

**JOB DESCRIPTION - PRACTICE MANAGER**

**REMIT**

The postholder will oversee the provision of Family Mediation and Counselling/Therapeutic services offered by Relationships Scotland Tayside and Fife, ensuring that the delivery of these practices is carried out in compliance with regulatory standards and relevant Policies and Procedures.

**ACCOUNTABILITY**

The Practice Manager is accountable to the CEO of Relationships Scotland Tayside and Fife.

## RESPONSIBILITIES

# **Practice matters**

To be accountable for the standard of practice in relation to the provision of family mediation and counselling, conforming to standards required by the relevant regulatory bodies.

To be responsible for the recruitment, selection, induction, mentoring, ongoing support and evaluation of trainee mediators and counsellors.

To be responsible for the timely accreditation and registration with Relationships Scotland,of mediators and counsellors, and routine reviews of their practice.

To ensure that all practitioners are members of a professional body at the level required for government Regulation and Relationships Scotland’s own standards.

To implement and monitor nationally agreed supervision and continuing professional development procedures and standards.

To facilitate effective delivery of the initial assessment (intake) process for family mediation, relationship counselling and other counselling/therapeutic work, including practice support of intake workers.

**Operational – beneficiary-facing**

To explore feedback, to investigate any concerns, and action any findings.

**Operational - administrative**

In conjunction with the Administration Manager, to monitor the allocation of practitioners’ caseloads. To ensure timely completion of practitioners’ annual renewal forms to Relationships Scotland.

In conjunction with the Administration Manager and the Administrators, to organise administrative work in relation to mediation and counselling, for example allocation, review or closure of cases, and booking and rescheduling appointments.

Based on initial intake assessment documentation, to undertake initial case assessments prior to an offer of support is made. To pass cases on to be allocated to the appropriate practitioner, or to decline support if not appropriate.

To maintain confidential records and case notes and undertake appropriate administrative tasks to ensure efficient delivery of services.

To pass cases on to the administrative team for closure when appropriate.

To provide reports for Executive Meetings or as and when required by the Trustees of the Board.

To oversee any specific contracts/partnerships falling within their remit.

**Line management duties**

To be responsible for the induction, training, support and monitoring of mediation and counselling staff and Practitioners, through informal and formal support and guidance, annual appraisal meeting, and practitioners’ meetings.

To offer specific support with safeguarding, health and safety matters and complaints, and to ensure that these are passed on to the CEO where appropriate.

To follow, and help develop, organisational Policies and Procedures, including use of HR Policies and implementation of best practice.

# **Training**

To liaise with Relationships Scotland national office regarding the national CPD (continuous personal development) calendar for practitioners and make appropriate bookings.

To source local training opportunities and resources, making an appropriate contribution to the overall training plan of the Service.

To organise practitioners’ meetings, group supervision, and other events, as required.

**Stakeholders**

To liaise with beneficiaries, partner agencies and referrers in respect of cases (schools, social work, advocates etc.).

To liaise with other professionals within the private, statutory and voluntary sectors, and to promote awareness of mediation and counselling services to professionals, parents/caregivers and other groups in the wider community.

To represent the Organisation at external events, stalls, third sector fora and any other events as identified.

To develop mediation and counselling services and relevant guidance, including promotional materials and presentations in consultation with beneficiaries, staff, and CEO.

To participate in the national development of mediation and counselling across Relationships Scotland member services through its committee structure, consultations, and short-life working groups.

# **Promotional work**

To act in a public relations capacity in respect of the services they oversee, to the general public, professional bodies and statutory and voluntary organisations.

This job description may be periodically amended to suit the needs of the Service.