

Psychotherapy Manager 9/6 months fixed contract

[Start ASAP]

Job title Psychotherapy Manager Interim Position	Team: Psychotherapy
Accountable to: Head of Psychotherapy	Line Managing team of 6
Salary: £50,000 Pension: Automatic enrolment into the People's Pension scheme after 3 months	Hours: 35
Disclosure: Enhanced	Contract: Fixed 9 months

Tackling the root causes of homelessness in East London

For homeless people, or those at risk of homelessness, finding employment and housing opportunities can feel like an uphill battle, even more so if they're affected by physical, mental health or substance misuse issues. Providence Row works with around 1,700 homeless and vulnerably housed people a year in East London, offering an integrated service of crisis support, advice, recovery and learning and training programmes. Our aim is to ensure that people who are so often excluded from mainstream services gain the support and opportunities they need to create a safe, healthy and sustainable life away from the streets. Central to our work are our core values of Compassion, Respect, Inclusiveness, Empowerment and Justice. These inform the content, style and delivery of all our services.

The Psychotherapy Team

The Psychotherapy Team provides flexible, outreach-based therapeutic support to adults experiencing complex mental health needs, social disadvantage, and barriers to accessing traditional services. Practitioners deliver evidence-informed, client-centred psychotherapy across community settings, including hostels, day centres, and other partner organisations. The role involves building trusting therapeutic relationships, offering tailored interventions, maintaining clear clinical records, and contributing to a collaborative, multidisciplinary approach. Team members are expected to uphold high standards of ethical practice, engage in regular supervision, and support service development through reflective practice and ongoing professional learning.

The role

The Psychotherapy Service Manager leads a multidisciplinary outreach team of six practitioners delivering psychotherapeutic interventions to adults facing complex mental health, social, and environmental challenges. The post-holder is responsible for overseeing the quality, safety, and effectiveness of all clinical activity within the service, ensuring that practice is ethically grounded, evidence-informed, and aligned with organisational priorities.

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Key responsibilities include providing regular line management supervision, supporting staff development, and fostering a reflective, collaborative team culture. The manager coordinates referrals, oversees risk management processes and safeguarding, ensures accurate documentation, and maintains strong relationships with partner agencies across the boroughs.

Alongside leadership duties, the manager holds a small clinical caseload, offering flexible, client-led psychotherapy in community settings. This includes assessment, formulation, treatment planning, and therapeutic intervention, as well as liaison with external services where appropriate. Attendance to some meetings is mandatory.

The role requires a confident, compassionate leader who can balance strategic oversight with direct clinical work, promote high standards of practice, and contribute to ongoing service improvement.

Key responsibilities

***Leadership and Team Management**

- * Provide regular clinical and line management supervision to six practitioners.
- * Support staff wellbeing, development, and performance through reflective practice and professional guidance.
- * Lead on recruitment, induction, and ongoing training of team members.
- * Foster a collaborative, inclusive, and trauma-informed team culture.
- * Ensure adherence to ethical and professional standards across the service.

****Service Coordination and Oversight****

- * Oversee referral pathways, allocation of cases, and management of team caseloads.
- * Monitor service delivery to ensure high-quality, safe and effective clinical practice.
- * Lead risk management processes and provide senior oversight of complex or high-risk situations.
- * Maintain accurate and timely clinical documentation and ensure audit readiness.
- * Produce reports, contribute to service evaluation, and support data collection for monitoring outcomes.
- * Build and maintain strong partnerships with internal and external agencies, including hostels, day centres, health teams, and commissioners.

****Clinical Practice****

- * Hold a small caseload, providing assessment, formulation, and psychotherapeutic interventions in community settings.
- * Offer flexible, client-centred therapy adapted to outreach environments and client needs.
- * Liaise with external professionals to support coordinated care for clients.
- * Uphold safeguarding responsibilities and ensure safe practice in all clinical work.

****Strategic and Service Development****

- * Contribute to the ongoing development of the psychotherapy service, identifying gaps and proposing improvements.
- * Implement new approaches, protocols, and best-practice guidelines as required.
- * Participate in organisational planning, meetings, and strategic discussions.
- * Promote the service externally and support its integration within wider multidisciplinary networks.

Knowledge and Experience

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Accredited psychotherapist or counsellor (e.g., UKCP, BACP, BPS, HCPC) or equivalent professional body registration.	Essential
Recognised training in an established therapeutic modality.	Essential
Significant post-qualification clinical experience working with adults with complex mental health needs.	Essential
Experience providing psychotherapy in community or outreach settings (hostels, day centres, home visits, or similar).	Essential
Proven experience of supervising clinicians, trainees, or mental health practitioners.	Essential
Experience managing risk, safeguarding concerns, and crisis situations.	Essential
Experience working within multidisciplinary environments and collaborating with partner agencies.	Essential
Strong understanding of trauma, attachment, personality difficulties, and factors affecting people experiencing homelessness, social exclusion, or instability.	Essential
Service development or project leadership experience (desirable).	Desirable
Experience holding a manageable caseload while balancing wider service duties.	Desirable
Attributes	
Ability to provide high-quality clinical supervision and reflective space for staff.	Essential
Strong leadership and team-building skills, with the ability to motivate, support, and develop others.	Essential
Ability to work autonomously while holding responsibility for team-wide oversight.	Essential
Skilled in managing complexity, uncertainty, and high-risk situations while maintaining calm and clarity.	Essential
Strong organisational skills with the ability to prioritise, delegate, and manage competing demands.	Essential
Willingness to travel across boroughs as required for community-based work.	Essential
Ability to work flexibly to meet service needs.	Essential
Flexible and creative in adapting therapeutic approaches for outreach settings.	Essential
integrity, reliability, and professionalism in all aspects of work.	Essential

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