

JOB DESCRIPTION

Job title:	Head of Services - Adults
Responsible To:	Chief Executive Officer
Location:	Post-Adoption Centre, Kentish Town, plus travel to primarily Greater London and SE England

Purpose of job:

To be responsible for:

1. The development and management of all adult therapeutic counselling services, including at PAC Headquarters, at locally-based outreach surgeries and via the telephone advice line
2. The management and development of evidence-informed practice

Key Tasks and Responsibilities

Counselling Service at main office

1. Manage a multidisciplinary team of counsellors, therapists and social workers who provide face-to-face individual adult counselling (excluding counselling provided by members of the Child and Family Therapeutic Service) at PAC headquarters.
2. Supervise and provide induction training for all members of the team.
3. Actively promote PAC's adult counselling services.

Locally based Counselling Service:

1. Manage a multidisciplinary team of counsellors, therapists and social workers who provide face-to-face individual adult counselling and family counselling at PAC's outreach surgeries (currently 15 surgeries).
2. Supervise and provide induction training for all PAC's outreach surgery counsellors.
3. Monitor the appointments at outreach surgeries and address under-usage or unusually long waiting times, as required.
4. Organise and chair the outreach counsellors' supervision meetings six times per annum.

5. Maintain relations and on occasions attend meetings with Local Authorities that subscribe to PAC for outreach services.
6. Develop PAC's outreach services through promotion to Local Authorities.
7. In conjunction with the Press Officer, assist the Local Authorities in promoting use of the services through press, publicity and marketing, as required.

Advice Line Service:

1. Manage a multidisciplinary team of counsellors, therapists and social workers who provide advice, information and support via the free national telephone service.
2. Supervise and provide induction training to all PAC's Advice Line counsellors.
3. Plan the Advice Line rota to ensure coverage during standard opening hours.
4. Ensure the accuracy of all written and verbal Advice Line information. This will involve regular review and updating of leaflets disseminated by Advice Line counsellors, and ensuring that Advice Line counsellors are briefed and informed of new developments in adoption legislation as well as in PAC's policies and procedures.
5. Ensure that case work referred through the Advice Line is processed and allocated to other PAC services as appropriate, in a timely manner.
6. Promote the Advice Line service to the general public as well as to subscribing and non-subscribing Local Authorities.
7. Ensure continual development of the Advice Line service.

General Tasks and Responsibilities:

1. Provide counselling or other therapeutic support to clients within the above counselling services.
2. Co-ordinate, with the Head of Operations, the reporting of statistics and case study reports for the above three services to local authorities and other stakeholders.
3. Keep up to date with new developments in the field of adoption counselling.
4. Keep up to date with changes in the law, and update professional information available to counsellors on an ongoing basis in order to ensure compliance.
5. Participate in the overall management of PAC, including attendance at management and staff meetings.

6. Produce written or verbal reports as required by the CEO and for presentation to the Board of Trustees as well as other stakeholders.
7. Participate in organising and attending relevant trainings run by PAC or external agencies.
8. Ensure that the integrity, accuracy and protection of PAC's case records are maintained.
9. Represent PAC at public events as the need arises.
10. Ensure that PAC's Policies and Procedures, including Child Protection, Equal Opportunities, Record Keeping and Data Processing are reflected in service provision.
11. Participate in the recruitment of new Adult Counselling staff as required.
12. Carry out or participate in all such other tasks and activities that will help develop and promote PAC's services.

Terms and conditions

Salary:	Point 35 – 43 £31,935 - £39,612
Working Hours:	full time 35 hours per week
Contract:	Initially fixed term for one year, with a view to becoming permanent subject to the organisation's financial circumstances
Annual leave:	Leave entitlement is 25 days per annum plus statutory bank holidays
Pension:	PAC provides a 5.12% contribution in addition to the employee's contribution of 5% into a PAC scheme, after successful completion of the probationary period.

PAC's Equal Opportunities Policy and Procedure are attached, and are part of the terms of employment.