Head of Therapeutic Services

Job Description

About Galop

Galop is the UK's LGBT+ anti-abuse charity. Founded in 1982, and have been championing the needs and safety of the LGBT+ community for nearly 40 years.

Galop works directly with thousands of LGBT+ people who have experienced abuse and violence every year. We specialise in supporting victims and survivors of domestic abuse, sexual violence, hate crime, and other forms of abuse including honour-based abuse, forced marriage, and so-called conversion therapies. We are a service run by LGBT+ people, for LGBT+ people, and the needs of our community are at the centre of what we do.

We run three national support helplines: for LGBT+ victims and survivors of domestic abuse, survivors of so-called "conversion therapy", and LGBT+ people who have experienced hate crime. We provide advocacy services, both in London and nationally, for LGBT+ victims who need longer-term support. We are person-centred, empowerment-based, and trauma-informed – meaning our focus is always on helping our clients decide what is best for them, and then supporting them through their journey.

We use what we learn through working on the frontlines with clients to work for national and local policy change to improve outcomes for LGBT+ victims and survivors of abuse and violence. We build evidence through key pieces of research, like our upcoming report into LGBT+ experiences of sexual violence. We push for legislative change, improved statutory guidance for victims, and better understanding of the needs of LGBT+ people around the country.

About the Head of Therapeutic Services

Galop has developed a framework for the services, alongside expert consultants, to create the ideal, fit-for-purpose specialist by-and-for therapeutic service for LGBT+ who have experienced abuse and violence. This brand new role, leading an entirely new area of our work, will set up and run that service, ensuring that it meets the needs of our community. Reporting to the Director of Services, and working alongside our other Heads of Service, you will develop, expand, and lead our therapeutic services.

Acting as clinical lead, you will establish and build a trauma-sensitive, 'by and for' counselling service for LGBT+ victims and survivors of abuse and violence. We are looking for an experienced professional with multi-disciplinary skills and work experiences that encompass a variety of relevant therapeutic skill and experience (i.e. high intensity clinician, trainer, manager and reflective practitioner). This is an exciting opportunity to join the Galop team, leading the development of a new national counselling service for LGBT+ clients.

You will manage and analyse the effectiveness and impact of Galop's new counselling service. You will take an iterative approach to service development, responding to demand, scoping expansion possibilities, and ensuring a sustainable and effective service for Galop's clients. You will also hold a small caseload of clients yourself.

You will be responsible for the selection, recruitment, induction, and ongoing management responsibilities for our team of counsellors (both qualified and trainee). You will hold clinical responsibility for the quality of the service, working with a team of clinical supervisors across the organisation. You will ensure alignment with the BACP Ethical framework and ensure a safe and inclusive service for our clients. You will hold responsibility for training, safeguarding and quality assurance within our therapeutic services.

You will be responsible for:

- Counselling Service Staff Management:
    - Recruiting & managing the counselling team
    - Providing induction training for the counselling team

- Identifying training needs and securing external and internal training for professional development
- Clinical oversight and safeguarding responsibilities for the counselling service
- Development of any supporting therapeutic group work
- Assessing and allocating clients to therapists
- Working across the senior leadership team to provide training, reflective practice and therapeutic interventions for other branches of Galop's services

- Service Management
  - In collaboration with the Director of Services, setting key performance indicators for the service and devise reporting and monitoring systems
  - Implementing mechanisms for survivor feedback and evaluation
  - Ensuring counselling team members know how to use and complete monitoring tools
  - Creating development and innovation plans to meet emerging needs
  - Working with the CEO and Director of Services to produce fundraising bids, as well as reporting to funders and other business development required for service sustainability
  - Ensuring BACP accreditation for the counselling service and alignment with ethical framework
  - Capacity planning and working with senior colleagues to ensure service continuity during busy periods, holidays and festivals
  - Managing and mitigating waiting lists and ensuring the service is operating to full capacity
  - Updating policies and procedures in line with legislative changes, service user feedback, stakeholder engagement and ensuring counselling team familiarity with key policies and procedures
  - Responding to any complaints or concerns from survivors, stakeholders or other Galop staff
  - Maintaining excellent communication across the team to ensure a responsive and well run survivor centred service
  - Facilitating regular team meetings and manage effectively team dynamics

- Clinical Responsibility
    - Hold a small caseload of clients as and when appropriate for the service
    - Maintaining up to date working knowledge of new assessment and well-being tools available for therapeutic interventions and input into service planning/delivery
    - Working with Galop colleagues to safely and appropriately use selected outcome measures
    - Acting as Designated Safeguarding Lead for counselling team
    - Planning, carrying out and ensuring effective assessments and allocations
    - Inputting into DHRs, Safeguarding Reviews, and SCR as required and disseminate learning from local/nationally relevant ones to the counselling team
    - Supporting the counselling team to assess and manage suicide risk

About you

We're looking for someone with a good strategic brain and an understanding of senior decision-making to help Galop take its next steps into providing much needed services for our community. You'll need to have good resilience and self-care, and be prepared to work in an environment where abuse and violence are regularly talked about. You'll need to understand the impact of trauma and how that affects our frontline staff.

The below list is a guide for the kind of skills and experience we'd like you to have – but you don't have to have it all to be considered. We recognise that your experience may be from unpaid roles as well as formal employment. We want to know why you're the right person for this role, not whether you've been given the right opportunities.

Experience and knowledge	Essential (E) or Desirable (D)
BACP Accredited (or equivalent) Counsellor or Psychotherapist	E
Experience of working across a range of therapeutic settings	E
An integrative, holistic approach and strong trauma-informed knowledge	E
In-depth knowledge of the range of trauma-informed approaches, skills and techniques	E
Experience holding safeguarding & clinical responsibility	E
Experience working therapeutically with LGBT+ communities and creating anti-oppressive therapeutic relationships	D
Experience as a trainer or facilitator	D
Leadership and management experience	D
Skills	
Strong leadership and management skills	E
Ability to work collaboratively and lead change effectively	E
Ability to problem solve and think creatively	E
Excellent communication skills, both verbal and written	E
Strong understanding of discrimination and intersectionality	E

At Galop, we believe that life should be safe, just and fair for all LGBT+ people, and that includes our staff in the workplace. We believe in equity and understand the importance of inclusion for staff with a wide range of lived experience. No matter your age, race, faith, orientation, gender identity, disability, or class, we want you to feel welcome here. To that end Galop has a multi-year Equity, Diversity, and Inclusion plan in place, currently focusing on equity and inclusion for trans and BAMER members of staff. We are committed to listening and learning, and to constant improvement. We believe it is our job to make sure that all our staff, particularly those from minoritised backgrounds, feel welcome, safe, and able to thrive at Galop.

Location

Galop's offices are located in London. This role will be based in the office following the end of the current pandemic. The team is working remotely while the pandemic continues

Hours

Full time (35 hours per week)

Contract

Permanent

Line manages:

Freelance Counsellors; Trainee Counsellors

Reports to:

Director of Services

Salary

Galop uses the NJC scales. This post is on NJC scale points 30-36 (£37,496 - £43,594 per year including London Weighting).

Closing Date

Applications should be submitted by 10:00am on March 7th 2022.

First round interviews will be held on March 17th 2022.

Questions?

If you have any questions or would like to discuss the role further prior to application, please contact our Director of Services, Amy Roch – amy@galop.org.uk

Please send completed applications and equal opportunities form by email only to recruitment@galop.org.uk