

# CLINICAL SERVICES MANAGER

## Job Description & Main Responsibilities

GCS provides Counselling Services to Adults, Couples, Children and their Families, Schools and Workplaces. We accept referrals directly from clients, as well as through third-party organisations which have contracted us e.g., schools, GP practices, employers and statutory bodies. The Clinical Service Manager (CSM) role is a senior position within the organisation, providing clinical management and involving day-to-day operational management of the Counselling Services department. The Clinical Service Management is provided by a team, each holding pre-defined responsibility for areas of the range of services and then sharing oversight of broader responsibilities.

As the Clinical Service Manager role focuses specifically on clinical responsibility within Counselling Services, it requires someone with significant clinical experience and knowledge, excellent time management and organisation skills, and very strong interpersonal skills. GCS are open to supporting a clinician to develop their management skills through ongoing training on the job and support from the Clinical Service Manager team.

### Role Overview

- To provide clinical leadership of the Counselling Services including holding clinical responsibility.
- To manage the team of counsellors and trainee counsellors on placement, Assessment Team and Supervisors that all contribute to the delivery of our Counselling Services.
- To manage capacity on a day-to-day basis and promptly flag up when changes are likely to impact service, e.g., anticipated shortage of Counsellors.
- To support the Head of Counselling in driving forward the organisation's Counselling Services revenue and to meet pre-agreed targets.
- To help nurture a positive culture within the Counselling team and wider organisation, in line with the charity's Mission and Values.

### Main Responsibilities

- To support the Head of Counselling in delivering Counselling Services in line with agreed key performance indicators (KPIs).
- To take full clinical responsibility for the Counselling Services, ensuring adequate induction and training, as well as compliance with agreed quality, clinical governance and performance standards.
- To be responsible for the client journey at GCS, including:
  - Waiting lists
  - CORE score pre-assessment of registrations/referrals
  - Approving clients for assessment to the Assessment Team via the Counselling Coordinators
  - Review client assessment reports and allocation to a suitable counsellor
  - Monitoring of formal client records submitted by the counselling team
  - Sign-off closure papers
  - Monitoring of clinical outcomes
  - Reporting to the Head of Counselling with performance and impact data.
  - Development of counselling and supervision practice within the services in line with accrediting body standards (BACP).
- To manage safeguarding and risk within the Counselling Service.
  - Responsible for liaising with GPs etc as and when required, upkeep of the counselling services safeguarding and risk registers.

- To manage on a day-to-day basis the resources (human, material and financial) needed to operate the Counselling Services effectively.
- To be alert to the impact of planned and also unexpected changes in resources/functional capability, and to work collaboratively with the Head of Counselling and Head of Functional Capability to maintain quality of service.
- To facilitate and manage Counselling Team mtgs (minimum 3 per year) ensure high attendance and including a planned program of practice development.
- To work collaboratively across the management team, back-office team, frontline delivery teams (Counsellors, Assessment Team and Supervisors).

### Staff Team

#### Responsibilities to Counsellors

- To be responsible for new Counsellor induction
- To determine Counsellor availability and suitability for clients
- To organise Counsellor supervision arrangements and monitor Counsellor attendance
- To provide line management for Counsellors, including case load oversight
- To provide Counsellor appraisals
- To facilitate and manage Counselling Team meetings (minimum 3 per year for each service) ensure high attendance and including a planned program of practice development.
- To manage telephone and email enquiries from Counsellors that are of a clinical nature

#### Responsibilities to Supervisors

- To be responsible for Supervisor recruitment
- To manage Supervisor induction
- To provide line management to Supervisors
- To share responsibility with the CSM Team for Supervisor appraisals.
- To facilitate and manage Supervisor team meetings (minimum 3 per year) ensure high attendance and including a planned program of practice development.

#### Responsibilities to Assessment Team

- To monitor Assessment Team capacity
- To manage Assessment Team induction
- To develop and/or improve Assessment Team skills regarding report writing and assessment practices.
- To manage Assessment Team meetings (minimum 3 per year), ensure high attendance and including a planned program of practice development..

### Quality Control

- To monitor assessment procedures and assess the standards of Counsellor practice, and to manage any performance issues which arise.
- To allocate Clients to Counsellors (staff and trainees) according to their skills and experience and manage any issues that arise either with the staff counsellor as their line manager or in consultation with the Diploma Course Lead regarding Trainee Counsellors on placement.
- To oversee the management and monitoring of appropriate data collection systems for clinical and impact reporting.
- To develop and agree performance targets for the service in keeping with the Business Plan and to demonstrate the effectiveness of the service, including the collection and management of clinical evaluation data.
- To monitor the delivery of the service to ensure quality standards are met in line with the Services Professional Accreditation standards (BACP) and that the services provided are in keeping with the BACP Ethical framework for Good Practice in Counselling and Psychotherapy and other agreed professional practice guidelines.
- To ensure that the Equal Opportunities, safeguarding policy and complaints procedure are implemented regarding Counselling Services.

<b>Reporting To:</b>	Head of Counselling
<b>Location:</b>	Alma House, Stroud
<b>Salary:</b>	FTE salary of £30,103 pro rata to the hours agreed
<b>Hours:</b>	21-35 negotiable
<b>Annual leave:</b>	25 days + public holidays (Pro-rata)

Term: Permanent

## Person Specification

<b>EXPERIENCE AND QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Professional counselling qualification (preferably to minimum graduate level) and a solid understanding of theoretical framework and evidence-based practice.</li><li>• To be a practising accredited counsellor or psychotherapist (BACP, UKCP, BPC or equivalent professional body).</li><li>• Minimum 5 years' post qualifying experience of counselling</li><li>• Supervision experience and/qualification</li></ul>
<b>SKILLS, ATTITUDES AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Able to demonstrate management and administrative skills, as well as to prioritise and meet deadlines</li><li>• Evidence of good organisation and time-management skills</li><li>• Able to demonstrate a high level of verbal and written communication skills, including report writing</li><li>• Able to demonstrate good interpersonal skills, relating sensitively to others, and to work collaboratively up and down, as well as across the organisation</li><li>• Able to share in and facilitate the working of groups, committees and teams, to nurture a positive culture and to maintain confidentiality</li><li>• Able to work effectively as part of a team whilst retaining the ability to work independently</li><li>• Open to developing broader counselling services within GCS, which may include the development of other counselling approaches or models to ensure that the organisation's aspirations for growth are realised</li><li>• Good IT skills, including competency using Microsoft Office 365, Microsoft Teams, completing electronic forms and processing online data</li><li>• Able to work within and support the GCS Mission and Values and to work effectively as a senior team member within an organisational structure</li><li>• Able to work within and support the GCS commitment to Equal Opportunities</li></ul>