

Sue Lambert Trust



JOB DESCRIPTION

Job Title:	Groundwork and Resilience Manager
Responsible to:	Head of Client Services and Development
Location:	Norwich
Hours:	30 hours per week
Salary:	£30,058 per annum FTE

Background Information

Sue Lambert Trust provides kind, safe, supportive help in Norfolk to those who have ever experienced sexual abuse including domestic abuse.

We provide free, specialist support that enables people to recover, heal and build resilience to face the future. Our support is organized around a three-phased trauma informed approach. Phase One Groundwork is designed to support clients with practical issues as well as providing stabilisation in preparation for counselling. Around 200 clients per year access this service. Phase Two Counselling is the core provision and is delivered by 70+ trained counsellor volunteers working with around 300 clients weekly. Phase Three aims to build resilience and includes interventions such as self-help groups.

As our new Groundwork and Resilience Manager you will be tasked with ensuring that our service offer is easily accessible, reflects the diverse needs whilst being coherent, volunteers and staff are managed and motivated whilst delivering quality and innovative interventions establishing the service within the wider mental health and trauma support context.

We are funded by the Office of the Police and Crime Commissioners Office, Ministry of Justice, National Lottery and several local and national Trusts and Foundations.

With the launch of a new strategy to guide us through to 2026 it is an opportune time to be joining an organization that is ambitious in its support for its clients.

Job Title Groundwork and Resilience Programme Manager

Reports to: Head of Counselling and Client Services

Job purpose: Develop and oversee Groundwork and Resilience (Phase 1 and 3) support programme ensuring that a high quality and appropriate service is delivered to our clients

 Manage and co-ordinate activities that support clients within the Groundwork and Resilience programme

 Ensure performance is continually reviewed in line with client's desired outcomes and feedback

 Contribute towards an integrated whole service provision tailored to suit clients' needs

Main Responsibilities:

Service Management:

1. Manage and co-ordinate activities that support clients to achieve their desired outcomes
2. Manage own caseload and oversee client allocations for Groundwork and Resilience services
3. Work with the Head of Counselling and Client Services, Business Operations Manager and Clinical and Quality Manager to ensure service provision is safe, appropriate and continually has the client at the centre of their journey.
4. Ensure appropriate and safe referrals to other service providers that would benefit our clients when appropriate.
5. Consult with and collect feedback from clients, staff and volunteers on Groundwork and Resilience services and how these can be developed, ensuring clients feel they have a meaningful voice and are engaged in service development.
6. Work in partnership with other agencies to co-produce complementary programmes that avoid duplication.
7. Implement agreed policies and procedures relating to services.
8. Work with the service support team to develop appropriate administration procedures for delivering safe services.
9. Review, monitor and report on Groundwork and Resilience services including outputs and outcomes for clients.
10. Keep up-to-date with relevant initiatives, other services and best practice.
11. Identify and respond appropriately to all safeguarding concerns and report to Sue Lambert Trust Safeguarding Officers as appropriate

Team Management:

1. Line manage a small team of staff and volunteers to deliver practical support, a psychoeducational programme, short-term therapeutic options and a community outreach service.

2. Matrix-manage qualified counsellors in delivering crisis stabilisation interventions within the Groundwork programme, in conjunction with the Clinical and Quality Manager.
3. Identify the training needs of the team and ensure appropriate training is delivered as required to maintain and develop the service.

Other duties

1. To promote awareness of SLT services and to develop partnerships as appropriate, representing the service and organisation externally as needed.
2. Promote and support the collection of service outcome data information.
3. Identify any issues in service delivery and identify barriers that may prevent individuals accessing services.
4. Any other duties as commensurate with the role.

Variation of Job Description

Sue Lambert Trust reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the charity may require.

PERSON SPECIFICATION

Groundwork and Resilience Manager

Qualifications:

1. Educated to a level commensurate with the role.
2. Relevant qualification in working with vulnerable people/people with mental health issues (desirable).

Skills/knowledge/experience required:

1. Proven experience of working with vulnerable people/people with mental health issues in a service delivery and management capacity.
2. A good understanding or appreciation of the issues affecting survivors of sexual abuse
3. Line management/supervision experience.
4. Ability to motivate and lead a team ensuring their work contributes to the broader strategy of the organisation.
5. Excellent administrative skills ensuring compliance with Confidentiality policies, Privacy policy and all Data Protection and GDPR laws for the benefit of our clients.
6. Good IT skills including an understanding of CRM systems.
7. Understanding of systems to collect and analyse evidence of impact of services.
8. Good negotiation skills and some experience of working with other agencies.
9. Experience of working within, and leading, mixed teams of professionals.
10. Experience of supporting diverse teams of colleagues with their own lived experience of mental health difficulties.
11. Experience of working with volunteers (desirable).
12. Experience of working with partner agencies and other stakeholders (desirable).
13. Experience of developing and delivering training, psychoeducational materials and other methods of nonclinical support (desirable).
14. Experience of client engagement work, for example coproduction and/or work with under-represented groups (desirable).

Competencies and personal attributes:

1. Dynamic/can do approach.
2. Exceptional communication skills, both verbal and written, with proven ability to communicate with people at all levels and to motivate others.
3. Ability to work on own initiative and to identify solutions to a variety of issues our clients encounter.

Other requirements:

1. Ability to work flexibly including some unsocial hours.
2. Ability to travel to other parts of the County.

Application Process

To apply, please send:

- a CV (not more than two pages)
- a covering letter (not more than two pages)

The closing date for applications is 5th August 2022.

Please send your application to recruitment@suelambertrust.org

Please include the title of the post you are applying for in the subject of the email.

Only complete applications will be considered.

Interviews will take place on w/c 15th August 2022.

We may conduct a second round of interviews, which will be decided only after the first round of interviews has taken place.