding and developing partnerships to grow our online service delivery
- Manage the development of our course materials and facilitator training pack and support partners in the delivery of our courses

General

- Comply with the policies, procedures and service standards of the charity
- Use G Suite, Trello, Miro, COREnet, BrightHR and other digital systems as needed
- Undertake other reasonable duties which uphold and maintain standards of service delivery

Person Specification (E = Essential, D = Desirable)

1. Experience of delivery of online training and/or group facilitation (E)
1. Counselling Qualification (E)
2. Minimum of 2 years' counselling practice in an organisation (E)
3. Experience of managing clinical risk (E)
4. Experience of managing clinical staff in a therapeutic setting (E)
5. Able to demonstrate good interpersonal skills, relating sensitively to others, and to work collaboratively across the organisation (E)
6. Experience of working towards Quality Standards (D)
7. Excellent written and verbal communication skills (E)
8. Knowledge of GDPR guidelines (E)
9. Ability to manage own time and workload (E)
10. Experience of using G Suite, databases and client management applications (E)
11. Experience of learning to use new digital technologies (E)
12. Experience of monitoring and evaluation systems e.g. CORE (Clinical Outcomes in Routine Evaluation), Impact of Events Scale - Revised (IES-R) or in-house feedback evaluation forms (E)
13. Understanding of and commitment to equality, diversity and anti-discriminatory practice (E)
14. Knowledge of issues specific to male survivors (D)

Please address all aspects of the person specification in your application form.

If you would like to know more about the role please email the Clinical Director melanie.barnard@mkcharity.org