



# mind in Salford



## Recruitment Pack





## About Us



## Charity Status

Mind in Salford is an independent charity with our own board of trustees and financial income. We are proud to have achieved the Mind Quality Mark, accredited by the charity commission.

We are a company limited by guarantee: Registered Charity Number 1156625

## Our team

Mind in Salford employs over 40 individuals and gains much needed support from local volunteers. We work closely with our board of Trustees, currently with 6 members.

Our team is passionate about bringing expertise, lived experience of mental health, compassion, respect and creativity to the organisation. We work across our city through a variety of services, led by our wonderful service leads and senior management team. The work that we do is underpinned by our core values, to help us make a positive difference to the wellbeing and mental health of local people.

## Our History

Since 1972, Mind in Salford has been providing mental health and wellbeing support to the local community, working to reduce mental health stigma. Our team and services have grown over the years to support more people in our local area. Throughout this we have been committed to social justice and challenging the stigma and discrimination to defend the human and civil rights of people with mental health issues.

## Mind Federation

Mind in Salford is an independent charity and we are very proud to be affiliated with the Mind federation. This includes around 120 local Mind associations, as well as Mind retail. We work closely with other local Mind associations throughout Greater Manchester and campaign with those further afield to fight for better mental health nationally.

“It is a really fulfilling place to work. It’s rewarding and I feel like my skills and personality are really valued.”





## Mission Vision Values

### Mission

Our mission is to use fierce compassion, diverse expertise and a person centred approach, to campaign and provide radically caring, impactful services that make a positive difference to the well-being and mental health of the local people.

### Vision

Our vision is to make a positive difference to the wellbeing and mental health of local people and to have a society that is compassionately supportive and respectful.

### We value...

#### Lived Experience

Your strengths and lived experience shape and impact our work to support and fight for better mental health.

#### Respect

We recognise intersectionality and value our differences – we strive for equity for all.

### We are...

#### Community Focused

Our community is at the heart of everything we do – we listen and respond with supportive expertise.

#### Compassionate

We are motivated by compassion and provide support without judgement to help you improve your resilience and self-care.





## Why Join Our Team?



We strive to meet the mental health needs of our team. Staff members are granted an additional 3 hours per month as well-being time. You are free to take this anytime. All we ask is that you notify your line manager in advance. Your work will be centred on our core values and our 5 year strategic plan (find out more on our website under mission, vision and values).

### Flexible Working

We operate a hybrid working policy. Office based roles can be split with working from home. We ask for two days minimum in the office per week. Depending on the requirements of your role, you will spend time in the local community at a range of different venues.

Our full-time hours are 37.5 hours per week. You are open to requests for compressed hours and working needs. You will be provided with the equipment needed to work virtually.

### Leave

We offer generous holiday entitlement which includes 27 days holiday plus 8 days statutory days and 3 days additional over the Christmas period (pro rata). Further, an extra day annual leave for birthday. We offer paid compassionate leave to help you manage unexpected life events.

### Wellbeing Benefits

Staff members are granted an additional 3 hours per month as well-being time. You are free to take this anytime. Our social secretaries organise regular well-being activities to help with staff connectedness. We like to visit local places in Salford, such as the RHS Bridgewater Gardens for foraging and walks. Another example includes mindfulness sessions led by our wonderful freelance facilitators. We listen to the activities you would benefit from.





## Financial Benefits



We offer the opportunity for staff to save for their retirement through an optional workplace pension scheme. Under this scheme your salary is subject to a monthly deduction of 5% and the organisation will contribute 5% to the scheme.

Once part of our team, you'll be eligible for the sick pay scheme. Organisation sick pay will be calculated based on your normal hours of work.

