Growing Hope Maidstone |
Registered charity 1210062

St Luke's Church, Maidstone, Foley Street,
Maidstone, Kent, ME14 5BE |
07762 879731 | maidstone@growinghope.org.uk

Job Description & Person Specification
Growing Hope Maidstone Clinic Manager

Summary
Growing Hope is a national 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. Growing Hope currently has 11 local charities running across the country in King's Cross, Brockley, High Wycombe, Maidstone, Redbridge, Solent, York, Farnham and Tunbridge Wells (with 2 more launching in the next few months). They have worked with over 1500 children, young people, parents, carers, and siblings since they launched. We are currently recruiting for an experienced, innovative and highly motivated Clinic Manager for Growing Hope Maidstone. You will provide leadership to the Growing Hope Maidstone 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 St Luke'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.



Hours- Full or Part time (1.0FTE, 37.5hrs or 0.8FTE, 30hrs).
Salary - £44,000PA-£46,000 (dependant on experience) (calculated from Growing Hope Pay Scale) Application form – https://forms.gle/HA7fqdFYM9BbVETd7

Experience Required

- Committed Christian
- Strong Leadership and Management skills
- Experience working alongside children with additional needs (and/or families)
- 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 – providing clinical services, managing the clinic, developing the service and raising funds, and church accessibility. Clinic Managers are closely supported by Growing Hope (national charity) in all aspects of their role.

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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 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 organisation skills, responding in a timely and professional manner.
- Able to manage and work closely with a team of professionals, freelances, 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 charities services to support as many children, young people and families as possible in line with the charities governing document and objectives.
- Demonstrate a good knowledge and application of the charities budget. Proposing new budgets and spending according to budgets signed off by trustees.

- Oversee the charities fundraising and ensure that the budget is met (this includes running monthly fundraising sub-committees, recruiting and supporting volunteer 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.

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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 St Luke's staff team, attending staff meetings regularly on one morning 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).
- Build on accessible provision for families with additional needs on a Sunday at St Luke's Maidstone through working on a Sunday, running groups, growing and training a volunteer team.
- 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.
- 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.
- Excellent organisational skills and attention to detail. Ability to keep records and report progress in a timely manner.

DESIRABLE

- Experience in fundraising and events.
- Experience in 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 clinical role.
- Ability to deliver core HR advice and manage contracts and day to day clinic tasks.
- 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. As a new Growing Hope clinic starts 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 Interim CEO is available to help support the Clinic Managers as they run the charity. There's a working together agreement with more information about key aspects of the role and partnership.

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Tasks/ activities	**Growing Hope Maidstone Chair of Trustees – direct manager**	**Church Leader – pastoral support**	**Growing Hope – everyday support**	**Clinical Supervisor -clinical support**
Probation/ employment decisions	Decisions made by board of trustees, working in collaboration with Growing Hope national and the church.	May make recommendations to the chair.	Involved in the day to day ensuring that employment standards are maintained.	May make recommendations to GH who will feedback to the chair.
Fundraising	Responsibility for ensuring the charity is governed well.	May contribute to community fundraising.	Support through training and advice around fundraising, grant applications. Nationally run campaigns and event plans for recommended use locally. All email newsletter and social media communications are supported nationally.	-
Finances	Responsible for ensuring the charity finances are kept in order. Appoints independent examiner. Signs off annual accounts.		Growing Hope's Finance Officer supports with Book Keeping and Payroll services, agreed as part of the collaboration. This includes supporting with preparing annual reports. Each Growing Hope local contributes a monthly amount towards this.	-
Leave (annual leave/ carers leave/ sick leave)	Responsible for ensuring that leave is suitable and kept informed. (this should not be taken over Clinic Manager days or training unless specifically requested).	Church contribute financially to Growing Hope each year. Informed regarding leave.	Informed regarding leave.	-
Clinical support/ running the clinic	Informed about the clinic progress. Decides whether the clinic follow template policies, procedures and guidelines for running the clinic day to day. Brings any amendments to these in writing to	Informed about the clinic progress.	Provides recommended policies, procedures and guidelines for running the clinic day to day. Supports ad hoc where questions arise.	Supports through monthly supervision to help with clinical provision.

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	collaboration partners.		
Recruitment of new staff, volunteers and freelancers.	Signs off the budget and proposals together with trustees. A trustee may be involved in interviews.	May be involved with ex-officio trustee signing off. proposals (only if ex-officio trustee).	Supports with safer recruitment processes, DBS admin as requested by the local charity.	-
Line management of new staff,	Awareness of who is a part of the current team, sign off on new staff.	-	When requested by the local clinic all contracted staff will be provided with	-
volunteers and freelancers – full responsibility of Clinic Manager.			clinical supervision by Growing Hope.	
Accessibility on a Sunday	Informed about what is happening.	Direction and agreement around creating accessible church each Sunday.	Advice and support around good practice in terms of accessibility on a Sunday as requested by the local charity.	May from time to time provide additional ideas.

General working pattern
The general working pattern of a Clinic Manager is as follows. Please note Growing Hope is a flexible employer and is happy to discuss alternative working arrangements.

Five Days a week:

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<table>
<tr><th>Monday
8:30-18:00</th><th>Tuesday
8:30-18:00</th><th>Weds
8:30-18:00</th><th>Thursday
8:30-17:30</th><th>Friday Saturday</th><th>Sunday
9am-1pm</th></tr>
<tr><td rowspan="2">Clinic and fundraising admin day (from home)</td><td>Church staff team</td><td rowspan="2">Clinic (no more than 6 clinic slots per day, aiming to see 10 children with a couple of groups)</td><td>Clinic (3 slots)</td><td rowspan="2">Non-working days</td><td>Supporting families of children with additional needs to come to church.</td></tr>
<tr><td>Growing Hope Groups</td><td>Managem ent time (could be from home)</td><td></td></tr>
</table>

Four days a week:

<table>
<tr><th>Monday</th><th>Tuesday
8:30-18:00</th><th>Weds
8:30-18:30
Thursday
8:30-18:00</th><th>Friday</th><th>Saturday</th><th>Sunday
9am-1pm</th></tr>
<tr><td>Non-working day</td><td>Church staff team (half day)

Managem ent admin time (could be from home)</td><td>Clinic (no more than 4 clinic slots per day, aiming to 7 children with a couple of groups)
Clinic and fundraising admin day (from home)
Growing Hope Groups (16:00-18:30)</td><td colspan="2">Non-working days</td><td>Supporting families of children with additional needs to come to church.</td></tr>
</table>

Our therapy pattern is found on the clinic page of our website. Generally we provide families with an assessment, they receive a short report and advice, together with a whatsapp video of recommendations using a Growing Hope report template. Families then receive up to 6 weeks of intervention before being discharged. They can then practice for 3 months before referring back in if they'd like a review session and support (up to 4 weeks of therapy).