



## Community Manager

### Job Description

#### About Room to Heal

Room to Heal is a human rights charity and therapeutic community based in London. Our mission is to support people who have survived or witnessed torture and organised violence to rebuild their lives in exile, through an integrated programme of therapeutic and casework assistance. We offer a range of activities including: therapy groups, gardening and food-growing, individual therapy and casework, theatre workshops, cooking and social gatherings, and therapeutic retreats.

At the heart of our work lies the cultivation of community, through which our members can restore meaningful relationships with themselves and others, overcome the legacy of their traumatic experiences and integrate into the UK. Our community is currently made up of over 100 members from over 30 countries: including former political prisoners; people who have been persecuted on account of their sexuality or religious belief; and those who have escaped trafficking.

#### The context for this new role

An independent organisational review was undertaken late in 2021 to bring more structure to the organisation, supporting its sustainability, effectiveness and efficiency. A recommendation was made to increase management capacity at the organisation in a role that concentrates on the management of the day-to-day therapeutic, casework and community activities which will enable the Director to focus more on the strategic direction of the organisation. This is a part-time role and the Director will be able to cover on days that they are working and this postholder is not working.

**Job Title:** Community Lead / Manager

**Responsible to:** Director

**Salary:** £40,000 pro rata

**Hours:** 2.5 days per week

**Contract:** Permanent

**Start-date:** Spring 2022

**Location:** normally based in our London office in Newington Green, N16, the team is currently working sometime in the office and at Culpeper Garden and sometime at home due to the Coronavirus pandemic, however we hope to be working face to face when this post starts.

**Role of Post:**

**Purpose**

Room to Heal, Mildmay Community Centre, Woodville Road, N16 8NA  
020 7923 2007, [www.roomtoheal.org](http://www.roomtoheal.org), [info@roomtoheal.org](mailto:info@roomtoheal.org)  
Charity Registration Number: 1128857, Company Registration Number: 6744055

## Main role

- To manage the day to day running of the therapeutic community and ensure that Room to Heal provides safe and effective support to people who are seeking asylum and refugees, many of whom are survivors of torture and organised violence.
- To sustain and nurture the community-focused ethos at the heart of the organisation and ensure the therapeutic and casework elements of the community remain strongly interconnected.
- To work with the Director to develop and implement strategic priorities, goals and objectives to achieve Room to Heal's (RtH) vision.

## Responsibilities

The post will have line management responsibility for all frontline staff - currently four therapists, one clinical administrator and three caseworkers (all part-time).

## Main Duties

1. To manage the therapeutic and casework programme to meet individual and Room to Heal community needs. The programme includes:
  - assessments of potential group members to determine appropriateness for relational group work;
  - slow-open therapy groups and time limited groups for Room to Heal members;
  - short-term individual therapy as a conduit for members to access group therapy and community programme;
  - one-to-one therapeutic sessions with members in times of crisis or particularly challenging times;
  - intensive residential therapeutic retreats;
  - casework support to members of the community including housing, asylum process, destitution support and education and training;
  - community's activity programme including weekly meal and gardening sessions at Culpeper garden and other therapeutic activities - exercise classes, creative workshops etc;
2. To participate in the day-to-day life of the community, including participating in regular psychosocial activities including Culpeper gatherings, recognising the importance of building relationships with staff, volunteers and members alike.
3. Leading and coordinating internal communication and consultation, through community and staff meetings including casework/therapy meetings, sharing space, referrals meeting, team meetings and community forums.

