

Psychotherapy Service Manager

Recruitment pack
February 2026



Dear Candidate,

Welcome to Respond's Psychotherapy Service and thank you for your interest in joining Respond as our Psychotherapy Service Manager.

This is an exciting time for our organisation as we strengthen and expand our support for autistic people and people with learning disabilities who have experienced violence, abuse, or exploitation.

We are looking for a compassionate and confident manager who can help shape high-quality, accessible psychotherapy, ensure the voices of survivors are heard, and contribute to a culture rooted in dignity, safety, and empowerment. If you have a passion for human rights and the skills and experience to join us in this next stage, we would be delighted to hear from you.

We hope this recruitment pack gives you a clear sense of who we are, what we stand for, and the impact you could make by joining our team.

Best wishes



Dr Foziha Hamid
Director of Respond

About Respond

Respond is a national charity supporting people with learning disabilities and autistic people who have experienced abuse, violence or trauma. Respond offers psychotherapy and advocacy support and provides specialist trauma informed training for services.

Through specialist advocacy and therapeutic support, we support people to navigate complex systems such as criminal justice, social services and housing, and to cope with the impact of trauma, build healthy relationships and move forward with their lives.

We promote wider change and improve support available, we share our unique approach so others can implement trauma-informed practice across settings.

The London Sexual Violence Alliance

We form part of the London Sexual Violence Alliance. The Alliance brings together 225 years of expertise and experience and represents a bold, visionary and survivor-centred resource.

The Alliance consists of eight members. Seven are organisations that have historically, and or currently, provide support for victims/survivors. MOPAC is the eighth member, primarily sitting at the oversight and leadership governance level.

Note: each organisation continues to be an independent charity, so the Alliance is not a legal entity.

Read more about the Alliance: <https://respond.org.uk/working-together-for-londons-survivors-of-sexual-violence-and-abuse/>

Working in partnership

Respond works in partnership with three other charities committed to a society where everyone can enjoy the same rights and opportunities.

Bild, the Restraint Reduction Network and Bild Association of Certified Training are separate charities sharing a common set of values and vision for our society. Each charity has its own governance arrangements.

Where possible and appropriate, the charities share business support services, including communications, finance and human resources, enabling them to have greater collective impact. These are hosted by Bild, with service level agreements in place with each.



Respond's values

Our values guide us in all we do.



Respect

We are considerate about the thoughts, feelings, rights and opinions of everyone we connect with.



Safe

We build and develop ongoing professional relationships based on trust.



Inclusive

We bring together and reflect on a broad range of diverse contributions to drive our unique approach.



Empowering

We enable people to build on their strengths in order that they can achieve their goals.



Compassionate

We listen and understand that people's experiences may impact the way they relate to others.



About the role

Respond is seeking an experienced and values-driven Psychotherapy Service Manager to lead our specialist psychotherapy service for autistic people, people with learning disabilities, and their families.

This is a senior clinical leadership role for an experienced psychotherapist with strong service management skills and a commitment to psychodynamic, systemic and trauma-informed practice.

You will be a qualified psychotherapist, counsellor or arts therapist with postgraduate training.

- The Psychotherapy Service Manager reports to the Director and is responsible for the Therapy Services Team.
- This is a permanent, full-time or part-time role, 28-35 hours per week. Flexible hours offered to include Mondays and Fridays.
- The salary for this role is £46,305 per annum FTE.
- This is a hybrid role, requiring 2 days a week in the Respond office in Shoreditch, London.

Job description

Purpose of the role

The Psychotherapy Service Manager will be an experienced psychotherapist and manager with a strong understanding of our clients, autistic people, people with learning disabilities and their family members.

Leading our work within a psychodynamic systemic trauma-informed approach and working closely with the Senior Leadership Team, they will provide day-to-day management and development of the Psychotherapy Service, at our London base, in schools and online.

They will support the development of the clinical expertise of the team, through a coaching leadership approach and lead on clinical governance, safeguarding and reflective practice, ensuring consistency and continuous improvement of quality standards, outcome measurement, processes and procedures.

This job description does not form part of the contract of employment. It is intended as a guide to the general scope of duties and is not definitive or restrictive. It is expected that some duties will change over time and this description will be subject to review with the postholder at their annual appraisal.

Job description

Key responsibilities and duties

Service delivery and development

- Overall responsibility for the clinical leadership, management and development of psychotherapy service.
- Ensure good quality therapeutic and specialist psychotherapeutic services are provided to Respond's clients by line managing and supporting the team delivering these services.
- Ensure the delivery of services is within Responds' clinical model, psychodynamic approach and in line with organisational strategic direction.
- Establish and embed processes to facilitate the effective day-to-day running of the psychotherapy service.
- Ensure the highest standard and consistent quality of delivery performance, ensuring systems are in place to monitor and review outcomes.
- Risk owner responsible to identify and managing clinical and other risks within the psychotherapy service.
- Implement, sustain and monitor excellent standards of case management and recording.
- Promote Respond locally and nationally at workshops, conferences and other forums.
- In partnership with senior leadership team colleagues, ensure that capacity and resource planning for services are up to date.
- Hold a small caseload, which can include psychotherapy with clients, supervisees, consultation or reflective practice.

