



## Clinical Service Manager Job Description and Person Specification

<b>Job Title:</b>	Clinical Service Manager
<b>Salary:</b>	£36,000 - £38,000
<b>Place of work:</b>	Based at 55 Templemore Ave, Belfast, with requirement to work from home or other community locations as needed.
<b>Reports to:</b>	Chief Executive Officer
<b>Working Hours:</b>	37.5 hours per week, which may include evening and weekend hours.
<b>Holiday allowance:</b>	25 days per year plus 12 statutory days

### Background

**This is an exciting opportunity to use your skills, energy and experience to improve the mental health and the lives of families and communities in East Belfast.**

East Belfast Community Counselling is an award-winning, community-based charity which offers free, high-quality counselling, psychotherapy and wellbeing support to children, young people and adults.

As well as managing a busy self-referral waiting list, EBCC has delivered a wide range of projects since the service was founded in 2010, and is currently an established delivery partner for the Victim and Survivors Service (VSS), the Self Harm Intervention Project (SHIP) and the Department for Communities' Open Door project for children and young people.

East Belfast Community Counselling was created to help fulfil a need in the local community, to provide a vitally-needed counselling service for those who might otherwise be excluded because of finance or shortfall in service provision. As a charity we believe that everyone should have access to high quality counselling irrespective of their ability to pay. The counselling service is open to anyone regardless of whether they are male or female, whatever their sexual orientation, ethnic origin, culture or religion, so long as we feel their needs can be met.

East Belfast Community Counselling is a Registered Charity, we work for the benefit of the community. Our services are accredited by the BACP and are bound by the BACP Ethical Framework for the Counselling Professions.

As Clinical Service Manager, you'll be leading EBCC's psychotherapy work, to ensure our practice is effective, safe and responsive to the needs of the community. You'll be resourcing and facilitating all those who provide counselling and psychotherapy at EBCC, to deliver a professional service and to work to organisational policy and goals.

You'll be innovative and self-reliant with a resourceful attitude, but equally able to work collaboratively and consultatively. You'll be a clear communicator, have great organisational skills and be confident using ICT to make administrative and communications tasks easier.

Crucially, you'll care passionately about providing high quality mental health support, and enabling EBCC to deliver the best service it can. If this sounds like you, we look forward to hearing from you!

## Overall purpose of post

The post holder will have overall clinical responsibility for the services delivered by EBCC and will be supported by and accountable to the CEO.

The Clinical Service Manager will

- Lead on the delivery of high quality, safe, ethical, effective, responsive and clinically robust services
- Manage and support staff psychotherapists, volunteer psychotherapists and a bank of sessional psychotherapists and group workers.
- Lead on development and implementation of comprehensive clinical governance processes
- Support clinical teams to meet organisational delivery targets and to report on delivery and impact to internal and external stakeholders
- Work closely with the CEO to support the development and funding of clinical services

## Outline of duties

The following is a summary of the key responsibilities of the post. It is not intended to be an exhaustive list and the post-holder may be required to carry out other duties which are appropriate to the scale and nature of the job role.

### **Lead on the delivery of a high quality, safe, ethical, effective, responsive and clinically robust services**

- Build and maintain relationships with partners in health, social care and community sectors to ensure clear and appropriate referral mechanisms are in place for EBCC's services
- Optimise service triage and assessment processes for use by the clinical team
- Liaise with colleagues in the clinical team to ensure the effective planning, delivery and reporting of service provision
- Manage waiting lists, ensure appropriate allocation processes are in place for all services and manage caseloads across the team
- Hold a small clinical caseload appropriate to the needs of the organisation and the demands of the role.
- Provide clinical leadership and input for Administration Officer in all client-related duties

### **Manage and support staff psychotherapists, volunteer psychotherapists and a bank of sessional psychotherapists and group workers.**

- Recruit and organise the clinical induction of therapists, volunteer therapists and administrative staff
- Be responsible for the line management of clinical staff
- Provide appropriate support and training for a clinical team often working with complex and challenging caseloads
- Maintain relationships with clinical supervisors and ensure appropriate clinical supervision arrangements for all clinical team members.
- Maintain relationships with training institutions and comply with requirements for placement providers

### **To lead on development and implementation of effective and comprehensive clinical governance systems and processes**

- Receive clinical supervision from an appropriate clinical supervisor
- Ensure EBCC' policies and procedures are effective best practice in line with the current ethical and professional guidelines of BACP and UKCP in relation to clinical practice
- To be the organisation's senior lead on safeguarding, including policy development and dissemination, safe-recruitment practices for clinical staff, training and regular audit of policy and practice
- Ensure appropriate records are kept in line with data protection legislation
- Deal with any complaints or legal matters arising from the clinical work, in accordance with EBCC's policies and procedures
- Respond to requests for clinical information from clients and third parties.
- To be the organisation's lead named BACP accredited therapist

