**Job Title:** Therapeutic Support Manager

**Reports to:** Head of Family Support

**Location:** The Joshua Tree, Cheshire or North Wales Sites

**Salary:** 30 hours per week, £35,000 FTE

**About The Joshua Tree:**  
The Joshua Tree is a dedicated charity committed to providing tailored support to families affected by childhood cancers. We strive to ensure that families receive compassionate care and the resources they need to navigate the most challenging of times.

We are seeking an experienced and qualified **Therapeutic Support Manager** to oversee our counselling and therapeutic work. This will include completion of detailed assessments and developing support plan tailored to each family and crucially overseeing our cohort of bank counselling staff.

This is an exciting opportunity for a skilled counsellor with expertise in child bereavement and trauma to make a meaningful impact.

**Key Responsibilities:**

**1. Family Triage and Safety Management:**

* Oversee the completion of detailed assessments of families referred to The Joshua Tree, ensuring their safety and well-being are prioritised.
* Approve individual support plans tailored to each family’s specific needs, emphasising emotional, psychological, and practical support.
* Serve as a point of signposting contact for families in crisis, offering immediate guidance and connecting them to appropriate internal and external resources.

**2. Team Leadership and Line Management:**

* Directly line manage a team of three Family Support Coordinators, providing supervision, guidance, and support.
* Foster a collaborative and compassionate team environment to ensure high-quality service delivery.
* Oversee team development, including performance reviews, goal-setting, and ongoing training.

**3. Recruitment and Supervision of Counsellors:**

* Lead the recruitment, onboarding, and supervision of sessional counsellors across the country.
* Conduct regular reviews and ensure counsellors adhere to best practices, safeguarding policies, and ethical standards.
* Coordinate training opportunities for sessional staff to enhance their skills in psycho-oncology and related fields.

**4. Governance and Policy Development:**

* Contribute to the development and review of policies, procedures, and governance frameworks within the field of psycho-oncology.
* Ensure that services comply with legal, ethical, and professional standards, and align with The Joshua Tree’s mission and values.

**5. Partnership and Collaboration:**

* Work closely with referral partners, including hospitals, schools, and community organisations, to ensure seamless service delivery.
* Represent The Joshua Tree at professional forums, conferences, and partnership meetings.
* Maintain up-to-date knowledge of best practices in counselling, child bereavement, trauma support, and psycho-oncology.

**Qualifications and Experience:**

**Essential:**

* A recognised counselling qualification (e.g., BACP, UKCP, HCPC, British Psychological Society accreditation or equivalent).
* Demonstrable experience working in child bereavement and trauma support.
* Proven leadership and management experience, particularly in supervising teams or counsellors.
* Strong understanding of safeguarding policies and procedures.
* Excellent communication, assessment, and report-writing skills.

**Desirable:**

* Experience within the psycho-oncology field or working with families impacted by childhood illnesses.
* Knowledge of policy development and governance in a healthcare or charitable context.
* Familiarity with working alongside referral partners such as healthcare providers and schools.

**Key Competencies:**

* Empathy and emotional resilience when working with families experiencing profound challenges.
* Ability to manage multiple priorities and maintain composure under pressure.
* Strong organisational and problem-solving skills.
* Commitment to continuous professional development and staying informed about best practices in the field.

**How to Apply:** To apply, please send your CV and a cover letter detailing your suitability for the role to [recruitment@thejoshuatree.org.uk](mailto:recruitment@thejoshuatree.org.uk) by 25th February 2025. Should The Joshua Tree receive a high volume of applications, we reserve the right to close the application process early. Interviews will be scheduled w/c 3rd March 2025.

Informal enquiries may be made to Danielle Percival, Head of Family Support, [daniellepercival@thejoshuatree.org.uk](mailto:daniellepercival@thejoshuatree.org.uk) or 01606331858

**The Joshua Tree is committed to promoting diversity and inclusion. We welcome applications from individuals of all backgrounds and are happy to discuss any reasonable adjustments that may be required during the recruitment process.**