



Clinical Manager Luton

TERMS

- 12 hours/week over 3 days (Luton)
- annual FTE from £29,120 depending on qualifications and experience
- Willingness to work outside prescribed hours to manage risk escalations
- Based in Centre/s and work from home
- Start date proposed November 2020

JOB DESCRIPTION

THE COUNSELLING FOUNDATION is a modern charity with a well-established reputation in the field of counselling and psychotherapy. Our mission is to deliver affordable psychological therapy, to train psychotherapists and provide services to organisations and the NHS.

THE COUNSELLING FOUNDATION is an organisational member of BACP and its training courses are accredited and validated by BACP. All staff, honoraries, volunteers and therapists in training are thus accountable to the ethical requirements of these organisations and to their complaints procedures.

The Clinical Manager oversees the delivery of clinical services for both in-person and telephone/video clinical work. The role is accountable to the Clinical Director and to ensure that all clinical activity and governance is delivered to a high standard in line with TCF policies and consistent across sites.

The Clinical Manager will have administrator/s reporting to the role.

THE COUNSELLING FOUNDATION is committed to promoting equality of opportunity throughout the organisation and encourages diversity.

JOB DESCRIPTION

1. ACCOUNTABILITY

The Clinical Manager reports to the Clinical Director, TCF

2. RESPONSIBILITIES

- To have clinical responsibility for all counselling activities and provide clinical support and guidance including risk management to the team of supervisors, qualified counsellors and trainees.
- To contribute to good financial management and accountability by monitoring of income, costs and receivables
- To contribute to the financial performance of the Foundation by supporting new business ideas to grow the Foundation's range of clinical services
- To provide line management to open-ended administrators, supervisors, qualified counsellors and trainees.
- Hold regular 1:1 meetings with direct reports and ensure appraisals are carried out in line with TCF policy
- Assist Administrators in prioritising workload
- Ensure there is enough Administration cover across all Centres and work closely with the Contracts Manager, considering holidays and sickness cover
- Work with Finance to limit the amount of client bad debt
- Communicate key decisions to Administrators in a timely manner
- Ensure Administrators are aware of any grant/funding available to assign to clients
- To provide a first-class service to all counselling clients and trainees on placement
- To ensure clinical KPIs are met by continuously monitoring clinical processes and if needed, implementing improvements
- To ensure BACP Ethical Guidelines are adhered to by all supervisors, qualified counsellors and trainees.
- To oversee all clinical processes and procedures and ensure compliance from clinicians
- To attend and manage intake supervision at least on a fortnightly basis and ensure that all client allocations, decisions or actions taken are effectively communicated in a timely manner
- To attend counsellor, clinical manager and clinical committee meetings as required to deliver clinical updates and represent the views of the administrators, supervisors, qualified counsellors and trainees.
- To work as part of the clinical team and support the CD in their role, and providing clinical cover across the Foundation estate as required
- To work with supervisors, qualified counsellors and trainees to manage clinical risk
- To proactively identify clients that are at risk or require clinical support, thereby reducing risk to the Foundation and updating the risk log accordingly
- To oversee recruitment of new counsellors and provide a point of contact for counsellors on clinical matters
- To support and mentor trainees and be a 'focus point' for trainees on placement at centres
- To provide pastoral care for all counsellors and trainees as needed

- To ensure all trainees and counsellors have adequate supervision in line with the Foundations policies and procedures
- To oversee clinical escalations and work with the Clinical Director to ensure suitable and timely resolution to any complaints or negative feedback
- To monitor the use of grants in accordance with agreed parameters and provide information and reports to Finance and Grants/Funding Manager as needed
- To build effective and good working relationships with all staff at the centres.
- Understand and support a working environment where we need to balance the social enterprise charity and commercial work. Think commercially and support the management team with growing the Foundation reputation in this field

PERSON SPECIFICATION

A. PROFESSIONAL QUALIFICATIONS AND EXPERIENCE

- BACP, UKCP or BPS fully qualified and accredited therapist or working towards accreditation
- Completed a minimum 4-year clinical training
- 2 years qualified or relevant experience
- Experience of working as part of a team within a clinical environment
- Experience of delivering therapy services within an organisation
- Experience of conducting clinical assessments
- Experience of risk management and willingness to provide cover and work out-of-hours to manage high-risk cases
- A solid understanding and knowledge of psychodynamic theory and practice
- Experience of working as part of a team within a commercial/business environment
- Experience of providing excellent customer care
- Experience of managing individuals or a team effectively
- Managing people's performance
- Ability to take the initiative to bring new and innovative ideas and see new initiatives through from idea to implementation, within deadlines
- Ability to be comfortable working with change and within change management processes
- Experience of excellent organisation, management and planning skills
- Experience of leading and managing a remote working team and effectively co-ordinate people and small teams working in different locations on different activities, towards a common goal
- Experience of setting objectives and individual performance management via existing organisation procedures
- Experience of recruitment and selection
- Experience of effective dispute resolution between members of staff
- Possess a working knowledge of basic employment legislation regarding day to day line management of a team
- Ability to maintain confidentiality
- Good IT skills including Excel Spreadsheets and Access databases, or the willingness and ability to learn within a short period of time
- Awareness of setting, monitoring and managing budgets

B. MANAGEMENT AND COMMUNICATION SKILLS & EXPERIENCE

- Excellent people and line management skills including an ability to motivate, manage, mentor and support administrators, supervisors, counsellors and trainees and to challenge performance when appropriate
- Excellent at building and sustaining respectful and productive working relationships across all staff groups
- Experience of building strategic business relationships and partnerships
- Ability to use a collaborating style to engage, encourage and empower a team
- Ability to work as an effective and supportive team player within a management team
- Ability to understand different staff personality types and adapt personal line management style to them
- Ability to analyse information and to report effectively
- Ability to demonstrate excellent written and verbal communication skills, including the ability to adjust communication style to different audiences
- Ability to adapt working style to people and groups from diverse backgrounds and cultures

C. ORGANISATIONAL AND LEADERSHIP ABILITY:

- The appointee should be able to command the personal and professional respect of staff.
- S/he should have an understanding of the dynamics of organisations and of small and large groups.
- S/he should be able to relate sensitively to others, share in and facilitate the working of groups.
- Excellent capacity to contain anxiety, manage staff and delegate appropriately essential.

D. CAPACITY FOR REFLECTION AND EVALUATION

- The appointee will be expected to contribute creatively to reflection on the nature and development of clinical work in a changing society. An interest in research and willingness to raise its profile in the organisation is required. Awareness of relevant research essential.

E. PERSONAL ATTRIBUTES

- Possess a calm, consistent manner and proven ability to contain emotional distress within a clinical environment
- A team worker who is adaptable and versatile with a positive and confident attitude
- Ability to demonstrate a respect for punctuality and responsiveness to deadlines