

Job Description – Treatment Manager – Programmes

Date Last Reviewed: January 2016

Place of Work:	BeNCH CRC
Grade:	Band 4
Job Location:	Programme Delivery Unit
Line Manager:	Programme Manager
Hours of Work:	150 per 4 week period

JOB OUTLINE: To be responsible for the management of supervision and quality assurance in the Programme Delivery Unit.

MAIN DUTIES AND RESPONSIBILITIES

1. To hold the prime responsibility for quality assurance for the unit, ensuring each programme is delivered as intended by adhering to the programme manual, reviewing session notes and scoring video and audio material objectively in addition to directly observing programme tutors delivering programmes, paying particular attention to compliance with occupational, audit and NOMs standards.
2. To undertake the selection of offenders for the appropriate programme, making decisions regarding risk and dangerousness, and to be responsible, in conjunction with the OM & Programme manager as appropriate, for decisions to remove Service Users from programmes in cases of disruption, non-compliance or abusive and aggressive behaviour, ensuring compliance with the area's risk management policies, reporting incidents as appropriate to management and the police.
3. To be involved with the Programme Manager in the selection of programme facilitators and the identification of further training needs and to be involved in decisions in respect of de-selection if a programme facilitator's competence gives cause for concern.
4. To provide professional supervision, training, advice and support to programme facilitators, feeding back on performance issues based on video monitoring of programme sessions in order to assist in development of programme facilitators and to ensure programmes are delivered to required standards.
5. To look for external and internal income generation opportunities. To promote Programmes both internally and externally to stakeholders and partnership agencies.
6. To ensure that post programme reports on offenders who have successfully completed programme are written to a high quality, that the post-programme review with the offender, programme facilitators and case manager is carried out and that

pre- and post-programme psychometric tests are carried out and the results recorded. To ensure all these tasks are completed within the timeframe required by audit and specification requirements.

7. To be involved in assessing outcomes of individual programmes and to reach performance targets and quality scores.
8. To deliver the sufficient number of programme sessions necessary annually in order to maintain facilitator accreditation on all programmes for which the postholder is trained.
9. To coordinate with the Hub Administrators and Programme Manager in the scheduling of programme sessions, including the deployment of facilitator resources to those programmes.
10. To deputise for the Programme Manager in his/her absence, taking delegated authority to make decisions across the programmes arena and to have responsibility for input to annual appraisals on Facilitators and Partner Link Workers regarding performance issues.
11. To assist in the promotion of Accredited Programmes to the rest of the service in conjunction with the Programme Manager and to deliver training on programme issues, both to staff within the unit, to other colleagues and partnership agencies. To train as appropriate as a regional trainer for specific programmes, and to deliver training in the region as required.
12. To contribute to the planning of the postholder's own development needs including attending such training courses from time to time as are deemed appropriate and necessary.
13. To attend National and Regional Treatment Manager Meetings as required by audit and Programmes Manual.
14. To investigate any complaints by service users and report back to the Programme Manager.
15. Work in partnership with other agencies as appropriate, particularly in relation to Domestic Violence and other high risk service users.
16. To supervise, line manage and appraise Programme Facilitators and Partner Link Workers
17. To authorise annual leave, TOIL and travel claims as delegated by the Unit Manager.
18. The post holder will be expected to carry out other reasonable duties as may be required from time to time, by the Programme Manager, in connection with the responsibilities of the post.

Personal Specification

Treatment Manager - Accredited Programmes

ESSENTIAL CRITERIA

1. A trained accredited programmes facilitator with experience and knowledge of offender group work and individual programmes.
2. Evidence of contributing to the development of others as well as self development.
3. Knowledge and understanding/undertaking of competence frameworks, occupational and audit standards, programme and management manuals.
4. Excellent communication and presentation skills.
5. Ability to work under pressure to manage change and present a positive attitude to service developments.
6. A full UK driving licence and access to a suitable vehicle to enable BeNCH wide travel
7. Demonstrate an awareness of diversity issues appropriate to the role.
8. Demonstrate appropriate interpersonal skills, experience of working in a team with a willingness to lead and manage individuals.
9. To be a Regional Accredited Programmes Trainer or willing to achieve the standard.
10. To have a good understand of risk management and be confident in making risk based decisions.