



JOB DESCRIPTION

Job title:	Head of Wellbeing Services
Hours:	22 - 30 hours per week
Salary:	£36,390 - £38,036 FTE (starting at the bottom of the scale)
Accountable to:	CEO
Base:	Off the Record (OTR) in central Bath
Contract:	Permanent

Off the Record Bath & North East Somerset (OTR) is a mental health and wellbeing charity that gives local young people a safe space to be heard and be themselves. We provide a range of free services for young people, including counselling, listening support, youth participation, advocacy, support for care leavers and a LGBTQ+ focused youth group.

You'll be joining us at an exciting time as we mark our 30th anniversary with our Young Futures appeal, helping us to reach more young people from under-represented communities.

Equity, diversity, and inclusion are at the heart of what we value as an organisation. OTR is committed to equal employment opportunities regardless of race, age, religion, sex, sexual orientation, disability or any other status protected by law.

Purpose of the role

This senior role will manage and oversee OTR's Wellbeing services, which include our listening support and counselling offerings for young people in the community and at schools, colleges, and universities across BaNES, and will also include our new social prescribing service.

The post holder will work with our clinical supervisors and, together with the CEO will manage OTR's clinical governance. You'll also be OTR's Deputy Designated Safeguarding Lead (DDSL).

You will lead and inspire our Wellbeing team, line managing and developing the Wellbeing lead staff, and overseeing our Wellbeing staff and volunteer teams in delivering the best possible services for young people.

Supported by the CEO, you'll work with our commissioners and funders for the Wellbeing services we deliver, whilst also overseeing their quality assurance and development.

The post holder will be part of OTR's senior management team (SMT), working closely with the Head of Voice Services and Head of Resources as well as the CEO to actively oversee the growth and development of the organisation, and delivery of our strategy.

Your attributes

We are looking for a great people manager with a strategic mindset, who is passionate about our mission.

If you can't tick off every point in the job description below but feel you have the right transferable skills to succeed in the post, please do still apply.

If you would like an informal, confidential conversation about the role before applying, please email office@offtherecord-banes.co.uk to arrange a time for a chat with the CEO.

Main Responsibilities

- Operational oversight and responsibility for OTR's Wellbeing service, working with the team Leads to ensure that there is continuity of quality service provision across the work areas.
- Line management of lead counsellors, listening support lead, and social prescribing lead.
- OTR's DDSL, working with the CEO to optimise OTR's safeguarding policies and practice, and to ensure staff and volunteers are confident and able to manage safeguarding.
- Service evaluation and development – ensuring young people receive the best possible quality of support, capturing feedback and learning to continually develop the support we provide, writing reports on our work as required.
- Quality assurance – working with team leads, and supported by the data from our client record system, embedding methods across our work to ensure we're delivering on contractual goals and targets.
- Working with clinical supervisors – becoming the point of contact for the external clinical supervisors who provide clinical governance for OTR. Overseeing all 1:1 and group supervisory relationships within the Wellbeing team.
- Budgets - working with the CEO and team leads to set and manage the Wellbeing service budgets and expenditure.

Joint responsibilities as part of the Senior Management Team (SMT)

- Funding - working with the SMT, team leads and Development Manager on funding/development opportunities for Wellbeing services.
- Strategy – overseeing and managing the implementation of OTR's organisational strategy, including reporting to the Board.

General responsibilities – for all staff

- Participate in the day-to-day work of the organisation – such as reporting, attending team and other meetings as required, and taking a flexible approach to general administrative and support tasks
- Be an ambassador for OTR, actively promoting our vision and work

- Ensure the effective implementation of the organisation's policies and overall organisational objectives, including Health & Safety policies and procedures, taking responsibility for their own personal health, safety and welfare in the workplace.
- Following safeguarding policies and procedures in all aspects of the work with children and young people.
- Actively promoting good equal opportunities practices across all aspects of work and taking positive steps to counter discrimination however and wherever it occurs.
- Participate constructively in supervision and staff development opportunities including training and team building initiatives.
- Contribute to co-operative working across all the services within OTR.
- Promote and enable active involvement of young people in planning, improving and making decisions about OTR services.
- Ensure effective and accessible communication with staff, service users and the general public.
- Contribute to maintaining and developing effective professional relationships both internally and with outside agencies.
- Undertake any other reasonable duties consistent with the skills and duties needed for this role, as required.

