

# **Deputy Programme Manager Reducing Parental Conflict Programme East of England (Essex, Hertfordshire, Buckinghamshire, Cambridgeshire)**

Funded by the Department for Work and Pensions, the **Reducing Parental Conflict Programme** is an exciting new development, trialling a range of different interventions intended to strengthen couple and co-parenting relationships, particularly in unemployed families.

We are seeking a Deputy Programme Manager with experience in project development, parenting and therapeutic work with couples, to lead a multi-disciplinary team of practitioners and to develop and sustain effective, creative relationships with local authority partners and sub-contracted organisations.

Based in Tavistock Relationships, the programme will benefit from and feed into the organisation's many years' experience of providing high quality clinical work, training and research with couples.

## **Key Terms and Conditions of Employment**

**Purpose of Job:** To support the Programme Manager in establishing, leading and managing the Reducing Conflict Programme in Essex, Cambridgeshire, Buckinghamshire and Hertfordshire

**Reports to:** Programme Manager

**Location:** Office base - Central London  
Work with parents across Essex, Cambridgeshire, Buckinghamshire and Hertfordshire, including Southend and Peterborough

**Hours of work:** Full-time, 37.5 hours per week (Monday-Friday), some evening and weekend working may be required

**Salary:** £45,354 – 53,637 per annum depending on qualifications and experience

**Holiday:** 30 days plus 8 bank holidays

**Pension:** Group personal pension scheme  
5% employee contribution – 6% employer contribution

## About Us

Formed in 1948, Tavistock Relationships is internationally renowned as an organisation delivering and developing advanced practice, training and research in therapeutic and psycho-educational approaches to supporting couples.

We deliver professional training to the next generation of couple therapists and provide clinical services to couples and parents throughout London. We provide a range of affordable counselling and psychotherapy services which support clients experiencing challenges in their relationships, their sexual lives and their parenting.

In addition, we undertake research, service development and policy activities which encourage the development and growth of effective and innovative relationship support interventions.

## Courses and Training

We provide accredited professional trainings in Counselling, Psychotherapy and Psychosexual Therapy, from introductory courses to doctoral programmes.

We also offer a full programme of CPD courses and conferences which provide opportunities for professionals to further develop their expertise.

Furthermore, we work with local and national government, the health sector, education and other voluntary organisations who commission us to develop and deliver training as well as relationship support programmes.

## Counselling and Therapy Services

Our team of clinicians offer a range of affordable counselling and therapy services to support every individual, couple or parent facing relationship problems. Uniquely Tavistock Relationships is the only London based service that provides a payment sliding scale meaning that our services are accessible for all those who wish to use them.

For more information about our counselling and therapy services please visit [www.tavistockrelationships.org](http://www.tavistockrelationships.org).

## Policy and Research

Tavistock Relationships undertakes service development, [policy and research](#) activities to encourage the development of effective and cutting edge relationship support services. We raise awareness of the importance of relationships to the health and well-being of our society by influencing politicians and policy-makers at the highest level.

We are committed to delivering the highest quality of service to all of our clients and to a culture of continuous improvement. [Read more](#) about how we review our services and ensure a commitment to quality.

## Innovative Projects

One way we bring innovative practice into being is through our projects. These new and challenging pieces of commissioned work (often including third sector, health as well as national or local government partnerships) include specially designed clinical delivery and front line training. Details of current projects we have can be found in our [Services and Programmes page](#).

## **Background to the Parental Conflict Programme**

The Department for Work and Pensions have awarded a contract to Tavistock Relationships to implement their new and innovative Reducing Parental Conflict programme, to be delivered to families in the local authorities of Essex, Cambridgeshire, Buckinghamshire and Hertfordshire and the unitary authorities Southend and Peterborough. (This is one of four regional areas – nationally, the intention is to trial a number of different ways of working with parental couples and to evaluate the effectiveness of each.) In the East of England (Herts) region, the lead borough will be Hertford, and the nominated interventions are Mentalization-Based Therapy (MBT-PP), 4Rs,2Ss, Parents Plus and Family Check Up.

Local authority partners in each participating authority will be invited to identify and refer couples and co-parents from workless or low-income families, where difficulties in their relationship are affecting their parenting capacity.

