



Job Description for Leader

Necessary elements of role:

- Build respectful working relationships with all staff, trustees and the community.
- Support regular management meetings and develop good communication pathways with staff.
- Take responsibility for the efficient and effective delivery of all New Hope services.
- Envision and develop a strategy for sustainability, growth and change to ensure that New Hope continues to be relevant and effective.
- Provide a robust line management structure for the employed staff and volunteers.
- Maintain, amend and introduce new policies, processes and procedures, where appropriate.
- Develop and implement a business plan for the service provision of New Hope, reviewing and adapting it as necessary.
- Ensure adherence to the budget and agreed financial systems of accounting.
- Analyse data to identify trends and take action accordingly.
- Attend Trustee meetings and meet with the Chair of Trustees regularly.
- Champion the Christian character and agenda of the charity.

Other aspects of the role, to be taken from the following areas, can be selected based on candidate's vision and skill set. The new leader would still have oversight of, and responsibility for, all of these aspects but could delegate some of them to other staff.

Management:

- Work with staff and trustees to ensure that New Hope is a good place to work.
- Build upon and extend effective relationships with relevant statutory and voluntary sector partners.
- Manage and coach the staff team where and when necessary.
- Ensure adherence to relevant health and safety procedures, and associated insurance policies.
- Liaise with regulatory bodies and lead on ensuring continued relevant accreditation.
- Prepare a quarterly report for trustees and provide relevant information for the Annual Report.

Financial:

- Develop a Fundraising strategy and liaise with staff to deliver this.
- Ensure funded projects are delivered as requested within the funding application and monitored thereafter.
- Operate a grant application process. Complete when appropriate and support other staff to complete strong applications for financial support.

- Supervise Payroll payments, and authorise payments above delegated limit, and oversee banking arrangements.

Staffing:

- Implement recruitment strategies and ensure the recruitment and induction of staff, including volunteers.
- Screening and subsequent mentoring of trainee counsellors on placements.
- Develop an efficient and robust line management structure to ensure that all staff are supported.

Service Delivery:

- Manage the referral to counselling process, including waiting list times and payments
- Work with the team to maintain and manage client record systems in line with GDPR and appropriate legislation.
- Ensure adherence to safeguarding procedures and that the service is delivered in line with ACC's guidelines and ethical framework.
- Ensure that client complaints are investigated in a timely manner and dealt with appropriately.
- Oversee and ensure Web pages and New Hope social-media are up-to-date and relevant. Support and lead prayer times with the staff and develop the prayer support network.
- Maintain and ensure adherence to a robust health and safety policy.

Counselling:

It may be an advantage for the candidate to be a qualified counsellor/supervisor (such as having NCS or ACC Accredited membership, UKCP or BACP registered membership or being a counselling psychologist). This is not mandatory, but we would hope that the candidate has a good understanding of counselling and ways to ensure robust and ethical practice.

- Monitor referrals process.
- Manage assessments.
- Allocation of clients to counsellors.
- Ensure the provision of supervision to counselling staff, volunteers and other agencies.
- Manage clinical supervision.
- Develop the capabilities of the staff through ongoing continuous Professional Development.
- Develop and offer training to the community in relation to mental health needs and strategies to support.
- Monitor the provision of professional supervision and attendance by counsellors.
- Responsible for safeguarding concerns which are counselling related.