

CAREERS AT TLG

TLG transforming
lives for good

A close-up portrait of a young girl with long, dark brown hair and freckles. She is wearing a light grey t-shirt and has a gentle smile. The background is a soft, out-of-focus mix of blue and green.

Therapeutic Hub Head of Service **Greenwich**

JOB DESCRIPTION



fullness of life for every child

Across the UK, children and young people are facing a growing and urgent mental health crisis. One in five children and young people now have a mental health problem (NHS), a figure that has risen significantly in the years since the pandemic. We also know that 50% of all diagnosable adult mental health problems are established by the age of 14 (Mental Health Foundation). What happens to us in childhood does not stay in childhood – it shapes the course of the rest of our lives.

The growing mental health crisis among children and young people is quietly shaping life outcomes, disrupting education, limiting participation in everyday life and, for some, leading to devastating harm. There is a clear and urgent need for early, effective support.

The pressure on statutory services means too many children are being left without help at the moment they most need it. In the past year, 949,200 children and young people were referred to Child and Adolescent Mental Health Services (CAMHS). The average wait for an initial assessment is now 392 days, with some children waiting over two years to be seen (Young Minds & NHS). The most devastating statistic of all is that while on waiting lists, around 26% of children and young people attempt to take their own lives (Young Minds).

TLG's vision is fullness of life for every child, no matter what struggles they face. We believe early, relational and therapeutic support can radically alter life trajectories – restoring hope, strengthening families and preventing crisis before it becomes entrenched.



we are transforming lives for good

Transforming Lives for Good (TLG) is a Christian emotional & mental wellbeing charity rooted in the conviction that the local church is central to God's mission of restoration and hope for children and families. Today, through our existing programmes of **Early Intervention** and **Make Lunch**, over 220 churches are partnering with TLG, supporting 4,699 children each year, with 1,059 children and family members connecting into the wider support of the church as a place of belonging, care and hope.

Our ambition is for the church to be the place that children, young people and families turn to for help - churches equipped to meet the changing and increasingly complex needs they are encountering in their communities. As we look toward 2030, we are growing and pioneering new programmes to enable our vision:

- **Therapeutic Hubs** in schools and churches, providing counselling & coaching for children who are struggling
- A **Coaching Network** of accredited coaches, trained through TLG's Coaching Academy, equipping Children & Youth Ministry Leaders to support children's wellbeing within and outside of church contexts.

These initiatives come alongside significant resolve and ambition to grow our existing volunteer programmes, Make Lunch and Early Intervention, with a vision for over 400 active church partners across the UK by 2030.



TLG's culture & values

At TLG, our work is our vocation, giving us a rich sense of purpose. We also believe work can be a great experience and enable people to grow into their full potential. In fact, we are recognised nationally as an exceptional place to work. In 2019, we were named the best charity to work for in the UK by the prestigious Sunday Times Best Organisations to Work for.

This special award highlights all the positives about working at TLG! We love to look after our team and here are some of the great benefits we offer:

- Fun team times away
- Retreat days for staff
- Generous holidays and flexible working arrangements
- Above and beyond recognition for high-performing staff
- Support for staff with counselling and coaching
- Contributions towards training and professional qualifications.

Our Values

Holding to these values is vital in all aspects of our growth.

- **Greater Transformation**
Relentlessly focussed on the main thing (TLG's mission and vision), energised by the challenge, and deliberately missional.
- **Relational Leadership**
Bringing out the 'gold' in others, 'leaning in' when it's relationally tough, and humble yet courageous.
- **Local Church**
Celebrating the Church, grace and patience in partnership, and rooted in the local church community.
- **Excellence Every Day**
Joyfully exceeding expectations, learning from failure, and knowing uncertainty doesn't throw us.
- **Vibrant Faith**
Nurturing our own walk with God, following Jesus together even when it's tough, and realising work is mission – so much more than a job.

Church

Therapeutic Hubs

Introducing Therapeutic Hubs

At TLG, we've spent over 25 years walking alongside churches to support children who are struggling. Our experience tells us that while the core needs of belonging, safety, and hope remain constant, the nature and intensity of the struggles children face have evolved dramatically. Over the past two years, we've been actively exploring how to partner more effectively with churches to appropriately meet this new level of need, and to do that well in the context of the local church community.

TLG's **Therapeutic Hubs** are a pioneering initiative designed to meet the growing mental and emotional health needs of children, young people, and their families. Developed in partnership with local churches, these hubs offer a sustainable and effective model of support rooted in the mission and community of the church.

Vision & Impact

Therapeutic Hubs provide accessible, high-quality support regardless of financial means, meeting urgent mental health needs, reducing barriers to care, and fostering healing. Rooted in faith principles, hubs integrate with local partner Churches to combine community expertise with TLG's clinical experience.

