

Job Description

Job Title: Clinical Service Manager

Contract: PAYE 22.5hrs per week

Salary: £25,200 - £27,000 (42 - £45k p.a. pro rata)

Reports to: Chief Executive – Karen Burgess

Location: Bottisham Office with homeworking

Overall responsibility of the job:

As a senior position within the organisation, the Clinical Service Manager will provide clinical leadership of Petals Counselling Service including holding clinical responsibility.

They will be a qualified counsellor with experience of working with baby loss and an interest in maternal mental health. They will have significant clinical experience and knowledge, excellent time management and organisation skills, and very strong interpersonal skills. Petals is also open to supporting a clinician to develop their management skills through ongoing training on the job and support from the CEO, Karen Burgess.

Working closely with the Operations Manager, this role will ensure that our counselling service is delivering in line with agreed key performance indicators of Petals' partnership contracts as well as complying with Petals agreed quality, clinical governance and performance standards.

This role will also lead the team of Senior Counsellors with delivery of the triage service including risk management. Ensuring the network of Petals Counsellors is developed and supported in the delivery of high-quality evidence-based practice will also be a priority in this role.

The role will report to Karen Burgess, our CEO who is also the founder of Petals Counselling Service. As the Clinical Service Lead, they will work closely with Karen to inform and develop new counselling initiatives, recruit new team members and develop training programmes for counsellors, whilst at all times, nurturing the positive and caring culture that sits at the heart of all Petals provide.

Specific responsibilities:

Service Management and Delivery

1. To coordinate, manage and lead a safe, professional, and accessible counselling service.
2. To develop, review and enhance appropriate policies and procedures, including referral, cancellation, triage assessment and administrative procedures.
3. To oversee risk management, quality and governance in relation to Petals client cases and ensure Petals deliver on contracted KPIs
4. To oversee counselling allocation and waiting lists.
5. To ensure Corenet client records are up to date and accurate through conducting spot checks and highlighting any issues with counsellors.
6. To deliver triage assessment sessions when required e.g. providing cover for annual leave or to cope with high demand for service.
7. To be safeguarding officer for Petals dealing with any concerns highlighted by the counselling team.
8. To investigate client complaints and ensure they are dealt with appropriately.
9. To liaise with regulatory bodies if required.

Management of Senior Counsellors:

1. To manage the Senior Counsellors to ensure provision and delivery of triage appointments that meet the contractual demands of Petals counselling service.
2. To provide clinical supervision to Senior Counsellors
3. To work with the team of Senior Counsellors to ensure the provision of online monthly group case management sessions providing the following for all Petals Counsellors:
 - a. An oversight of case load for each counsellor for quality assurance
 - b. Sharing of case work/challenging cases
 - c. Providing updates for counsellors on counselling service developments
 - d. Preparation for group session to include reviewing of counsellor's Corenet records to ensure notes and files are up to date.
4. To ensure the Senior Counsellor team are managing the administration and governance tasks within their roles e.g., verifying counsellor invoices, authorising extra sessions or new episodes for clients.
5. To lead the Senior Counsellor team in briefing counsellors on required standards and practice changes, ensuring all Petals Counselling Service policies and procedures are understood, implemented, and adhered to by counsellors at all times and the quality of Petals counselling service is maintained.

Counselling Service Development

- 1 Working with the CEO, develop and oversee a programme of counsellor led online groups to run alongside Petals Counselling Service.

This to include:

- a. Supporting the team of Senior Counsellors to deliver Petals online support groups ensuring the stated terms of engagement and aims and objectives are met.
- b. Establishing a team of counsellors to deliver Petals online therapy groups and provide clinical guidance and support for this team as the new therapy group programme is rolled out.

Organisational Responsibilities

1. Actively engage with other team members and work constructively with colleagues and managers in all aspects of the work.
2. Participate fully with the agreed support structures for the post, including line management, case management, training events and appraisals, and contribute positively to team meetings and planning and review days.
3. Conduct all work within Petals' policies procedures and professional guidelines e.g. Risk Management, Safeguarding, Code of Ethics, Health & Safety, GDPR

This job may involve working unsocial hours on some occasions. Time off in lieu will be taken by arrangement with your manager. *Job description is not contractual and may need to change, upon discussion with the role holder.*

Person Specification

Experience and Qualifications	Essential / Desirable
Professional counselling qualification and a solid understanding of theoretical framework and evidence-based practice	E
Professional qualification in clinical counselling management	D
To be a practising accredited counsellor or psychotherapist (BACP/UKCP/BPC or equivalent professional body)	E
Minimum 5 years post qualifying experience of counselling	E
Experience of working in a counselling management role	D
Supervision experience and qualifications	D
Experience of delivering counselling to parents who have suffered baby loss	E
Experience of working as a counsellor within maternal mental health	D

Skills, attitudes and abilities	
Able to demonstrate management and administrative skills, as well as to prioritise and meet deadlines	E
Evidence of good organisation and time-management skills	E
Able to demonstrate a high level of verbal and written communication skills, including report writing	E
Able to demonstrate good interpersonal skills, relating sensitively to others, and to work collaboratively up and down, as well as across the organisation	E
Able to share in and facilitate the working of groups, committees and teams, to nurture a positive culture and to maintain confidentiality	E
Able to work effectively as part of a team whilst retaining the ability to work independently	E
Good IT skills, including competency using Microsoft Office 365, Microsoft Teams, completing electronic forms and processing online data	E
Able to work within and support Petals mission and values and to work effectively as a senior team member within an organisational structure	E

We want our organisation to have different voices within it, and to reflect the range of communities which our clients come from. We welcome applications from everyone irrespective of sex, sexual orientation, gender identity, ethnicity, faith and religion, disability and age, but, as ethnic minority groups and members of the LGBTQ community are currently under-represented across the organisation, we would particularly encourage applications from members of these groups. **Appointment will be based on merit alone.**