



A MENTAL HEALTH SOCIAL MOVEMENT

OFF THE RECORD (BRISTOL)

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120  
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

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## **Job Pack**

### **Head of Clinical Services**

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **Sunday 4th May 2025 at 11:59pm** and interviews will be held on week commencing **12th May 2025**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates.

If you have any questions about the role, contact [people@otrbristol.org.uk](mailto:people@otrbristol.org.uk)

## Role Summary

<b>Job Title</b>	Head of Clinical Services
<b>Salary</b>	OTR Band D   Starting salary £39,367 - £43,143 (depending on experience)
<b>Hours</b>	22.5 - 30 hours per week (0.6 - 0.8 FTE) with some evening and weekend working
<b>Contract</b>	Permanent
<b>Leave</b>	Flexible – our basic entitlement is 32 days (pro rata), however OTR operates a flexible annual leave policy which entitles you to request as much leave as you would like and need
<b>Pension</b>	With The People's Pension – up to 3% employer contribution on qualifying earnings
<b>Location</b>	Based at OTR, 8-10 West Street, St Phillips, Bristol, BS2 0BH, but with regular travel across OTR's geographical footprint - Bristol, North Somerset, and South Glos. (BNSSG)
<b>Accountable to</b>	CEO
<b>Job Purpose</b>	<ul style="list-style-type: none"> <li>• To provide leadership across OTR's clinical services and projects, ensuring the integrity of performance against the OTR delivery philosophy, strategic priorities, and key contract criteria.</li> <li>• To work with the CEO and wider senior leadership team to influence the sector systems for CYP emotional, Mental Health and wellbeing support in line with OTR's strategic aims.</li> <li>• To be responsible and accountable for the Talking Therapies and Wellbeing Practitioner teams, supporting high quality delivery services and service development in line with national guidance and local plans.</li> <li>• To act as clinical lead and OTR designated safeguarding lead and ensure systems are in place to safeguard people who access services in line with OTR's and statutory Safeguarding procedures.</li> <li>• To act as the key OTR lead and provide support for NHS Partnerships including MHST, CIOT, MINT and AMHS transition.</li> <li>• To take responsibility for managing the delivery of all relevant contracts and grant agreements relating to therapy and wellbeing practitioner services ensuring that all performance and reporting requirements are met.</li> <li>• To develop a service that best meets the needs of young people across BNSSG.</li> <li>• To lead the development of meaningful collaborations and relationships with partner organisations including AWP and schools across BNSSG.</li> </ul>
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• CEO</li> <li>• Senior Leadership Team (SLT)</li> <li>• OTR Service Managers</li> <li>• OTR staff and volunteers</li> <li>• Service Administrators</li> <li>• External Agencies and Partners</li> <li>• Sirona CIC and AWP CAMHS</li> <li>• Exeter University CYP-IAPT/CWP Programme</li> </ul>

