

Job Description & Person Specification – Children's Trauma & Bereavement Service Manager (Bedfordshire & Luton)

Job description

Job title	Service Manager – Children's Trauma and Bereavement Service (Bedfordshire & Luton)
Reporting to	Clinical Director
Accountable to	CEO (via Clinical Director)
Location	Community venues across Bedford Borough, Central Bedfordshire and Luton; CHUMS offices at Wrest Park, Silsoe and The Holy Ghost Parish Centre, Luton; and working from home
Hours per week	0.4FTE
Salary	Dependent on experience

CHUMS background

CHUMS is an innovative, dynamic and employee-owned social enterprise. CHUMS left the NHS in 2011 to become an independent social enterprise across Luton and Bedfordshire, giving it the freedom to offer services in the way that best suits children, young people and families. We now deliver more than 13 services across Luton and Bedfordshire, Milton Keynes, Hertfordshire, and Kent and Medway, supported by CHUMS Charity and a committed group of volunteers. Our work is guided by our ACE values – Accessible, Compassionate, Effective – and a trauma-informed approach across every service.

Job summary

Lead, deliver and develop the CHUMS Children's Trauma and Bereavement Service across Bedfordshire and Luton, evidencing the CHUMS vision and values through high-quality, evidence-based support. The service provides:

- NICE-informed trauma-focused therapy (e.g. TF-CBT, EMDR) for children and young people aged 5–18 who have experienced a single-event trauma or traumatic bereavement, through 1:1 therapy (6–12 sessions), 6-session group programmes, and consultation with families, schools and professionals

- Community bereavement support for children and young people aged 6–18 and their parents and carers, through assessment, an annual programme of monthly family workshops, and individual support where group work is not suitable

The post holder will directly line manage staff, volunteers and those on placement, and ensure the safe and effective running of the service, including co-ordination of referrals, triage, assessment, individual and group interventions, workshops, training and consultation.

Overall responsibility: provide clinical leadership and operational management so the service is responsive to need, safe, and co-ordinated, facilitated and managed appropriately.

Duties and responsibilities

1. Clinical leadership and delivery

1. Oversee and manage cases, ensuring referral, triage and assessment processes are followed, eligibility and exclusion criteria are applied consistently, and risk assessments are completed for every service user.
2. Undertake assessments to establish the nature and complexity of need, including screening for post-traumatic symptoms using measures such as the CRIES and CROPS.
3. Manage a small caseload of trauma-focused and/or bereavement interventions, delivering appropriate and timely care.
4. Ensure trauma-focused interventions are delivered in line with NICE guidance and current best practice, and bereavement interventions in line with recognised bereavement service standards.
5. Plan, develop and facilitate group programmes and family bereavement workshops in schools, community venues and online.
6. Recognise the signs and symptoms of trauma and ensure service users and staff are responded to within a trauma-informed framework.
7. Where needs fall outside the scope of the service, signpost or refer collaboratively to CAMHS, Early Help, social care or other appropriate services.
8. Lead service audit, service evaluation, research and funding bids.
9. Network with funders and national and local organisations to support service awareness, funding opportunities and development of best practice.

2. Management and supervision

1. Develop, maintain and monitor a robust supervision and management structure; line manage staff and manage the work of volunteers and trainees on placement.
2. Provide clinical supervision of trauma-focused and bereavement work for team members, including those on placement, ensuring interventions are delivered safely and with fidelity to the model. A recognised supervision qualification, or willingness to complete one, is required; experience or qualifications in EMDR (including EMDR supervision) are highly desirable.
3. Co-ordinate service delivery, including staff workplans, caseload allocation, group and workshop schedules, and waiting list management.
4. Lead regular team meetings to drive continuous improvement and compliance with best practice.

5. Attend and contribute to service-related meetings, including CHUMS management and clinical governance meetings, commissioner and contract review meetings, multi-agency and safeguarding meetings, and relevant local networks.
6. Take part in the Clinician on Duty rota and support staff wellbeing, including awareness of secondary traumatic stress.