Working pattern and location

This role can be offered at between 22 and 30 hours per week, with exact working hours to be agreed. The expectations of the role will be adjusted to reflect your contracted number of hours.

You will be expected to be in the office for the majority of your working week, but will also be able to work from home for some of the week. Our office is in central Bath, very close to Bath Spa train station and Bath central bus station.

Applicants should note that you will need to be on call on some evenings each week as part of our safeguarding rota. Our services run until 7.30pm three nights a week, and until 9pm on Wednesdays. Flexitime is available to cover periods on call.

Working environment

The post holder will be based in a shared office with access to meeting rooms.

How to apply

If you're ready to proceed, we would love to hear from you. Please visit our website www.offtherecord-banes.co.uk/work-for-us to download the application form, and send the completed version, together with our Equal Opportunities monitoring form, to office@offtherecord-banes.co.uk.

The closing date for applications is **9am on Monday 29th April**.

Interviews will take place at our office in Bath in the week commencing 6th May (from the 7th as the 6th is a public holiday).

Terms and Conditions

- Contract: Permanent, with a probationary period of 6 months
- Paid leave entitlement: 25 days plus 2 discretionary days and all English public holidays, plus up to 5 extra days to recognise continuous service. This entitlement is pro-rated for part-time employees.
- Two days' paid volunteering leave to enable you to support causes that matter to you (FTE)
- Pension scheme
- Death-in-service benefit
- Training and development opportunities for all our staff

Appointments will be subject to satisfactory references and an Enhanced level Criminal Records Bureau check.

The job description is a general outline of the job duties and responsibilities and may be amended as OTR develops. The post holder maybe required to undertake other additional duties as may be reasonably required from time to time.

Key	Assessed by Application	A
	Assessed at Interview	I
	Assessed by Exercise	E
	Documentary Evidence	D

PERSON SPECIFICATION

NO.	ESSENTIAL CRITERIA	Evidence			
		A	I	E	D
	Qualifications, experience & knowledge				
1	Experience of working with/managing counselling and/or therapeutic or other related services.	x	x	x	
2	Knowledge and understanding of the needs and issues affecting children and young people.	x	x	x	
3	Experience of managing and supporting the process of safeguarding for/within an organisation.	x	x		
4	Experience of managing people and teams.	x	x		
5	Experience of managing contracts or commissions, or projects that require reporting and some form of relationship management.	x	x		
6	Ability to manage multiple projects with competing demands.	x	x		
7	Experience of managing budgets	x	x		
	Skills/ Competencies				
8	Ability to communicate clearly and fluently both verbally and in writing for different audiences (e.g. funders/reporting and staff team)	x	x		
9	Excellent listening skills and the ability to communicate clearly and persuasively with a wide range of people.	x	x	x	
10	Organised, with systems and processes to effectively manage yourself and those in your team.	x	x		
11	Staying calm under pressure, and being able to formulate a way forward.	x	x	x	
12	Ability to lead a team, setting clear goals and coaching and supporting those around you to perform at their best.	x	x		
13	Comfortable with the Microsoft 365 suite, particularly Outlook, Word and Excel. Able to navigate and understand databases.	x	x		
14	Able to learn from your mistakes and make improvements	x	x		
16	Believe in our vision and mission	x	x		

	DESIRABLE				
16	Experience of volunteer service management and delivery	x	x		
17	Relevant professional qualification (for example counselling, social work, youth work, health, teaching)	x			x