## Role Description

<b>Leadership &amp; Management</b>	<ul style="list-style-type: none"> <li>• To lead a team of managers and staff who come from a portfolio of modalities and services.</li> <li>• To lead, develop and deliver high-quality services through the management and deployment of resources within a defined budget internally to the core Therapies and Wellbeing Practitioner Services and those assigned to targeted services such as Zazi, Freedom and Area Teams (Bristol, SG &amp; NS).</li> <li>• To ensure that OTR's diverse range of services remain youth-led, high-impact, and adaptable to different geographical, social, and cultural contexts.</li> <li>• To provide high quality line management to Managers and Leads within the team ensuring all staff receive clinical and managerial supervision, are suitably trained, and have regular PDRs.</li> <li>• To offer/manage weekly group supervision and one-to-one support and supervision where appropriate.</li> <li>• Recruitment and induction of new practitioners with the relevant line managers.</li> <li>• To be responsible for and ensure all OTR governance (policies, procedures and protocols) are adhered to in the planning and delivery of OTR services.</li> <li>• To be responsible and ensure that robust data monitoring, impact and evaluation measures are in place, ensuring contractual requirements are met and the impact of our work is clear and communicated.</li> <li>• To cultivate an inclusive team culture that promotes plurality and a strong awareness of the services and skills available within and outside OTR.</li> <li>• To be flexible and diverse to the changing needs of the population and respond creatively and appropriately.</li> <li>• To lead on ensuring that all mental health and wellbeing services reporting to you are proactively tackling inequalities and that individuals using our services reflect the diversity of our local communities.</li> <li>• To manage of the contracts and relationships with, for example, AWP, Sirona CIC, BNSSG ICB and Local Authorities.</li> </ul>
<b>Supervision</b>	<ul style="list-style-type: none"> <li>• To facilitate peer-led, multidisciplinary group and one-to-one supervision according to the needs of OTR volunteers, staff and clients.</li> <li>• To offer supervision across a diverse team comprising staff, volunteers and students with different modalities, roles, skills and experiences.</li> <li>• To promote the use of Routine Outcome Measures and 360 evaluations.</li> <li>• To attend regular clinical supervision with an approved Clinical Supervisor.</li> <li>• To attend regular operational performance supervision and 1:1s with the CEO.</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• To be the OTR Designated Safeguarding Lead, ensuring at-risk children and young people are flagged and supported consistent with local protocols and internal policies and procedures.</li> <li>• To lead the annual review and implementation of OTR's safeguarding, risk and safety policies.</li> <li>• Take the lead on responding to information that may constitute a</li> </ul>

	<p>child protection concern, including a concern that an adult involved with OTR may present a risk to children or young people.</p> <ul style="list-style-type: none"> <li>• To ensure the operations teamwork within safe practice and provide safeguarding cover on the rota as required including some evenings and weekends.</li> <li>• Liaise with statutory child protection agencies such as the local authority child protection services and/or the police. This includes making formal referrals to agencies when necessary.</li> <li>• To proactively implement and operationalise OTR's safeguarding policies and procedures, supporting practitioners to understand the policy and embrace risk thoughtfully and positively.</li> <li>• To ensure contemporaneous and accurate record keeping of all clients on IAPTus and review data regularly, in particular those flagged at risk, reporting to SLT and board as required.</li> <li>• To report all critical incidents to the CEO.</li> <li>• To attend weekly check-ins with the Senior Leadership Team and additional SLT meetings organised and chaired by the CEO.</li> </ul>
<b>Strategy</b>	<ul style="list-style-type: none"> <li>• Responsible for proactively integrating OTR's operational offer within the wider system of children, young people and adult services across Bristol, South Gloucestershire and North Somerset.</li> <li>• To build opportunity for income generation for existing and new services.</li> <li>• To build constructive alliances with other VCSE, public, and private sector providers locally and nationally that advance OTR's mission and impact.</li> <li>• To represent OTR at conferences and high-level strategic meetings and forums locally, regionally and nationally.</li> <li>• To work with the CEO and the Senior Leadership Team to support the development, implementation and integration of OTR's strategy.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• To support the ongoing development of OTR governance and business planning with the CEO.</li> <li>• To support the CEO and Senior Leadership Team in any commissioning cycles, and fundraising efforts as appropriate.</li> <li>• To deliver on strategic aims of OTR including accountability for delivery of EDI agenda</li> <li>• To engage in training and development appropriate to the role.</li> <li>• To commit to the core values and beliefs of OTR, including young people's empowerment and participation.</li> <li>• To ensure all paper and electronic personal records are always managed and stored safely in line with OTR policies</li> <li>• To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.</li> </ul>

