



## **Counselling Referral Service (CRS)**

### **Clinical Manager**

#### **Job Description**

**Contractual Arrangements:** This is a self-employed position and the appointment will be made under a 'Contract for Service' agreement.

**Job Title:** Clinical Manager

**Location:** Remote Working & MHCPC, 80 East End Road, Finchley, N3 2SY.

**Period:** March 2021 to February 2022 (reviewed annually)

**Reporting To:** Manager

**Fee:** £14,000 p.a. (FTE £35,000)  
To be paid in 12 equal instalments

**Hours:** 2 days per week. Flexitime outside of contracted meetings and assessments

**Overall Purpose:** To manage all aspects of the Counselling Referral Service, ensuring that best standards of service delivery are met and that all clinical work is carried out in accordance with BACP and BPC ethical guidelines.

**Data Protection:** Most work will be carried out remotely. As a result, the post holder will be required to have their own printer, secure computer facilities and secure storage for confidential material. An enhanced DBS check is required as this position will involve directly working with vulnerable adults.

#### **Main Focus**

- Ensure that the counselling service is delivered to a high standard in accordance with the BACP & BPC frameworks and the Psychodynamic approach.
- Manage and lead a safe, professional and accessible counselling service consistent with MHCPC's vision, policies and objectives
- Hold clinical responsibility for all counselling activities and provide clinical support and guidance including risk management to the team of counsellors and supervisors
- To be the Designated Safeguarding Lead and to take responsibility for managing safeguarding issues, and providing advice and support to counsellors and supervisors. To liaise with the local authority and other agencies where appropriate.
- Contribute to good financial management and accountability by monitoring of income, costs and receivables

- Manage and lead in the development and growth of the Counselling Service as agreed with the Board of Management and Board of Trustees
- Ensure the highest standard of professionalism, clinical governance, safety and quality of all counselling and psychotherapy services provided by the CRS
- Recruit and induct volunteer counsellors and supervisors to enable the CRS to provide its counselling services
- Promote the profile of the CRS in the local and wider community developing good working links with similar services and other mental health professionals
- Implement a business plan for the service and work closely with the MHCP Manager to define and secure resources needed to operate effectively

## **Key Responsibilities**

### **Service Management and Development**

- Develop and maintain good links with training providers regarding trainee counselling placements and manage a programme of recruiting and inducting new counselling trainees
- Recruit, induct and manage volunteer counsellors on placement at the CRS
- Recruit and induct new supervisors
- Monitor and support the work of supervisors through monthly meetings to ensure quality assurance and clinical governance
- Offer an annual appraisal to supervisors
- Maintain and develop links with MHCP / CRS alumni in order to develop a pool of therapists for private referrals
- Line management of the Counselling Administrator
- Working closely with the Counselling Administrator and Financial Controller to oversee all financial aspects of the CRS

### **Service Delivery**

- Carefully assess the suitability of prospective patients within the limits of the CRS and signpost on, when appropriate.
- Carry out all patient assessments and process referrals to volunteer counsellors on placement or private counsellors registered with the CRS.
- Carry out more than one assessment for patients if a clinical need is identified.
- Ensure efficacy of the intake and referral process with the administrative support of the Counselling Administrator
- Maintain and manage the counselling waiting list
- Maintain and manage patient record systems in a confidential and safe manner, adhering to GDPR
- Ensure that patient complaints are investigated and dealt with appropriately
- Ensure the service complies with the BACP Ethical Framework and BPC Ethical Guidelines

### **Quality Assurance and Safeguarding**

- Be available to supervisors and counsellors who need to discuss any clinical, safeguarding, or quality issues
- Hold clinical responsibility for every clinical aspect of the service and risk management
- Develop and deliver CPD and training opportunities for counsellors
- Maintain the CRS Clinical Handbook and ensure policies are up to date

### **Service Monitoring and Evaluation**

- Review and update appropriate policies and procedures, including referral, assessment, financial and administrative processes
- Ensure service outcomes and outputs are effectively monitored and evaluated
- Prepare service statistics on a monthly basis for the Board or Management

### **General**

- Attend a monthly staff meeting with MHCPC Board of Management
- Supply written reports on service developments and clinical performance to the Board of Management and the Board of Trustees
- Organise and attend CRS Meetings and any other relevant events/meetings as required.
- The post holder will carry out any other duties as are within the scope, spirit and purpose of the role as requested by the Board of Management

### **Other Duties and Responsibilities**

- To adhere to MHCPC's Policies in all aspects of the work
- To work collaboratively and contribute to positive working relationships with colleagues, wider MHCPC staff and volunteers.



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#### **Person Specification**

##### **Professional Qualifications & Experience**

- BACP/BPC (or equivalent) fully qualified and accredited psychodynamic/psychoanalytic therapist, or working towards accreditation
- Minimum 4 years clinical experience post qualification
- 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 working remotely
- Experience of risk management and willingness to provide cover and work out-of-hours to manage high-risk cases
- Ability to take the initiative to bring new and innovative ideas and see new initiatives through from idea to implementation
- Ability to be comfortable working with change and within change management processes
- 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
- Ability to maintain confidentiality
- Good IT skills
- Awareness of monitoring and managing financial aspects of an organisation

##### **Management, Communication Skills & Experience**

- Excellent people skills including an ability to support an administrators and clinicians
- Excellent at building and sustaining respectful and productive working relationships across all staff groups
- Ability to use a collaborative style to engage, encourage and empower a team
- Ability to work as an effective and supportive team player within a management team
- Ability to analyse information and to report effectively
- Excellent written and verbal communication skills, including the ability to adjust communication style to different audiences

### **Organisational and Leadership Ability**

- Understanding of the dynamics of organisations and of small and large groups.
- Excellent capacity to contain anxiety, manage staff and delegate appropriately
- An awareness of their own limitations and ability to practice effective self-care

### **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