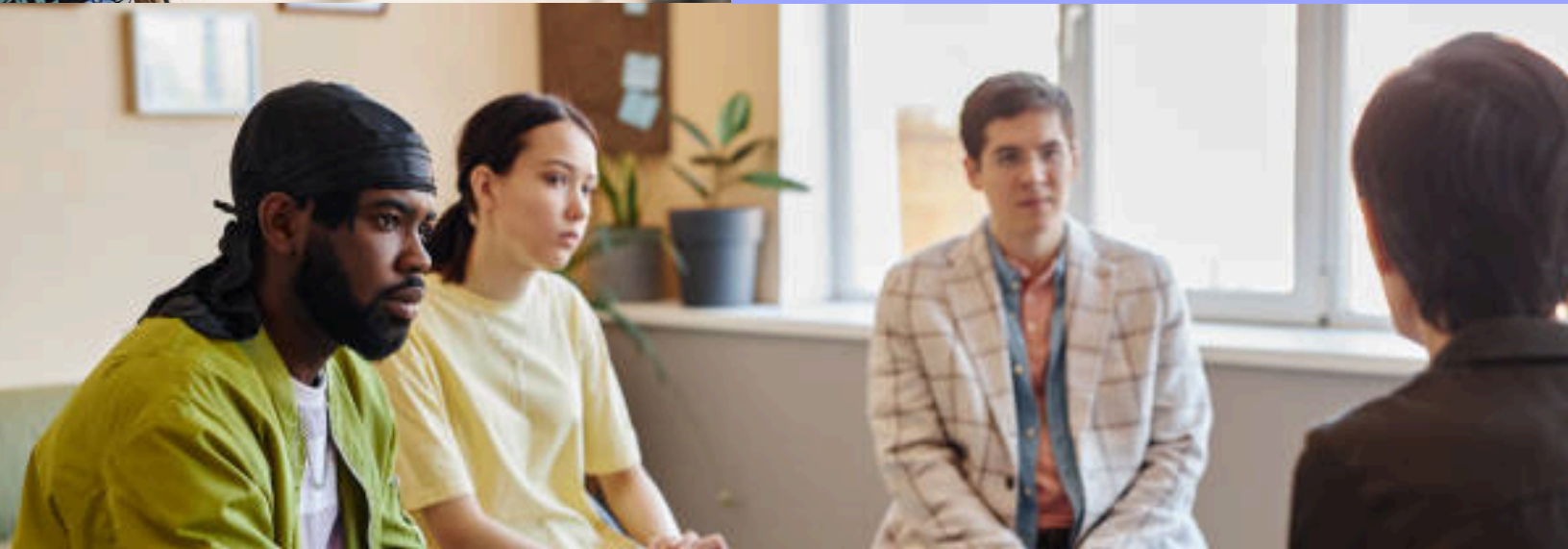
## Learning and Development



You will receive supervision sessions every 4-6 weeks where there will be protected time to discuss the development in your role.

We are dedicated to the wellbeing of our staff team and aim to provide a supportive and healthy environment to work.

Joining our team will automatically enrol you on to our online learning management system with access to over 5,000 courses to nurture your continued professional development.



## Job Description

<b>Job Title</b>	Therapeutic Services Manager
<b>Hours</b>	37.5 hours p/w
<b>Salary</b>	£37,905 (PO2 SP35) - per annum
<b>Contract</b>	Permanent
<b>Location</b>	Mind in Salford, The Angel Centre, Salford M3 6FA. Hybrid working is appropriate for this role.
<b>Annual Leave</b>	27 days holiday plus 8 days statutory days and 3 days additional over the Christmas period (pro rata). Further, an extra day annual leave for birthday.
<b>Pension</b>	Your salary is subject to a monthly deduction of 5% and the organisation will contribute 5% to the scheme.
<b>Probationary Period</b>	6 months
<b>Reporting to</b>	CEO. The post holder will be a member of Mind in Salford's Senior Leadership Team (SLT).
<b>DBS Check Level</b>	Enhanced

## **Overall Purpose of the Role**

- To effectively manage and provide strategic and operational oversight of the Rainbow Mind counselling service and development of service provision.
- To ensure delivery of consistent, high-quality counselling across the client cohorts, supporting and empowering our service users, whilst ensuring clinical work is carried out in accordance with BACP ethical guidelines and Rainbow Mind protocols.
- As part of the Senior Leadership Team, to contribute to Mind in Salford/ Rainbow Mind's vision, mission and objectives.

## **Main focus of the role**

- To lead, develop, coordinate, and represent Rainbow Mind's counselling service internally and externally at Senior Management level.
- To conduct some clinical assessments and carry a caseload of counselling clients.

## **Main responsibilities and accountabilities**

- Provide service-wide clinical oversight including safeguarding and risk monitoring.
- Manage and lead a safe, professional, sustainable, and accessible counselling service consistent with Rainbow Mind's vision, ethics, policies, and objectives.
- Ensure high quality and consistent delivery within the counselling service, in line with targets and outcome frameworks and within ethical frameworks and protocols.
- Ensure service outcomes are effectively monitored and evaluated regularly working closely with the Impact Evaluation & Compliance Manager.
- Assess, evaluate and feedback (via reports and verbally) on service outcomes to therapists, the Senior Leadership Team, and funders / stakeholders.