## Person Specification

	Essential	Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Recognised professional qualification in counselling and psychotherapy (Therapists) or; Wellbeing Practitioner qualification.</li> <li>• Evidence of ongoing professional development.</li> <li>• Relevant and up to date Safeguarding and child protection training.</li> </ul>	<ul style="list-style-type: none"> <li>• Accredited or working towards accreditation with a recognised professional body (UKCP, BACP, MBABCP).</li> <li>• A recognised qualification in clinical supervision.</li> <li>• An additional recognised qualification supervising to CYP-IAPT principles and frameworks (or training towards this).</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience working with young people with complex needs.</li> <li>• Leadership and management experience</li> <li>• Experience supervising practitioners working with young people.</li> <li>• Experience managing people and service delivery.</li> <li>• Experience of managing safeguarding, confidentiality and risk.</li> <li>• Experience of multi-agency working and a clear commitment to partnerships.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the voluntary sector.</li> <li>• Experience of clinical audit.</li> <li>• Experience of electronic case management software.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good working knowledge of local services for young people, safeguarding and health care pathways.</li> <li>• An excellent understanding of anti-oppressive practice and equalities issues.</li> <li>• Working knowledge of a range of therapeutic modalities.</li> <li>• Working knowledge of Trauma informed practice.</li> <li>• Working knowledge of the adult and CYP IAPT model.</li> </ul>	<ul style="list-style-type: none"> <li>• Good working knowledge of routine outcome measures and the ability to turn practice into evidence.</li> <li>• Able to use significant knowledge and broad skills and abilities as a senior manager to lead and model good practice to guide and supervise managers.</li> <li>• An understanding of the causes of inequalities and experience of developing innovative solutions and services to meet emerging needs.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to effectively supervise and engage formatively with practitioners across psychodynamic, CBT, person centred and solution focused modalities.</li> <li>• Excellent management skills with the ability to lead a</li> </ul>	<ul style="list-style-type: none"> <li>• Highly motivated and positive individual that is passionate about positive mental health and wellbeing</li> <li>• Clear communicator who can work alongside stakeholders in many different contexts</li> </ul>

	<p>diverse team with a range of needs and skills.</p> <ul style="list-style-type: none"> <li>• Excellent organisational skills and the ability to prioritise and manage a demanding workload.</li> <li>• Ability to engage critically with the work and the field of mental health.</li> <li>• The ability to negotiate and apply ethics in practice.</li> <li>• Strong IT skills.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Resilient; able to model good self-care.</li> <li>• Values led with a personal commitment to equality, diversity, social justice and change.</li> <li>• A strong personal interest in and commitment to the mental health and wellbeing of children and young people.</li> </ul>	<ul style="list-style-type: none"> <li>• Empathetic individual who can work alongside others in a compassionate and non-judgemental manner.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Access to own transport and ability to travel to multiple sites across Bristol, South Glos, and North Somerset, sometimes on the same day.</li> <li>• Willingness to work flexibly, including some evenings and weekends.</li> </ul>	<ul style="list-style-type: none"> <li>• A full, clean driving licence.</li> </ul>

## About us

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 60-year history and is proud to be reaching more young people than ever before (over 17,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing information and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy, healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, and many in-house events and initiatives.

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

### What we value:

- **Championing Humanity:** valuing the inherent dignity of each and every person, supporting and celebrating expression of identity in all its forms
- **Being Curious:** taking an interest in how things work and could be improved, noticing and exploring perceptions and experiences whether collective or individual
- **Positive Disruption:** naming systems, structures, and attitudes that hinder supportive social change, seeking ways to overturn barriers to progress
- **Seed Sowing:** with an eye to the potential of the long term, seizing present moments and opportunities to set in motion shifts to benefit young people
- **Deeply Rooted:** carefully developing systems and processes that ensure our operations are secure, safe and dependable, supporting effective communication and making accountability clear

### What we believe:

- Our offer should be inclusive of all cultures and identities
- Young people have unique strengths, interests and circumstances
- The world around us impacts our wellbeing
- Placing young people at the heart of our work
- Innovating and evolving to improve our offer for young people
- Relationships are what make the difference
- The power of partnerships