

OUTREACH MANAGER ROLE DESCRIPTION

Job Title: Outreach Manager

Reports to: Senior Outreach Manager and Clinical Director

Hours: 21 hours worked over the week, term time only, but with some flexibility by arrangement with occasional days in the holidays for meetings, etc.

Two working days should be Thursday and Friday, with the other day to be negotiated with the Senior Outreach Manager who usually works Monday, Tuesday and Wednesday.

Base: Blue Smile Office (currently in central Cambridge)

Salary: £26,667 full time equivalent, £12,000 pro rata

Blue Smile is a Cambridgeshire charity which tackles the growing mental health problem among our children by providing expert therapy and mentoring. We have delivered a well-regarded service in local Partner Schools for eight years and have expanded this service over the last year to provide an Outreach Service, which takes on referrals from schools and a wider range of organisations all over Cambridgeshire, thereby supporting more children.

The Outreach Manager's role involves liaising with agreed schools within a geographical area, group or cluster and discussing referrals for the allocation of Outreach Associate Therapists (OATs); ensuring that clinical administration (including outcome measures) is excellent; attending individual and group management supervision, training and CPD.

Though line-managed by the Senior Outreach Manager, who with the Clinical Director oversees the service, the role requires an ability to work independently, and to manage OATs doing the same, while being aware when it is necessary to seek advice and support.

1. Management

The Outreach Manager's management role in schools is to:

- 1.1 support a team of OATs in designated schools
- 1.2 participate in and contribute to therapist induction, recruitment and training programmes as required
- 1.3 provide regular management supervision for OATs
- 1.4 maintain links with higher-level school staff, providing consultation and support as required
- 1.5 promote the Menu of Services where needs are apparent
- 1.6 ensure therapists fulfil professional clinical supervision requirements and attend Blue Smile training and CPD opportunities
- 1.7 give general oversight to the caseload of OATs
- 1.8 write reports as required
- 1.9 ensure compliance with Blue Smile's policies and procedures
- 1.10 oversee overall compliance with the rules and regulations of the designated schools or referring organisation.

The Outreach Manager liaises with the Senior Outreach Manager to decide which OATs to allocate to schools/cases. The OAT then attends referral meetings relating to the child they are to support and makes clinical assessments of the most appropriate therapeutic intervention. OATs work with parents/carers and teachers to inform this work, ideally arranging twice-termly meetings with parents/carers and on a regular basis with teachers. The Outreach Manager may be consulted by OATs in these areas and may, on occasion, attend these meetings as well.

The role requires ensuring the OATs have the means for the maintenance and storage of accurate and up-to-date records and the preservation of appropriate confidentiality.

The Outreach Manager ensures the OATs fulfil professional supervision requirements and attend Blue Smile supervisions, though this is overall each OAT's own responsibility.

The Outreach Manager abides by BACP's Ethical Framework for therapy, by Blue Smile's policies, procedures and Practice Standards, and by the rules and regulations of the referring organisation - and ensures OATs do the same. It is particularly important that all follow Blue Smile child protection procedures assiduously.

2. Clinical work

The Outreach Manager has clinical responsibility to:

- 2.1 allocate OATs to specific schools and support OATs in assessing the suitability of referrals
- 2.2 support them in any difficulties or issues with the school
- 2.3 assist with the development and delivery of the Outreach Menu of Services, such as staff training, pupil group work, staff support etc. in conjunction with the Senior Outreach Manager and Clinical Director.
- 2.4 ensure work with parents and carers supports the work with children and young people
- 2.5 ensure records are stored and maintained in keeping with Blue Smile's policy on note taking and storage, with appropriate confidentiality
- 2.6 make sure appropriate materials and resources are in place in the school to support the therapy and liaise with the Senior Outreach Manager and Clinical Administration Manager to arrange these

2. Administration work

The Outreach Manager needs to be comfortable with IT as data collection, processing and analysis is an essential part of our service and will be improved further in the near future to support remote working. The Outreach Manager will monitor that administration across their geographical area is effective and check that OATs know what is required of them and have the necessary tools to do the work. The Outreach Manager will help OATs to support their clinical work with appropriate admin, including ensuring consent is in place, comprehensive client files are maintained and adequate casework notes are kept, in line with Blue Smile Practice Standards.

