

Job Description & Person Specification Growing Hope Redbridge Clinic Manager

Summary

Growing Hope is a charity providing free therapy for children and young people with additional needs in partnership with local churches across the UK. We aim to grow hope for children, hope for families and hope in Jesus. Growing Hope was founded in December 2017 and has a vision to see 20 clinics set up across the UK by 2030. We have ten local charities across the UK in King's Cross, Brockley, High Wycombe, Redbridge, Maidstone, Farnham, Solent, York, Tunbridge Wells and Ipswich, some of these are still in set up phase. We have worked with over 1000 children, young people, parents, carers and siblings since we launched.

We are currently recruiting for an experienced, innovative and highly motivated Clinic Manager for Growing Hope Redbridge.

You will provide leadership to the Growing Hope Redbridge clinic overseeing the day to day running of the clinic, service development and fundraising to grow the local charity, and champion accessibility in the partnership church. The successful candidate will bring experience working with children with additional needs or in accessibility or inclusion alongside their leadership and management skills. They will become a part of the All Saints' Woodford Well's staff team, receiving pastoral support and working on a Sunday to support all children and families to experience belonging.

We are looking for employees who are committed to Growing Hope's vision and values and can demonstrate these within their interview.



 HOPE We believe Jesus brings hope to children, young people and families, even in the most difficult situations, and that underpins everything we do.	 COMMUNITY We are accepting of all and want everyone to know they are seen, heard and belong.	 COURAGE We are brave, choosing honesty over comfort, and tackling problems because we want to change lives.	 INNOVATION We are innovative, flexible and creative in our approach, always aiming for excellence.	 GENEROSITY We look out for others and share our time, encouragement, finances and skills.
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Hours - Part time (0.6FTE, 22.5 hrs).

Salary - **£29,116.80** pro rata (based on £48,528 per annum including outer London weighting)

Application form - www.growinghope.org.uk/jobs

We are generally happy to consider a degree of flexibility in the hours and patterns worked so please make us aware of your circumstances and any constraints/preferences.

Experience Required

- Committed Christian
- Strong Leadership and Management skills
- Experience working alongside children with additional needs (and/or families)

Providing free therapy for children and young people with additional needs and their families in partnership with All Saint's Woodford Well's Redbridge.

- Knowledge or experience of accessibility and inclusion
- Experience in a health care or therapeutic setting is desirable

There are four key aspects to the clinic manager role:

- Overseeing the running of the clinic
- Fundraising and developing the service
- Building strong, fruitful relationships with and reporting to the Board of Trustees
- Church Accessibility.

Clinic Managers are closely supported by Growing Hope (national charity) in all aspects of their role.

Clinical Services

- Manage the innovative clinic-based service in order to provide multidisciplinary support to children and young people with a variety of needs in the local area.
- Manage the waiting list for the local clinic, including using innovative approaches such as groups and training to help support as many children, young people and families as possible.
- Oversee the purchase of equipment and use of clinic space.
- Line manage clinic therapist(s).
- Lead in safeguarding and ensure staff follow Growing Hope policies.
- Deal with complaints sensitively.
- Maintain confidentiality of all children and families seen within the clinic.
- Maintain data protection in line with Growing Hope's information governance policy.

Clinic Management

- Work closely with Growing Hope (national) and ensure the local clinic is following the national policies and procedures and is utilising the support offered.
- Lead the charity and team with prayer and a supportive environment which demonstrates our value of hope – that we believe Jesus brings hope even in the most difficult situations and that underpins everything that we do.
- Recruit and manage staff, freelancers, volunteers and systems in order to enable the clinic to run effectively. Lead team meetings, 1:1s, inductions and training in a professional manner.
- Work closely with Growing Hope (national) to ensure accurate, professional and timely reporting of services, including providing information, checking and submitting the annual report.
- Communicate regularly and effectively with the local trustee board who governs the charity. (This includes attending quarterly trustee meetings and meeting with the Chair of trustees).
- Ensure clinic services meet Growing Hope's aim to grow hope for families through utilising staff and volunteers to run regular When Dreams Change courses, Siblings Groups and Circle of Security.
- Link with other community services in order to gain contacts and referrals. (e.g. developing close working relationships with schools and SENDCOs).
- Use time effectively in order to balance the demands of the role, asking for support when it's needed.
- Excellent time management and organisational skills, responding in a timely and professional manner.
- Able to manage and work closely with a team of professionals, freelancers, volunteers and trustees.

Service Development and Fundraising

As with any therapy service manager, a key part of the Clinic Manager role is service development. This includes pitching development ideas, understanding budgets and raising funds through a variety of sources.

- Strategically plan and develop the charity's services to support as many children, young people and families as possible in line with the charity's governing document and objectives.
- Demonstrate a good knowledge and application of the charity's budget. Proposing new budgets and spending according to budgets signed off by trustees.
- Oversee the charity's fundraising and ensure that the budget is met (this includes running monthly fundraising sub-committees, recruiting and supporting volunteers to help deliver fundraising, checking and applying for grants and overseeing the delivery of fundraising events).
- Active networking with potential volunteers, staff, freelancers and supporters. This may include approaching individuals with specific volunteering requests, meeting with potential grant providers or contacting local schools.
- Work closely with trustees from different churches and church champions to support community fundraising and church giving to Growing Hope.

Church Accessibility

Enabling accessible church ministry in the partnership church is an essential aspect of the Clinic Manager role. Each Clinic Manager must work on a Sunday in order to grow and develop a volunteer team who can support everyone to access church.

- Receive pastoral and team support as part of the All Saints' Woodford Well's staff team, attending staff meetings regularly on Monday mornings and giving one day a week to the church aspect of the role. (Usually half a day in the week and half a day on a Sunday).
- Working with your team of therapists to build on accessible provision for families with additional needs on a Sunday at All Saints' Woodford Well's through working on a Sunday, running groups, growing and training a volunteer team.
- Working with your team of therapists to promote accessibility in the local area to the clinic, offering advice, support or resources to other local churches to enable accessibility where appropriate.

Person Specification. The ideal candidate will have a genuine interest in working in the charity sector.

ESSENTIAL

- This role has an Occupational Requirement to be a Christian, as permitted under Schedule 9, Part 1, of the Equality Act 2010
- Excellent leadership and management skills and relevant leadership and supervision experience
- Experience in delivering/producing training
- Experience in Fundraising and event organisation
- Commitment to Growing Hope's vision
- IT skills – experience of MS Office, particularly Word and Excel
- Excellent communication and interpersonal skills. Ability to communicate in highly complex situations and in hostile or emotive atmospheres
- An innovative and creative approach
- Ability to monitor and contribute to clinic budgets
- Ability to create and action service development plans

DESIRABLE

- Experience working with trustees
- Experience, interest in or commitment to a career in additional needs and accessibility within church and community settings
- Interest in or experience of working in the charity/NGO sector
- Post graduate training in areas relevant to the Clinic Manager role
- Ability to deliver core HR advice and manage contracts and day to day clinic tasks

- Excellent organisational skills and attention to detail. Ability to keep records and report progress in a timely manner
- Ability to create, implement and monitor systems for effective working across the clinic

Each local Growing Hope charity runs through collaboration between the national charity, the local church and the clinic. Growing Hope national charity exists to equip and enable the local charities to run as smoothly as possible. Once an appointment is made, the Growing Hope national team will coach and develop the new Clinic Manager in their role. On a day-to-day basis Growing Hope's Operations Team is available to help support Clinic Managers as they run the local charities.

For more information about Growing Hope, please visit www.growinghope.org.uk.