Core Features of Church Therapeutic Hubs

- **Therapeutic Space:** A dedicated, trauma-informed environment within church premises, designed to be welcoming and safe for children and families.
- **Joint Venture:** A strategic partnership between TLG and the local church, co-leading the hub's development and impact.
- **Clinical & Non-Clinical Support:** Services include counselling, therapeutic coaching and group support, tailored to varying levels of need.
- **Leadership:** Led by an employed Head of Service – an experienced clinician who oversees a team of qualified volunteers, trainees and therapeutic coaches.
- **Direct Delivery:** The Head of Service provides targeted support for complex referrals and may lead small group sessions with families.
- **Family Champion Role:** A trained church volunteer supports families outside the therapeutic relationship, helping bridge church life and therapeutic care.
- **Governance & Quality:** TLG manages employment, supervision and service quality, ensuring professional standards and safeguarding.

Therapeutic Hub Head of Service – Greenwich

Location:	On-site – Local Church Partner site with occasional travel to TLG’s National Support Centre in West Yorkshire
Salary:	£20,712.50 – £22,224.50 (£41,425 – £44,449 FTE)
Hours:	Part-time, 2.5 days (18.75 hrs) per week (0.5 FTE)
Reporting to:	Head of Therapeutic Support
Contract:	Permanent

Job Role:

At TLG, we’re passionate about building an exceptional staff team that’s committed to making a real difference in the lives of struggling children across the UK. We’re always on the lookout for great people to journey with us towards our vision, and we’re excited to offer a unique opportunity for a motivated and mission-driven individual to join our team as a Therapeutic Hub Head of Service in Greenwich.

TLG is launching a pioneering initiative to establish **Therapeutic Hubs** in partnership with local churches. These hubs will provide clinical and non-clinical therapeutic support to children, young people (up to age 25), and their families. As Head of Service, you will lead the delivery of high-quality therapeutic care, oversee a team of trainees and volunteers, and help shape the strategic development of the hub in collaboration with both TLG and the partner church.

The Head of Service will be employed, managed, and clinically supervised by TLG, ensuring a high standard of professional support and accountability. Working hours will be shaped by local needs, with a blend of daytime and early evening availability to best serve children, young people, and families. The therapeutic space, owned and managed by the partner church, will be private and dedicated exclusively to service delivery during operating hours – creating a safe and consistent environment for healing and support.

TLG is a Christian charity, and as a team, we want to bring our faith to the work we do; as such, we are recruiting an individual with a strong and vibrant Christian faith. While attendance at the Therapeutic Hub partner church is not required, the role calls for a deep respect for its mission and values, recognising the unique context in which the Therapeutic Hub operates and close partnership working with the church team.

Job Tasks:

Due to the pioneering nature of this role, its scope may initially feel broad, as a key focus will be on shaping and developing the service in the Hub's early stages. As the Hub becomes more established, you will have the opportunity to refine the role in line with emerging needs and capacity. The responsibilities outlined below reflect the full range of areas that may form part of a developing service, similar to the breadth often seen in managing practice. However, it is not expected that all elements will be delivered from the outset. Priorities will be agreed and the role will be shaped over time, ensuring it remains both manageable and impactful. As the service grows, there will be greater opportunity to focus on key areas, with some aspects naturally evolving or reducing.

Clinical Leadership & Delivery

- Deliver targeted therapeutic support for complex referrals.
- Lead small group sessions with families and young people where appropriate.
- Ensure trauma-informed, therapeutic standards and PACE principles are upheld and outworked in all hub delivery.
- Assess and manage referrals into the hub.
- Oversee the therapeutic pathway for children and families throughout their engagement with the Hub's services.

Team Management

- Supervise and support a team of qualified volunteer counsellors, trainee counsellors, and therapeutic coaches.
- Provide clinical oversight and guidance to ensure safe and effective practice, in conjunction with the TLG Head of Therapeutic Support.
- Participate in recruitment and onboarding of team members in line with TLG's safer recruitment practices.
- Participate in Group Process and supervision (provided by TLG) at least monthly and manage the hub's activity schedule to ensure other team members do so as required.*
- When required, hold reflective spaces for your team to thoughtfully explore and review their case load (alongside other clinical supervision spaces that they will be provided with).

Strategic Partnership

- Collaborate with the local church and TLG to develop and grow the Therapeutic Hub through liaison and marketing with local referrers and other key stakeholders.
- Attend termly partnership meetings to review impact, finances, and referral patterns.
- Work with the church's Family Champion volunteer to bridge therapeutic support with connection into wider church life.

**TLG highly values reflective practice. You will therefore receive clinical supervision from a registered practitioner, qualified as a clinical supervisor. The amount of the supervision offered aligns with general regulatory recommendations for the number of TLG cases you will hold.*

JOB DESCRIPTION CONT.

Financial & Operational Oversight

- Network locally, as needed, to publicise the services of the hub to ensure an appropriate flow of referrals.
- Build referral partnerships locally that could include the potential for local commissioning of some of the capacity of the hub.
- Manage the allocation of bursary funds based on household income declarations.
- Provide regular reports at agreed intervals on bursary utilisation and service impact.
- Provide feedback on findings, progress and recommended programme adaptations to the pilot project team, contributing to ongoing learning and programme design.