Service strategy

- Contribute to Respond's business and strategic planning and target setting holding responsibility for the Psychotherapy service.
- Responsible for ensuring the service meets the annual operational targets in line with organisational strategy.
- Develop and maintain links with professionals, community groups and other organisations, including corporate partnerships and businesses.
- Develop opportunities for experts with experience to co-produce service development.

Clinical and specialist responsibilities

- Safeguarding Lead with responsibility to ensure high-quality safeguarding procedures are followed.
- Responsible for ensuring that staff have appropriate levels of safeguarding training.
- Responsible to prepare data and information relating to clinical governance and safeguarding.
- Ensure high-quality clinical supervision is provided within the Psychotherapy service.
- Work collaboratively with the external team of clinical supervisors and manage their timetable and freelance contracts.
- Ensure that Respond's Case-management model is embedded and applied across psychotherapy services.
- Ensure that referrals into services are triaged appropriately and follow the referral pathway.
- Develop and implement appropriate monitoring and evaluation processes across the service.
- Attend clinical supervision related to personal case load and contribute to the clinical supervision of other therapists in the team.
- Champion reflective practice for Respond and work collaboratively with external facilitators and the senior leadership team to review the ongoing provision of reflective practice for all staff.

Funding and contractual responsibilities

- Responsible for working within agreed budgetary constraints and ensuring income targets are achieved.
- Ensure all billable work is promptly invoiced.
- Monitor service budget and manage risk in conjunction with the Finance Director.
- Provide high-quality, accurate and timely reports to the SLT, trustees, commissioners, funders and other stakeholders.

Stakeholder management

- Engage with a range of stakeholders, representing Respond as a clinical specialist with commissioners and funders.
- Implement effective inter-agency practice, ensuring good lines of communication between relevant Respond staff and the client's support network.
- Develop positive professional relationships with the networks of professionals working with our clients and attend professional meetings as required.
- Act as an ambassador for Respond at all levels and at all times.

Line management and team development

- Line manage direct reports, ensuring staff receive appropriate induction, support, supervision and appraisals.
- Support staff in identifying training and development requirements.
- Liaise with the Director of Operations on HR matters as necessary, including staff recruitment, absence management and performance.

Monitoring and evaluation

- Ensure all interventions are monitored and evaluated with data appropriately collected across clinical services.
- Write high-quality reports for commissioners and funders.
- Collate service delivery information for reporting to the senior leadership team and trustees, including quarterly reports against Respond's operational plan.
- Maintain client records confidentially.
- Superuser of Respond's CRM (Lamplight), ensuring effective use by the team.

General responsibilities (applicable to all staff)

- Access and work within Respond's policies and procedures.
- Ensure all work is undertaken in accordance with child and adult safeguarding guidelines and policies.
- Attend internal cycle of team meetings relevant to this role.
- Engage with line management, supervision (where appropriate) and appraisal process.
- Comply with data protection regulations, ensuring that information on clients, employees, volunteers and other stakeholders remains confidential.
- Take responsibility for personal learning and development with support from line manager.
- Work in a manner that facilitates equal opportunities and inclusion for all.
- Remain professional and respectful at all times, promoting positive relations with all those we encounter in our work.
- Maintain health and safety and risk awareness for self and others across the organisation.
- Undertake any other duties that Respond may require within the remit of this role.

Person specification

(E) = Essential; (D) = Desirable

Education and training

- Postgraduate training in Counselling/Psychotherapy, Arts Therapy or Counselling. **(E)**
- Psychodynamic or Systemic training (either initial training or as ongoing CPD). **(E)**
- Registered with the appropriate professional body e.g. HCPC, BACP, BPS, BPC. **(E)**
- Clinical Supervision, Reflective Practice or Group training. **(D)**

Experience

- Significant post-qualification experience working as a psychotherapist/counsellor, arts therapist. **(E)**
- Understanding of working psychodynamically as a therapist. **(E)**
- Working with people who are victims of trauma, including sexual violence and domestic violence. **(E)**
- Working directly with autistic people and or people with learning disabilities. **(E)**
- Safeguarding Lead (Adults and/or Children). **(E)**
- Line management of staff, volunteers and teams. **(E)**
- Leading, developing, implementing and monitoring a service. **(E)**
- Collaboration across different organisations and sectors. **(E)**
- Implementing and maintaining quality standards. **(E)**
- Creating effective working relationships and building teams. **(E)**

Person specification

(E) = Essential; (D) = Desirable

Experience continued

- Experience of engaging in groups, team dynamics or reflective practice. **(E)**
- Clinical psychotherapy experience working with autistic people and people with learning disabilities. **(D)**
- Responsibility for Safeguarding for a team or organisation. **(D)**
- Providing clinical supervision, training or reflective practice. **(D)**