- Undertake and log regular and comprehensive clinical audit duties across the team to ensure that Rainbow Mind therapists are working in accordance with clinical governance.
- Ensure the Rainbow Mind counselling service remains responsive to the needs of all our stakeholders, including clients, accrediting bodies, funders, staff, volunteers and other mental health professionals and agencies.
- Lead on recruitment of new therapists, alongside induction and staff training (clinical reporting, clinical notes, safeguarding and risk, clinical audit, outcome measures, database processes and assessment processes).
- Line management for 4 associate therapists, monthly.
- Provide a number of weekly assessment/1-to-1 counselling slots.
- Promote the profile of Rainbow Mind to service users and other professionals and funders, developing good working links with similar services and other mental health professionals.
- Network and develop relationships with partners across all services.
- Develop and oversee a program of CPD, training and development opportunities for the therapy team.
- Lead on the review and update of clinical literature, assessment processes, outcome measures, and clinical policies working closely with the Impact Evaluation & Compliance Manager.
- Contribute to the development and growth of our bespoke therapeutic model.



**Criteria / Competences**  
**Qualifications and experience**

Relevant recognised qualification(s) at a minimum of Level 4 Diploma in the field of Counselling or psychotherapy. In addition, you must hold Accredited Member status with the BACP (or be working towards it) or be a registered member of the UKCP.

A minimum of 300 clinical client hours completed.

Experienced leader/manager with proven ability to effectively manage a team and expand services as appropriate.

Excellent report writing skills

Understanding of safeguarding and managing risk in the context of third sector mental health services.

A good understanding of the mental health support needs of diverse groups of LGBTQIA+ people with mental health needs and complex issues.

An understanding of the barriers that LGBT+ people face when accessing mental health care and of the health inequalities experienced by LGBTQIA+ people.

An understanding of the effects of internalised homo, bi and trans phobia and internalised shame.

Good IT skills and ability to use data management software

Ability to process and analyse data and write/present reports to improve services and identify new and development opportunities with an eye to the future mental health and wellbeing landscape.

Training and experience in working therapeutically with LGBTQIA+ populations.

**Other:**

To maintain personal and professional development to keep up to date with current theory and practice in the sexual identity, mental health, gender identity and counselling/psychotherapy fields.

To be available to represent Rainbow Mind at working groups, conferences, and seminars.

To be available for clinical supervision and management supervision.

To be able unequivocally to respect, support, promote and work within LGBTQIA+ and other diverse communities.

This is an outline role description and may be subject to change in consultation with the post holder.



## **Rainbow Mind Standards:**

### **Equal Opportunities**

Rainbow Mind has a strong commitment to achieving equity of opportunity and expects all employees to implement and promote its policy in their own work.

### **Health and Safety**

Rainbow Mind is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.

### **Confidentiality and Data Protection**

Rainbow Mind is committed to maintaining protection of data and privacy of staff and clients. It expects all staff to handle individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain accesses to information they are not authorised to have.

### **Systems**

To use Rainbow Mind computers and other technology as directed to ensure their full and proper use and to undertake any necessary training.

**Mind in Salford  
The Angel Centre  
1 St. Philips Place  
Salford  
M3 6FA  
0161 710 1070**

## Person Specification

### Qualifications and experience

Relevant qualification(s) in counselling/therapy/psychotherapy, two years post qualification experience with professional accreditation/registration (or working towards it) and <300 clinical hours.

Experience of counselling LGBTQIA+ clients and experience of working with trans, non-binary and gender questioning people.

At least one year's experience of clinical co-ordination/management with proven ability to manage a therapeutic team and expand services as appropriate.

Experience of safeguarding and managing risk with clients.

Experience of using Client Relationship Management (CRM) databases.

Experience of providing clinical support and training to colleagues.

Lived experience of complex issues facing LGBTQIA+ clients.



Relevant qualification in clinical supervision (desirable)

Knowledge, Skills, and Abilities

Able to demonstrate a high level of interpersonal and communication skills and ability to meet deadlines.

Ability to contribute to strategy, anticipating changes in demand, target groups, models, and respond appropriately to these.

Ability unequivocally to respect, support, promote and work within LGBTQIA+ and other diverse and/or marginalised communities.

Excellent knowledge of counselling, psychotherapy and behaviour change models in mental health promotion.

Excellent understanding of safeguarding and managing risk in the context of third sector mental health services.

Flexible, sensitive, empathetic, solution-focused, 'can-do' attitude.

We understand that working for an LGBTIA+ organisation could impact on your identity, community and/or culture. If you would like to discuss this or any aspect of the role further, please contact Markus Greenwood on 0161 710 1041.

Applications from people with lived experience of any of the intersections that Rainbow Mind work with are particularly encouraged.

To apply, please download the [Application Form](#) and return this to [admin@mindinsalford.org.uk](mailto:admin@mindinsalford.org.uk)

**Closing date: Wednesday 23rd October at 5pm.**

**Mind in Salford  
The Angel Centre  
1 St. Philips Place  
Salford  
M3 6FA**

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