Job Title:	**Team Manager, Therapeutic Services (Complex Needs)**
Responsible to:	Children and Families Service Manager
Responsible for:	Therapeutic Practitioners

Hours:	37 hours per week
Salary:	£30,750.00 - £33,560.55 per annum
Location:	Hybrid: Trowbridge office, home and travel as required
Holiday Entitlement:	28 days plus bank holidays
Pension:	Group personal pension plan, with employer contribution of up to 4%

General Description:	FearFree delivers services across the Southwest for victims, children and perpetrators of domestic abuse, sexual violence and stalking with the aim to break the cycle of abuse and support all to live free from fear. We provide trauma responsive support, and this post will be fundamental to ensuring service users, stakeholders and partners experience this in our daily delivery. As the Therapeutic Team Manager, you will oversee the qualified and non-qualified therapeutic staff working across multiple teams. We provide group trauma recovery, facilitated by Adult Therapeutic Practitioners, domestic abuse education, Children Therapeutic Practitioners and specialist Counsellors. These offerings help people who have experienced trauma, like domestic abuse, to recover. We use a survivor-informed, peer-led model for self-advocacy, empowerment, and independence to help people through a person-centered approach. As Team Manager, you will play a pivotal role in fostering a psychologically safe and supportive environment for staff working in emotionally demanding roles. You will lead alongside our existing Therapeutic and IDVA Team Managers with empathy and integrity, ensuring team members feel heard, valued, and empowered to raise concerns without fear. Through regular supervision, reflective practice, and wellbeing initiatives, you will promote resilience and mental health, enabling staff to deliver high-quality, trauma-informed support to survivors of domestic abuse. Your particular focus will be on supporting complex cases and escalations across our services, ensuring that the

	most vulnerable people using our services receive the most appropriate support in multi-agency and safeguarding forums. You will support teams to deliver consistently excellent support to people using our services, ensuring contract compliance, and drive continuous improvement and innovation in a changing landscape. FearFree is committed to flexible and hybrid working and this role will be a mix of home based, and office based, alongside requiring travel for multi-agency meetings and other deliverables. This role may include evening and weekend work when required.

Key Responsibilities

- To provide leadership, direction and support to practitioners including leading in recruitment, training, scheduling and supervising staff, ensuring excellent management of the team delivering domestic abuse support to high-risk service users.
- On a day-to-day basis oversee the performance of practitioners and Senior Practitioners, acting as the main point of contact for the staff.
- To line manage the Senior Practitioners and Counsellors, providing case management supervision, line management support, allocation of cases and ensuring all staff are supported to meet their full potential.
- To continue the development of practitioners and counsellors into a cohesive and supportive team, through the use of open communication, team meetings and coaching. This will include developing the specialist therapeutic roles.
- Additionally, to support multi-agency partnership development, including MARAC & MATAC processes and wider information sharing with statutory partners.
- Ensure the services work to applicable accreditations and professional standards.
- To promote a culture of engagement, improvement and best practice within the therapeutic teams, to deliver a high quality and accessible service.
- To develop and maintain a culture and systems that promote trauma informed practice and equality within the therapeutic team, valuing diversity and offering empathy to victims of abuse, people who cause harm and violence.
- To lead on reporting outcomes linked to the therapeutic team and the support of people using services.
- Carefully monitor and evaluate the performance of the therapeutic team, with a focus on quality assurance.
- Proactively build relationships with the wider statutory and voluntary partners across FearFree services, with a focus on supporting high risk adult victims of domestic abuse.
- Actively network across the operating area to build the charity's reputation and harness support for the organisation.