### **Support clinical teams to meet organisational delivery targets and to report on delivery and impact to internal and external stakeholders**

- Ensure clear frameworks and processes for evaluating and monitoring clinical work
- Ensure clinical teams are aware of the delivery targets and monitoring processes and procedures.
- Maintain an awareness of factors impacting on the ability of teams and projects to meet their targets, troubleshooting as needed and liaising with the CEO about any operational challenges which require action.
- Produce delivery reports for trustees and funders to agreed timelines

### **Work closely with the CEO to support the development and funding of clinical services**

- Collaborate with the CEO on the creative development of EBCC's clinical services, responding to the needs of the community, funding opportunities and the charity's objects.

- Contribute to the development and implementation of EBCC’s strategic plan
- Develop mechanisms to develop service-user leadership within the organisation and to ensure service-user voice and informs organisational priorities.
- Champion EBCC’s clinical impact with current and prospective funders

### Additional Duties

- Represent EBCC at networking and consultation events
- Promote whole team working and positive communication in collaboration with the CEO
- Model EBCC values in all interactions with colleagues, trustees, service users and stakeholders
- Actively promote and ensure good equal opportunities practice
- Attend working groups, team meetings and line management as required

## Person Specification – EBCC Clinical Service Manager

		Essential	Desirable
<b>Training</b>			
1	BACP accreditation, UKCP registration or equivalent	✓	
2	Professional qualification in counselling or psychotherapy – Level 6 (E.g. Bachelor’s level)	✓	
3	Professional qualification in counselling or psychotherapy – Level 7 (E.g. PG Cert/ PG Dip/ Master’s level)		✓
4	Evidence of continuing professional development in last three years	✓	
<b>Experience</b>			
1	Substantial post qualification experience offering psychotherapy or counselling - minimum four years’ post qualification	✓	
2	Experience of assessing and allocating clients to therapists	✓	
3	Experience in managing confidentiality and exceptions to confidentiality with clients, colleagues and external agencies in line with policy, regulation and BACP ethical framework	✓	
4	Experience of managing risk with clients who are at risk of self-harm and suicide	✓	

5	Experience of managing a broad range of safeguarding concerns	✓	
6	Experience of service management including the clinical management and supervision of staff		✓
7	Experience of recruiting clinical staff and/or trainees		✓
8	Experience of leadership in service and project development		✓
9	Experience of delivering training to other practitioners		✓
10	Experience of work (paid or unpaid) in the voluntary sector		✓
<b>Knowledge</b>			
1	Knowledge of current best practice in counselling, psychotherapy and wellbeing services, including the BACP ethical framework	✓	
2	Knowledge of best practice and NI legislation relating to EBCC's work - including safeguarding, risk management, mental ill health, domestic abuse and sexual violence	✓	
3	Knowledge of a broad range of clinical approaches for working with common presentations across the tiers, including anxiety and depression symptoms, trauma symptoms, suicidal ideation and self harming	✓	
4	Knowledge and understanding of a range of therapeutic modalities	✓	
5	Knowledge of other organisations and the sector in relation to mental health and relevant stakeholders		✓
6	Understanding and experience of funding and sustainability issues		✓
<b>Skills</b>			
1	Ability to effectively lead and communicate with a team of therapists from a range of modalities and to work collaboratively with colleagues	✓	
2	Ability to develop, communicate, implement and review clinical policies and procedures	✓	
3	Ability to work responsively and flexibly with clients	✓	
4	Ability to carry out assessments within a counselling or psychotherapy setting and to manage the flow of clients through the service	✓	
5	Competence in monitoring ,evaluation and reviewing in relation to the strategic plan and funding requirements	✓	
6	Ability to lead on all aspects of safeguarding policy and practice for children and adults.	✓	

7	Ability to respond to the needs of different stakeholders in the shaping of the service	✓	
8	Ability to manage own time, to prioritise tasks and to work to deadlines under own initiative.	✓	
9	Ability to lead effective risk assessment and management in a counselling and psychotherapy organisation	✓	
10	Confident with ICT, willing and able to learn new systems	✓	
11	Ability to communicate well with other agencies and professionals and work in partnership	✓	
12	Ability to problem solve and critically analyse information	✓	
<b>Personal qualities</b>			
1	Commitment to EBCC's vision, mission and values	✓	
2	Commitment to continuous improvement and quality assurance	✓	
3	Willingness to hold responsibility and to work within a culture of positive accountability.	✓	
4	Commitment to anti-oppressive, anti-discriminatory, and anti-racist practice	✓	
5	Willingness to work flexible hours which may include occasional evenings	✓	