3. Evaluation work

Monitoring of the work through statistics and feedback is central to Blue Smile's performance appraisal and funding applications, and is key to monitoring and feeding back into effective working with the child. The Outreach Manager will ensure the OATs complete assessments and outcome measures on their cases and discuss progress and endings with them where needed, to provide this anonymised data to the Senior Outreach Manager and Research and Impact Assistant and Clinical Administration Manager and at times to feedback to the wider team in Blue Smile's office on the work to help with considering the wider Menu of Services and for supporting our work with reporting to donors/fundraising.

Note that it is expected that the Outreach Manager will ensure that OATs:

- make appropriate assessments of children, completing assessment forms, complete SDQs and Blue Smile outcome measures.
- input results electronically (or manually) using children's codes.

4. Team work

The Outreach Manager will liaise and meet regularly with the OATs, although they are expected to work relatively independently in allocated venues, as well as with other Blue Smile colleagues in the team to support best practice.

5. Reporting structure

The Outreach Manager reports to the Senior Outreach Manager on:

- 5.1 management of the day-to-day running of the service in the area indicating any potential and pitfalls
- 5.2 management of the OATs.

The Outreach Manager liaises with the headteachers of the allocated schools to:

- 5.3 maintain overall good working relations between the schools and Blue Smile and ascertain needs for the menu of services

- 5.4 arrange initial referrals to Blue Smile when new in a school plus any onward referrals to related agencies in consultation with relevant staff
- 5.5 OATs are responsible for reporting immediate concerns over child protection in schools, but the Outreach Manager retains oversight of the effectiveness of Child Protection reporting, including if it's timely and appropriate.

6. Service role

The Outreach Manager's role in support of the development of the Blue Smile Outreach service is to:

- 6.1 meet regularly with the Senior Outreach Manager regarding the management of Blue Smile in their area, attending and participating in service meetings as required
- 6.2 provide reports to the Senior Outreach Manager and management team on the activity of the OATs in their area
- 6.3 assist in the evaluation, review and measurement of outcomes of the service
- 6.4 contribute towards service development and policies, procedures and practice from their knowledge of the area/schools
- 6.5 promote equal opportunities and an open approach without discrimination in all areas of work.

7. Role flexibility and development

This description is a general outline of the role's responsibilities and may be amended as Blue Smile develops and grows. Outreach is a flexible service, with schools starting and stopping therapy. The Outreach Manager may be required to take on/undertake new schools and other reasonable extra duties as agreed with the service managers from time to time. The role may grow to need further hours in future.

Person specification

Required criteria for the role are:

- Registration with a relevant professional body, e.g. UKCP, BACP, BAAT, HCPC, etc.
- A recognised masters-equivalent qualification in counselling or therapy with children and young people
- A professional liability insurance policy
- At least 2–3 years post-qualification experience as a practising counsellor or therapist with children and young people
- Competency in working within a recognised theoretical framework
- An understanding of working with vulnerable and disadvantaged children and young people
- Management experience and skills in supporting teams effectively including the ability to lead a remote and dispersed team and to work with a remote line manager
- Knowledge of best practice and an ability to apply this to the role
- Very good interpersonal skills and the ability to work diplomatically and effectively within school settings and an understanding of school systems
- An empathic and sensitive approach to staff difficulties and grievances, whilst ensuring that Blue Smile's policies and standards are carried out
- An understanding of equal opportunities and an open approach
- An ability to operate within Blue Smile's policies and procedures
- An ability to motivate and facilitate continuing professional development
- An ability to handle referrals both into and out of the service
- An ability to keep good and confidential records
- An ability to work under pressure and prioritise workloads
- Good IT skills

Employment status

The Outreach Manager is an employed role. The role will be based in Blue Smile's head office (currently Cambridge but likely to move to just to the north of Cambridge) but is often out and about flexibly. Reasonable travel expenses will be reimbursed.

Further information is available from Jess Manley, Clinical Director: jess.manley@bluesmile.org.uk or on 01223 314725.