4. Working closely with members of the community, centering their voices and encouraging participation in shaping the Room to Heal community.
5. To recruit, manage and support staff to ensure high quality service delivery and welfare of staff. This role will provide line management for therapists, clinical administrator and caseworkers and will include:
  - a. Line management and support to caseworkers to ensure that members have access to quality immigration representation, and support on housing and welfare issues;
  - b. Line management and support to therapists to ensure a safe and thriving therapeutic community in all its elements (as described under point 1)
  - c. Line manage and support the clinical administrator to ensure the safe and smooth running of the referrals and intake process at Room to Heal.
5. Support therapists to write therapeutic reports / letters as required for immigration / housing and welfare issues;

#### **Safeguarding and health and safety**

6. To be the designated safeguarding lead and have the key responsibility for safeguarding and ensuring service delivery compliance with the Room to Heal safeguarding policies (adult and children) - this is covered by the Director on days this post is not working.
7. To ensure services and community activities comply with health and safety regulations and policies and risk assessed as appropriate;

**Programme Development and Service Provision** To ensure that there are effective quality, performance and financial controls in place for service delivery;

8. To ensure that all services and activities are monitored and evaluated as agreed and on a regular basis; overseeing therapeutic evaluations and the annual survey and working with the clinical administrator on collection of relevant data to assess and adapt services to ensure the effectiveness of Room to Heal services with the Director.
9. To be active in identifying new opportunities and working with the Director, Fundraising Manager and Finance Manager to ensure that they are appropriately researched, designed, cost-evaluated and implemented.
10. To assist with developing significant fundraising applications and reports for example, UN, new projects, new multi-year funders, including attending occasional funder meetings.
11. Ensuring day to day finance management of community and staff e.g. petty cash, approval of member expenditure, approval of staff expenditure within agreed budgets.

13. To build and foster a culture of collaboration with existing and new partners to increase the sustainability and effectiveness of our work.

## **General**

14. To keep abreast of developments in relevant fields and ensure that Room to Heal continues to develop and deliver a programme of activities and services which is sustainable, impactful and recognises external trends;

15. To attend clinical supervision sessions (separate to group supervision of therapists);

16. To keep accurate records, statistics, confidential case records and financial records (i.e. receipts) and ensure GDPR compliance;

17. To participate in service planning and working groups;

18. To adhere to Room to Heal policies and procedures and work within the BACP Ethical framework.

## **Person Specification**

### **1. Skills and experience:**

#### **Required**

- Experience and understanding of the interrelated nature of casework and therapy in the context of immigration support;
- Experience of working with trauma, ideally in this client population;
- Direct experience of working with asylum seekers, refugees and other survivors of torture and other gross human rights violations, and ideally specialist training in trauma-focused therapies;
- At least three years management experience
- Excellent communication skills
- Significant experience of responding to safeguarding and risk with a vulnerable group.
- Understanding of the principles behind therapeutic communities, and ideally experience of working within them;
- Experience of working and building relationships with a range of partner organisations to coordinate appropriate care of members.
- Excellent IT skills and record keeping, and proficiency in database management

#### **Desirable**

- Qualified and experienced psychotherapist;
- Training in group psychotherapy;
- Experience of facilitating therapeutic groups;
- Managing casework or direct casework experience;
- Experience in working closely with UK immigration system and asylum processes;
- Experience of writing therapeutic reports for immigration and legal purposes;
- Experience and interest in working in a collaborative working structure where consensus decision eg making decisions as a team is the norm

- Interest and experience in therapeutic gardening / being in nature.

## **2. Personal attributes required:**

- Open-minded, flexible, calm and robust - able to negotiate the complexity and challenge of working creatively in a therapeutic community;
- An understanding of and affinity with our core principles, including that our members are important contributors to the running of the community;
- Ability to maintain a sense of humour and perspective in the face of challenging work;
- Ability to work effectively on one's own and also to work closely together in a creative and eclectic team to facilitate learning and foster a lively and engaging community;
- Ability to communicate effectively with a diverse range of individuals from diverse backgrounds;
- Appreciation of the reality of working in a small, evolving charity with competing demands and limited resources;
- Willingness and interest in working within a non-resident community.

## **3. Qualifications (desirable):**

- BACP, UKCP, BPS accredited qualification in counselling, psychotherapy or psychology.

## **4. Other requirements:**

- Subject to successful DBS checks for working with vulnerable adults.