The role of Tavistock Relationships will be to co-ordinate a team of practitioners to carry out the work, some employed directly by Tavistock Relationships and some by sub-contractors (Relate, Asian Family Counselling Service, National Family Mediation, Family Lives, and Homestart) and to maintain the quality and effectiveness of that work.

### **Purpose of Job**

- Support the Programme Manager to establish, lead and manage a new DWP-funded programme, trialling a number of different interventions with co-parental couples, all aimed at strengthening co-parenting relationships, and reducing parental conflict
- Develop and sustain effective, rigorous and supportive relationships with training providers and sub-contractors, while liaising closely with partner local authorities and the DWP as contract manager
- Lead a staff team of practitioners responsible for delivering the interventions with parents, sustaining a high quality of work at all times
- Review the effectiveness of the work continuously, responding to challenges and introducing necessary alterations

### **Responsibilities**

Working with the Programme Manager and deputising for them in their absence.

#### Develop and manage the work with parents

- Lead a team of practitioners and other project staff
- Be fully conversant with all of the parenting/relationship interventions to be delivered and to ensure that all staff are trained in the interventions they will be working with
- Work with partners to develop a marketing and publicity strategy for both professional colleagues and potential clients
- Set up clear, effective and workable systems for case management, from receiving and allocating client referrals to safe discharge
- Co-ordinate an outreach and information programme for referrers, ensuring that all relevant professionals are aware of the programme and understand the referral route
- Provide a timely, accessible and straightforward system of response to clients, including clarity about the service offered and an openness to feedback, including complaints where necessary
- Have an overview of progress in referral and delivery at all times, with particular reference to performance standards and delivery targets

- Provide or co-ordinate regular opportunities for staff development and reflection on the quality of the work, through clinical supervision, workshops and events for all programme colleagues
- Provide both clinical and management supervision for the staff team and associates
- Hold a small caseload of parents participating in the programme
- Ensure that clear record-keeping systems are in place and maintained, and that all necessary data is collected, recorded and reported on as appropriate
- Ensure that all work, both at Tavistock Relationships and of sub-contractors, complies with good practice standards in relation to safeguarding, data protection and all other areas of risk

#### Manage relationships with sub-contractors

- Maintain good working relationships with the sub-contractors, monitoring and managing the contract arrangements with them and ensuring clarity about their responsibilities
- Ensure that should sub-contractors face difficulties in delivery, to feed this back to the Programme Manager, and support any action to address the difficulties

#### Liaison with DWP and Lead Borough

- Maintain creative and productive relationships with DWP Implementation leads and with the designated RPC representative in the lead borough (Hertford)
- Be fully familiar, and to ensure compliance with, the demands and requirements of the Reducing Parental Conflict contract
- Maintain systems which ensure that all necessary information in relation to delivery of the programme is kept accurate and up-to-date
- Be available to provide phone or written updates as required
- Monitor and identify any delays or challenges to programme delivery, and to develop and implement action plans for addressing difficulties

#### Management team at Tavistock Relationships

- Deputise where necessary in managing the budget of the programme
- Undertake where necessary internal reporting, including financial accounting and management
- Work closely with the Programme Manager, Tavistock Relationships senior staff, the Director of Clinical Services, Director of Training, Director of Strategic Development, the administrative and finance teams to ensure that processes are effective and that management information is regular and reliable
- Any other duties as required

## Person Specification

The successful applicant will:

<b>Essential</b>	
<b>Skills and Experience</b>	Have a relevant post-graduate professional qualification in psychology, psychotherapy, social work, teaching or equivalent
	Have experience of staff and project management
	Have substantial clinical experience of working with, and supervising and managing work with couples and families, including those who are hard to engage or living in adverse circumstances, and those in rural communities.
	Have experience of delivering parenting programmes
	Have worked within an organisation and demonstrated an ability to carry significant responsibility and work well with colleagues
	Have a stable temperament and a capacity to work with powerful feelings that can arise in the course of carrying out the work.
	Be highly computer literate with experience of using Excel, PowerPoint, Word and Microsoft Outlook
	Have some experience in managing and developing innovation
	Be committed to supporting research and evaluation within this programme
	Have good presentational skills
	Be an excellent relationship builder
	Be a good leader and team member, able to work well with and command the respect of others
	Be flexible and highly responsive in their approach