General

- Live and embody the FearFree values.
- To promote the service to external agencies where applicable.
- Give information and support to service users regarding their other needs and refer them to other support services as required.
- Ensure our service is widely accessible – adapting practice as required to suit individuals.
- Work across a large geographical area to ensure locality is not a barrier to accessing services.
- Deliver training and information sessions to promote our service, and increase awareness and understanding of domestic abuse, sexual violence and stalking for victims and those who harm.
- Have a responsibility around safeguarding of both adults and children, maintaining knowledge of appropriate policies and procedures and integrated working.
- Support other agencies in the identification and referral of domestic abuse, sexual violence and stalking issues via promotion of service and institutional advocacy.
- Ensure all referrals are clearly logged on our database and all case records are kept fully updated, according to FearFree policies and procedures.
- Engage with case management supervision, reflective practice and clinical supervision as required, taking an active role in managing own wellbeing and supporting the wellbeing of your colleagues.
- Support colleagues in all services across FearFree as required.
- Support the sustainability of the organisation by participating in fundraising activities and sharing ideas and contacts for income generation.
- To engage in and contribute to effective team working with a flexible and pro-active approach, including cover for other team members' holidays and sickness.
- Undertake all statutory and mandatory training, as required by the organisation.

Other

Confidentiality and Data Protection

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

Equality and Diversity

FearFree is committed to encouraging equality, diversity and inclusion among our workforce and people we support and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society, to be able to meet individual needs and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree Equality, Diversity, and Inclusion policy.

Health & Safety

All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits, etc.

Policies and Procedures

Responsibility for formulating, updating and monitoring relevant FearFree policies and procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates.

All employees need to be aware of all FearFree Support Service's policies and procedures and work within them at all times.

Safeguarding / Disclosure and Barring Service

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding Leads immediately. This role will require an enhanced DBS check.

Please note: This job description is not exhaustive and serves as a guide to the duties and responsibilities of the role. You may be required to undertake other reasonable duties as and when required, in line with the needs of the organisation and the evolving nature of the role.

Person Specification

Requirements		**Essential (E) / Desirable (D)**
Education and qualifications	Good standard of general education.	E
	Higher level education or similar/ relevant professional qualifications.	D
	Management qualification/training.	D
	Therapeutic Qualification.	D
Experience	Practical experience of working with adults and children and young people with complex or other needs.	E
	Experience of supervising teams with mixed skills and/or qualifications.	E
	Experience of managing or delivering therapeutic services.	D
	Experience of working with those who commit harm.	D
	Experience of working with Quality System Frameworks.	D
	Experience of safeguarding children and vulnerable adults.	E
	Experience of managing high risk services.	D
Knowledge	Have a good understanding of domestic abuse, sexual violence and stalking including the impact on victims and their children.	D
	Knowledge of therapeutic modalities and applications.	E
	Knowledge and understanding of the issues facing people who have experienced domestic abuse sexual violence and stalking.	D
	Understand relevant quality standards.	D
	Knowledge and understanding of trauma and trauma symptoms.	E
	Understand the principles of risk assessment, safety planning and risk management.	E

	Understanding safeguarding issues, and the legal responsibilities surround these issues.	E
	Understand and be committed to equal opportunities and diversity issues in policy and practice.	E
	Have theoretical, practical and procedural knowledge of civil and criminal justice remedies for victims of domestic abuse and their children.	D
Skills and abilities	Ability to plan own workload, manage time effectively and deal with changing and competing demands.	E
	Ability to think creatively and show initiative.	E
	Ability to manage and communicate with front line delivery workers empathically.	E
	Able to make decisions and performance manage when needed.	E
	Ability to maintain professional working relationships with both staff, people we support and other professionals.	E
	Ability to communicate effectively with a range of professionals.	E
	Excellent verbal and written communication skills, including report writing and presentation.	E
	Ability to maintain effective administrative and monitoring systems.	E
	Ability to work under pressure and also to be aware of own needs and take responsibility for self-care.	E
	Ability to work in both in a group setting.	D
Attitude and presentation	Reliable and trustworthy.	E
	Efficient and punctual.	E
	Non-judgmental.	E
	Willingness to critically assess own performance and reflect on own practice.	E
	Understanding of and commitment to equal opportunities.	E
	Strong team player – and ability to work both on your own and with others.	E
	Anti-Racist and promotes safe and inclusive workplace for all.	E