



JOB DESCRIPTION

TITLE OF POST:	Clinical Manager
LOCATION:	WLM HCC
CONTRACT:	Fixed Term for 1 Year
HOURS:	Part-time 25 hours per week
RESPONSIBLE TO:	Head of Counselling Services
RESPONSIBLE FOR:	Clinical service referrals, line managing honorary counsellors

About WLM

WLM has been working in the community in London since 1887. We currently work in Lambeth, Southwark, Westminster and Islington with a focus on PTS Coaching, Hubs & Residential Services, Counselling Services and Criminal Justice Services.

WLM is a values led organisation. Our people are the heart of what we do. We have recently embarked on developing an asset-based approach in partnership with Mayday Trust building on our work embedding recovery and psychologically informed approaches.

About WLM HCC

WLM HCC offers an affordable Counselling and Psychotherapy service for adults, a confidential and non-judgemental space to speak with a trained professional. More specifically, the WLM HCC clinic offers longer-term (one year) Psychoanalytic/Psychodynamic and Integrative Psychotherapy and Counselling to people who are looking to speak about a wide range of emotional issues.

Purpose of the Post

The Clinical Manager role will oversee the smooth coordination of high-quality clinical work of the HCC clinic, with a focus on managing referrals and the waiting lists for assessments and ongoing therapy.

Key Responsibilities

1. Clinical Services - Operational: Clients

- 1.1 Carrying out initial screening telephone call with clients, assessing level of need and risk, and allocating to appropriate assessor or referring to an external agency.
- 1.2 Regularly liaising with the Assessors' Team to organise assessment appointments.
- 1.3 Recruit, train, and supervise suitable Assessors to undertake ad hoc assessments as needed, together with Head of Counselling Services and Service Manager.
- 1.4 Read client assessment reports and process clients referrals within agreed time frames, allocating to an appropriate counsellor or referring to an outside agency. Contact clients and discuss suitable and available referrals for them, considering their wishes and the resources available. This includes liaising with the Assessor, HCC Supervisor(s), Service Manager and/or Head of Counselling Services regarding, as appropriate.

- 1.5 Provide ad-hoc consultation with clients as required.
- 1.6 Provide clinical reports/letters as required.
- 1.7 Oversee appropriate contacts with other professionals to minimise risks, such as G.P.s or Psychiatrists, oversee client consent issues appropriately around contact with other professionals
- 1.8 Monitor waiting lists, keep clients informed of waiting times, and regularly liaise with the Head of Counselling Services and report on client waiting times.
- 1.9 Maintain a list of onward referral agencies and suitable private counselors.

2. Clinical Services - Operational: Counsellors

- 2.1 Recruit, appoint, and induct suitable Honorary Counsellors, together with the Service Manager and Head of Counselling Services
- 2.2 Provide line-management to all counsellors and offer ad-hoc supervision.
- 2.3 Provide information about further training for counsellors and support counsellors in their training needs.
- 2.4 Appraise individual Counsellors, together with HCC supervisors.
- 2.5 Seek out and maintain relationships with suitable counsellor training organisations.
- 2.6 Identify and organize suitable training sessions (CPD) for the team (counsellors and staff).
- 2.7 Provide references as required and in line with WLM and HCC policies.
- 2.8 To resource and organise clinical trainings and relevant seminars for the team members and counsellors/assessors.

3. Clinical Services - Operational: Clinical Supervision

- 3.1 Implement appropriate counselling supervision in accordance with organisational policy.
- 3.2 Recruit and appoint suitably qualified and experienced Supervisors, together with Service Manager and Head of Counselling Services
- 3.3 Allocate Counsellors to supervision groups, effecting change when necessary
- 3.4 Support the work of Supervisors & participate in the quarterly supervisors meetings.

4. Service Delivery

- 4.1 Participate in the review of current service policies and ensure all agreed service policies/procedures adhere to relevant legislation.
- 4.2 Participate in the development of a comprehensive and realistic budget.
- 4.4 Focus on delivering a safe and high-quality service.

5. Safeguarding

- 5.1 Work within the service's safeguarding procedure ensuring that best practice is followed in relation to safeguarding, in line with WLM policy and procedures.

6. Other Duties and Responsibilities

- 6.1 To contribute to WLM HCC and WLM's overall strategy and business plan.
- 6.2 To maintain probity and transparency in all dealings and declare any interests that might affect the position or role.
- 6.3 To adhere to WLM's Diversity and Inclusion and Health and Safety Policy in all aspects of the work.
- 6.4 To work collaboratively and contribute to positive working relationships with team colleagues, wider WLM colleagues and volunteers; and participate in reflective practice.
- 6.5 To adhere to West London Mission's Roles and Responsibilities (Code of Conduct).

The listed duties are not exhaustive. The post-holder will be expected to undertake such other duties, consistent with the role as may be reasonably required.

PERSON SPECIFICATION

POST: Clinical Manager

LOCATION: WLM HCC

ESSENTIAL REQUIREMENTS

1. Experience

- 1.1 At least two years post qualifying experience as a Counsellor or Psychotherapist and 450 hours clinical experience.
- 1.2 Experience in conducting counselling assessments with a range of clients and presentations
- 1.3 Experience of working in an organisational setting in the voluntary sector providing therapeutic services
- 1.4 Experience of providing clinical supervision

2. Skills, Knowledge and Abilities

- 2.1 Knowledge of BACP, NCS, UKCP, BPC, ethical frameworks and standards
- 2.2 Ability to set in place and maintain procedures to deliver appropriate clinical standards
- 2.3 Understanding of organisational budgeting and ability to account for fee income
- 2.4 Strong commitment to the work and ethos of the service
- 2.5 Good knowledge of safeguarding legislation and how to apply it in a counselling context.
- 2.6 Knowledge and understanding of psychodynamic modalities.

3. Qualifications

- 3.1. Qualified to a minimum of PG Diploma level in Counselling or Psychotherapy
- 3.2 Registered with BACP, UKCP, HCPC or equivalent

4. Additional Requirements

- 4.1 Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will also be assessing candidates against the following competencies:

Focus on people who use WLM services	Manages people and projects in way which keeps the people who use WLM's services at the core of what is done. Treats everyone with respect and in line with WLM's equality and diversity values.
Organisation and planning	Organises and plans tasks and projects effectively and takes responsibility for delivering high quality results.
Initiative and creativity	Shows initiative and takes appropriate action to deal with challenges that arise in a proactive and timely way. Ability to formulate and implement new ideas to overcome problems.
Communication	Written and oral communication is concise, clear and accurate and is worded appropriately.
People management	Provides effective management through supporting and challenging staff. Develops and maintains a positive and focussed team.
Administration and IT	Develops sound, organised systems for storing key information and ensures these are used accurately and efficiently.
Management of relationships with external agencies	Manages and represents WLM's interests well and negotiates effectively with external agencies and contacts.
Coordination of projects	Coordinates projects and initiatives effectively, keeps stakeholders engaged and projects on-track and is able to manage problems as they emerge.
Strategic and organisational awareness	Aware of the impact of own service on WLM as a whole and team works well with other managers. Identifies strategic aims for own service, anticipating future demands, opportunities and constraints
Leadership	Leads by example by being personally effective. Inspires team members to deliver on WLM's vision and goals. Behaviour is visibly consistent with WLM's stated values. Is able to reflect and self-assess and takes responsibility for self-development.