



Phoenix Therapy Practice

Adult, Child, Couples and Group Psychotherapy, Counselling and Psychological Services.

Phoenix Therapy Practice

Operations Director

Job Description

Phoenix Therapy Practice opened in April 2019 and is a not for profit, Community Interest Company. We offer a wide range of psychological therapies to clients seeking help with mild, moderate and severe mental health problems. Our aim is to provide high quality counselling and therapy at low cost depending upon the circumstances of each individual client. We do this by providing supervised placements to trainee therapists who see clients at a low-cost fee, and by obtaining grant funding in order to subsidise sessions for clients needing to see experienced practitioners. Our community of 45 practitioners work together to enhance the development of the service and the inter-relationships within the organization, through regular business meetings, process groups and discussion groups. We operate from our self-contained premises at 2 Osmond Road, Hove and in July 2024 we will be taking on a 2nd building (14 St George's Place, Brighton). Our income comes via room rental and grants.

Phoenix Therapy Practice is committed to inclusion and diversity and actively encourages applications from people from a variety of backgrounds, and with a range of skills and experiences. We are particularly interested to hear from those from Black or Minority Ethnic Communities who are currently under-represented in the organisation.

We are looking for a calm, resourceful and committed individual to be our Operations Director, who can work alongside of the Clinical Director, in a co-leadership role, in this new phase of development of Phoenix Therapy Practice. They will need to be able to look outward and liaise with other local mental health services, providers and funders and also to look inwards at the structure, organisation and health of our growing team of practitioners.



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Job Title: Operations Director

Report to: Phoenix Directors

Purpose of Job: To take on a co-leadership role of Phoenix Therapy Practice, with the Clinical Director. The Operational Director will have four main areas of responsibility including finances and fundraising, policies and procedures, and networking.

Hours: 10 hours per week initially with a view to increasing to 20 hours when we have sufficient funds.

Working Location: Across our two sites.

Salary: NJC scale PO5 point 38. £46,464 Pro rata . 20 hours £26,552

Pension: Nest Pension Scheme

Probationary period: 3 months

Holidays: 25 days per year plus Bank Holidays (pro rata)

Relationships and contacts: Co-leading the organisation with the clinical director, and working with the directors, practice manager, administrator, practitioners, landlords, funders, local organisations.

Duties and Responsibilities:

1. General:

- To attend quarterly meetings of the Directors and give a report.
- To liaise with the Clinical Director on a regular basis to ensure smooth functioning of the organisation
- To lead the bimonthly business meeting (Saturday mornings)
- To attend the quarterly process group (Saturday mornings)
- To work with all staff to maintain an inclusive working environment.
- To supervise the Practice Manager and meet with them on a regular basis to check operational procedures.



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- To oversee the Practice Manager on issues of building repairs and maintenance.
 - Liaise with landlords where required.
- 2. Finances and Fundraising:**
- Oversee payroll, and financial planning and management and liaise with the Practice Manager to produce monthly accounts and a yearly budget.
 - Taking the lead on fundraising and working with the clinical director and the Practice Manager to write applications and monitoring reports.
- 3. Networking:**
- To attend meetings of local voluntary organisations/networks, local services and funders as required.
- 4. Policies and Procedures:**
- To be the designated Safeguarding Lead for the organisation.
 - To monitor, regularly review and update the Adult and Child Safeguarding Policies and Procedures. Ensure that all practitioners are up to date with safeguarding.
 - Ensure that all policies and procedures are complete, up to date and available for viewing on our website:
 - With the Practice Manager, to carry out an annual fire risk assessment and monitor health and safety within the buildings.

Skills and experience needed:

Experience & Knowledge

- Previous experience in fundraising
- Experience in strategic and operational management
- Experience in networking and ability to build and maintain relationships with a range of internal and external stakeholders
- Knowledge and experience of safeguarding children and vulnerable adults.
- Proven team leadership and ability to manage and motivate staff
- Knowledge of the legal & policy framework in which services must be



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delivered : Employment law, Health & Safety Law, Safeguarding, Equality & diversity

- Previous experience in financial planning, budgeting and accounting
- Previous line management experience
- Previous experience in leading a small organisation.
- Knowledge of a mental health issues nationally and locally
- Experience working in a not-for-profit or health & social care setting.

Skills

- Excellent IT skills, including Office 365, Microsoft Outlook, Word and Excel. Able to work online via Microsoft Teams and Zoom.
- Excellent interpersonal and communication skills, both oral and written.

Personal qualities

- Respectful, non-judgmental and empathic towards clients/colleagues.
- Demonstrates respect for confidentiality and boundaries.
- Sense of responsibility and commitment to organisational excellence.
- Resilient when dealing with sensitive and at times difficult situations.
- Flexible, pro-active and open attitude to work.
- Both self-motivating and able to motivate others
- Ability to work as part of a team and develop positive working relationships
- Commitment to equal opportunities, diversity & inclusion.

If you would like to apply for this position, please send an up-to-date CV and covering letter stating how you fulfil the requirements and why you wish to work for Phoenix Therapy Practice.

Closing date for applications: Monday 22nd July at 9am.

Contact: Dr Eva Coleman info@phoenixtherapypractice.co.uk