3. Safeguarding and risk

1. Understand and comply with standards and internal processes for safeguarding children, young people and vulnerable adults.
2. Monitor causes for concern and support staff through escalation to Social Care, CAMHS and other agencies.
3. Promote client, staff and environmental safety by identifying and managing potential risks.

4. Partnership, consultation and training

1. Be a source of trauma and bereavement advice, information and consultation for parents, carers and partner organisations, particularly schools, health and social care.
2. Deliver training and presentations to professionals, including bereavement training for education settings.
3. Build strong working relationships with commissioners and partners across Bedford Borough, Central Bedfordshire and Luton, contributing to a joined-up "team around the child".
4. Work alongside other CHUMS services, including the Bedfordshire Suicide Bereavement Service, Babyloss Bereavement Service and Early Intervention Hub, to ensure seamless pathways.
5. Embed the CHUMS CONNECT Service User Participation Group and the Parent and Carer Participation Forum in the service, using their voice to shape delivery.

5. Data, quality and reporting

1. Ensure staff maintain accurate, timely case notes on the PCMIS database in line with best practice.
2. Ensure the team collects routine outcome measures (ROMs) and that these are recorded in line with service requirements.
3. Produce quarterly and annual quality and outcome reports, with support from assistant psychologists, evidencing delivery and outcomes to commissioners and funders.

6. Service development

1. Work with the Clinical Director, other managers, the charity bid team and contract management staff to develop the service to meet local need.
2. Keep the service evidence-based, keeping up to date with best practice in trauma-focused and bereavement interventions.
3. Represent the service at internal and external events, networks and meetings.

Key relationships

Who	Relationship
CEO	Accountable to, via Clinical Director

Who	Relationship
Clinical Director	Reports to
Contract management team and the charity bid team	Works with on service development and contracts
Trauma and bereavement therapists and practitioners	Line manages and supports
Volunteers and trainees on placement	Manages and supports
Assistant psychologists	Works with on outcomes and reporting
Admin and triage team	Works with
Other CHUMS service managers	Works with on pathways and cross-referrals and across organization development
CHUMS CONNECT and Parent and Carer Participation Forum	Liaises with
Commissioners and funders	Reports to on performance; attends review meetings
CAMHS, Early Help, social care, GPs	Liaises with
Schools and colleges	Liaises with; provides consultation and training
Children, young people and families	Ensures best practice

Job dimensions

Analytical and judgemental

- Understands complex facts about children, young people and families, weighing a range of options
- Make clinical decisions on eligibility, risk and the most appropriate intervention or onward referral

Planning and organisation

- Manages the Trauma and Bereavement Service delivery across Bedfordshire and Luton
- Manages own caseload and supports other staff in managing theirs
- Plans, develops and facilitates groups and workshops in community venues, schools and online
- Maintains accurate reporting and produces quarterly and annual reports

Physical

- Combination of sitting, standing and walking; sometimes in a restricted position
- Regular travel across Bedfordshire and Luton

- Lifting and transporting laptop and workshop resources
- Keyboard skills and use of assessment tools

Patient and client care

- Develops and delivers care interventions as appropriate

Policy and service

- Follows CHUMS policies and procedures
- Implements and proposes changes to practice and procedure for the service, working with the wider CHUMS team

Financial and physical resources

- Personal duty of care for equipment and resources
- Careful use of all facilities used by CHUMS

Information resources

- Records personally generated information and enters notes on the database
- Writes reports on the needs of individual children, young people and families

Research and development

- Contributes to regular audit, evaluation and analysis of activity for own work and the wider organisation
- Undertakes occasional research projects in own specialist area as required

Freedom to act

- Works independently with children, young people, families and volunteers within policies and codes of conduct
- Has autonomy to manage the service, with guidance and support from the Clinical and Operational Directors

Mental effort

- Frequent intense concentration during assessment, therapy and group facilitation

Emotional effort

- Frequent exposure to highly distressing accounts of trauma and death
- Frequent dealing with multiple complex issues

Working conditions

- Occasional emotionally distressing situations
- Occasional risk of physical or verbal aggression

General terms and conditions

Variation – This job profile is not a complete list of duties and responsibilities but a guide to the job. It may be reviewed in light of changing needs and as part of the post holder's personal development plan. Any changes will be made following discussion with the post holder.

