**Clinical & Business Manager**

**Job Description and Person Specification**

**Job Description**

* The Manager will advise the Board of Trustees [henceforth referred to as “the Trustees”] on ideas to effect the leadership, development and management of CHAT Youth Counselling, enabling delivery of the objectives of the CIO Governance document.
* The Manager will have input into The Strategic Plan and inform the Trustees of any identified risk.
* The Manager must ensure the service is of a high quality and meets the needs of the young people and families in the local community. They are the Designated Safeguarding Lead and will work with the Trustees to ensure that the service is safe and that the safeguarding of clients and staff is paramount. The Manager will need to be available to take any DSL calls from 9am-6pm weekdays, except Wednesdays, when they will need to be available until 8pm.
* The Manager will assist the Trustees by identifying any opportunities for growth, development and diversification to ensure the continued financial sustainability of CHAT Youth Counselling.
* The Manager is required to represent the organisation and promote its vision, mission, values and work with key stakeholders, partners and the wider community. They are required to liaise regularly with the REACH partnership and commissioners to ensure that contracts are delivered within the nominated specification.
* The Manager will have line-management responsibility for the finance and administration staff, employed counsellors and volunteers. They will arrange inductions and appraisals of staff as appropriate.
* The Manager is required to triage referrals based on clinical need and will update the electronic Lamplight system, liaising with parents and carers regarding any referral. The Manager will ensure that rapid response clients are seen within 7 days. The Manager will be required to monitor the waiting list and inform the Trustees of waiting list numbers and referral to treatment time.
* The Manager will be responsible for the daily monitoring of all correspondence via the relevant CHAT Youth Counselling email inboxes, and of phone messages.
* The Manager is required to update any relevant social media to promote CHAT Youth Counselling services.
* The Manager is required to send relevant audit data to the REACH partnership, giving regular feedback to the Trustees to enable strategic decisions to be taken.

**Person Specification**

* Experience of leading an organisation in voluntary or community sector, or alternatively transferrable skills that would meet the job description
* Strategic thinker
* An excellent communicator who appreciates the importance of sharing information in a clear and concise manner with staff/volunteer team, service-users, Trustees and others
* Experience of financial planning and managing budgets, managing budgets and securing funds
* IT literate
* Ability to be well-organised with a systematic and positive approach to challenges
* Ability to be flexible and able to address change as well as support others to do likewise
* Willingness to take responsibility and work on own initiative but within agreed boundaries, and to seek guidance when necessary
* Knowledge and experience of the mental health sector
* Ability to work within policies and procedures