Skills and abilities

- Motivate and lead others to achieve objectives. **(E)**
- Strong interpersonal, spoken and written communication skills with the ability to communicate sensitive issues to a range of stakeholder audiences, including clients, families, volunteers and professionals. **(E)**
- A collaborative approach to working with and leading colleagues. **(E)**
- Highly organised with an ability to maintain effective record-keeping systems. **(E)**
- Assertive, confident, empowering and supportive. **(E)**
- Flexible, proactive and adaptable approach to all aspects of the role. **(E)**
- Troubleshoot and problem solve difficult situations calmly, diplomatically and effectively. **(E)**
- Manage risk and recognise potential impact of decisions across all sections of the organisation. **(E)**

Person specification

(E) = Essential; (D) = Desirable

Skills and abilities continued

- Work independently and as part of a team. **(E)**
- Manage own time and workload efficiently to prioritise and meet tight deadlines. **(E)**
- Microsoft 365 including Word, Excel, Outlook and PowerPoint and ability to use internet and customer relationship management (CRM) software. **(E)**

Knowledge

- Understand the effects of trauma and abuse upon people with learning disabilities and autistic people. **(E)**
- Working within a psychodynamic and systemic model, both clinically and organisationally. **(E)**
- Understand personal boundaries and the need to maintain them with vulnerable clients. **(E)**
- Key legislation, including that relating to equal opportunities, adult and child safeguarding and data protection. **(E)**
- Understand working within the Criminal Justice Sector or VAWG sector. **(D)**

Person specification

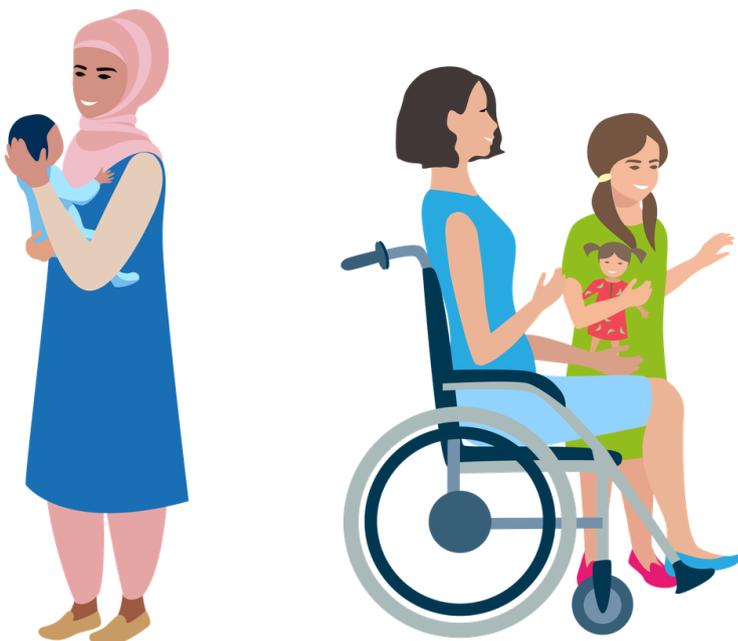
(E) = Essential; (D) = Desirable

Other requirements

- Maintain knowledge and awareness of the clinical issues relevant to the work of Respond. **(E)**
- Commitment to anti-discriminatory practice and equal opportunities and able to apply awareness of diversity issues to all areas of work. **(E)**

Legal requirements

- Exempt under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. **(E)**
- Enhanced DBS check. **(E)**



Working at Respond

A great place to work

We want Respond to be a great place to work. We seek to be inclusive, family-friendly and trauma-informed in all we do.

Some of our colleague benefits include:

- Hybrid working, with 2 days a week at our Shoreditch office.
- Flexible working options.
- 28.5 days holiday (plus bank holidays) per year.
- Access to a workplace pension scheme, minimum 5% employee contribution and 3% employer contribution.
- Enhanced sick pay.
- Discretionary study leave to support training relevant to your role.
- Paid leave for colleagues who need to take a day off if a religious festival falls on a workday.
- Paid time off for dependents.
- Paid carer's leave.
- Paid volunteering leave.
- Access to our Employee Assistance Programme, with 24/7 GP telephone service and access to counselling.
- High street discounts via Mintago employee benefit scheme.
- Option to join salary sacrifice scheme for electric vehicles, childcare or cycle to work.
- Free access to financial advisers.



What if I don't meet every requirement?

Respond is an inclusive and collaborative organisation passionate about human rights and building a more inclusive society.

Respond is keen to encourage applications from a diverse range of candidates including people with lived experience. As an employer and organisation promoting the rights of people who may have experienced multiple discriminations because of (but not limited to) having a learning disability or being autistic, we celebrate diversity in all its forms.

If you are interested in this role but your experience doesn't perfectly align, we encourage you to apply anyway and demonstrate within your supporting statement how your skills and experience would transfer to this role.

Please let us know if there is anything we can do to support you to perform at your best during the recruitment process.

How to apply

Please send your CV and a supporting statement (maximum two pages) telling us how you meet the person specification to admin@respond.org.uk

The closing date is **Tuesday 10 March 2026**.