Equal opportunity – All employees must comply with CHUMS Social Enterprise Equal Opportunities and Equality and Diversity Policies and must not discriminate on the grounds of age, class, race, colour, nationality, ethnic or national origin, disability, family responsibilities, gender, marital status, religion or sexual orientation, or any other grounds which cannot be shown to be justifiable.

Health and safety – All employees are subject to the requirements of the Health and Safety at Work Act. The post holder must ensure their work methods do not endanger themselves or others.

Data protection and confidentiality – All employees are subject to the requirements of the Data Protection Act 2018 and UK GDPR, and must maintain strict confidentiality in respect of service user and staff records and information.

Safeguarding – CHUMS is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. This post is subject to an enhanced DBS check.

Continuing professional development – The post holder will undertake ongoing personal, professional and management development in line with the responsibilities of the post, and maintain professional registration.

Person specification

A = application form · I = interview · C = certificate

Area	Essential	Desirable	Assessed
Education and training	Qualified therapist (e.g. counselling, psychotherapy, clinical/counselling psychology, CBT, or RMN/social work with psychological therapy training), Accredited with a professional body i.e. HCPC, BACP, UKCP or BABCP; Training in trauma-focused therapy (e.g. TF-CBT or EMDR); training and/or significant experience in supporting with bereavement and grief; safeguarding level 3 or equivalent; evidence of CPD relevant to the role	EMDR Europe accredited practitioner, or EMDR consultant/supervisor training; supervision qualification; management or leadership training	A, C
Experience	Minimum 3 years' experience of therapeutic work with children and young people; proven experience delivering trauma-focused therapy for single-event trauma or traumatic bereavement; proven experience of bereavement support	Managing or supervising a small team; supervising trauma-focused therapy, particularly EMDR; working with volunteers and trainees; leading and implementing service development projects; delivering training to professionals or schools; providing	A, I

Area	Essential	Desirable	Assessed
	for children, young people and families; group facilitation with children, young people and/or parents; working with complex caseloads including traumatic and multiple bereavements; using routine outcome measures; providing, or readiness to provide, clinical supervision of trauma and bereavement work; working in a multi-agency education, health or social care setting	virtual support; reporting to commissioners; lived experience of bereavement or trauma	
Knowledge and skills	Assessment and risk management skills for children and young people, including recognising PTSD presentations; knowledge of safeguarding principles and practice; excellent communication and interpersonal skills with children, families and professionals; strong organisational and planning skills; ability to produce professional reports; excellent IT skills; ability to work independently and as part of a team	Up-to-date knowledge of NICE guidance on PTSD and evidence-based bereavement interventions; knowledge of the Bedfordshire and Luton service landscape; knowledge of diverse communities and the impact of culture on grief and trauma; experience of PCMIS or similar clinical databases	A, I

Area	Essential	Desirable	Assessed
Personal	Warm, positive and collaborative approach; commitment to CHUMS values (Accessible, Compassionate, Effective) and trauma-informed practice; ability to deal with distressing and highly emotive situations; commitment to continuous professional development and service improvement; awareness of and responsibility for own emotional wellbeing and resilience, including seeking timely support	Commitment to service user participation and co-production	A, I
Other	Full driving licence and access to a car for regular travel across Bedfordshire and Luton; ability to work flexible hours to meet service needs, including occasional evenings or weekends for workshops; enhanced DBS check	Living in or near Bedfordshire or Luton; speaking a community language	A, I