Safeguarding & Compliance

- Working closely with TLG's Designated Safeguarding Lead, promote and safeguard the welfare of children and families attending hub sessions with the wider support agencies that may also be involved with them, Working with the Head of Therapeutic services to ensure TLG policies are effectively implemented in the hub.
- Hold Deputy Designated Safeguarding Lead responsibilities for the hub.
- Ensure best practice and full compliance in record keeping and reporting of concerns through the appropriate channels - both within TLG and, where appropriate, with external agencies.
- Ensure the therapeutic space is appropriately maintained and equipped.

Additional Responsibilities:

- Attend, fully participate in and, on occasions, lead daily Christian devotionals and times of worship for the staff team.
- Attend TLG's Staff Conference twice a year. This includes active participation in corporate Christian prayer and worship and the opportunity to share faith testimonies of young people involved in TLG programmes.
- Play an active part in promoting the work of TLG including the recruitment of individual regular donors through TLG Hope Giver scheme.
- Take on additional responsibilities for tasks as your role develops.

Emmanuel Church London

Our Greenwich Therapeutic Hub is a joint venture between TLG and Emmanuel Church London.

Emmanuel exists to present Jesus to London. They have a passion to become everyday disciples of Jesus and serve the next generation. They are a diverse church that meets in Greenwich, south-east London.



**emmanuel
church
london**

emmanuelchurchlondon.org

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Good general standard of education including as a minimum English and Mathematics GCSE at grade A*-C (9-4) or equivalent. • Recognised clinical qualification of Level 4 or above (e.g. counselling, psychotherapy, clinical psychology). • Registration with a relevant professional body (e.g. BACP, UKCP, HCPC). 	<ul style="list-style-type: none"> • Degree level qualification in a relevant subject. • Additional training in trauma-informed practice or child and adolescent mental health. • Accreditation in therapeutic coaching or similar approaches. • A higher level or CPD training with a focus on somatic therapy, trauma aware responses, PACE, attachment theory, the Polyvagal theory, person centred or integrative approaches and neurological research-based approaches.
SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> • Strong understanding of safeguarding and ethical therapeutic practice. • Ability to lead and supervise a multidisciplinary team including volunteers and trainees. • Knowledge of mental health challenges affecting children, young people, and families. • Commitment to trauma-informed and therapeutic environments. • Commitment to actively pursue ongoing personal and professional development of themselves to enhance their contribution to TLG. 	<ul style="list-style-type: none"> • Familiarity with church-based or community therapeutic models. • Understanding of bursary fund management and equitable access to services. • Awareness of referral pathways and local support networks.
EXPERIENCE	<ul style="list-style-type: none"> • Extensive experience delivering clinical therapeutic support to children and young people. • Proven experience delivering therapeutic support to families. • Track record of leading a team within ethical and professional boundaries. 	<ul style="list-style-type: none"> • Experience working in partnership with churches or faith-based organisations. • Involvement in developing or scaling therapeutic services. • Experience in group facilitation or family support programmes. • Experience in clinical supervision or mentoring of therapeutic practitioners.

PERSON SPECIFICATION CONT.

	ESSENTIAL	DESIRABLE
CHRISTIAN LIFESTYLE	<ul style="list-style-type: none"> • Commitment to actively pursue ongoing spiritual development of themselves and colleagues within the life of a local church in order to enhance the contribution to TLG. • Attend and participate fully in devotions, prayer meetings and staff conferences to enhance the spiritual relationships within the team. • Able to work sensitively with those of different cultures and faiths whilst having their own strong and vibrant Christian faith and commitment to Equal Opportunities. • To be an active part of a church family. 	
ADDITIONAL	<ul style="list-style-type: none"> • Complete an enhanced DBS check prior to employment, which reveals no reason for the applicant being unsuitable to work with young people. • Provide 3 referees. At least one referee needs to represent Christian commitment and be able to comment on your faith and growth as a Christian. References will be taken up after final interviews. • Provide evidence of qualifications and suitability to work in the UK and appropriate qualifications. • Live within a reasonable travelling distance. 	



Application process

Apply today through our website:

www.tlg.org.uk/careers

- After clicking 'Apply', you'll be taken to an online application form. This will include uploading a personal statement explaining how you meet the criteria outlined in the job description for this role and your motivation for applying. There will also be some questions exploring how your faith relates to your working life, and an option to upload a CV later in the form.
- After the closing date, we'll be in touch via email. If you've been shortlisted for the role, you will receive an invitation for a short initial interview which will be held online.
- If successful following your initial interview, we'll then invite you to a final interview in person at our National Support Centre in West Yorkshire.

You can find the closing and interview dates in the role's advert on our website.

We would welcome applications from candidates from diverse backgrounds to enable us to better reflect the needs of the communities we serve.

Having trouble with your application?

If you have any problems with the online application process, please contact recruitment@tlg.org.uk and someone will get back to you as soon as possible.

Note: If you're having trouble, please check Website Tracking and Third-Party Cookies are enabled, and you have updated to the latest version of your browser and device software.