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Thank you for your interest in being part of the Kingston Women's Centre. Below is some information relating to your application and our charity.

Job Title: Clinical Manager

Base: Kingston Women's Centre. We have returned to some face to face delivery, therefore the post holder must be able to commute to the office as required.

Hours: Part time, 15 hours a week. Days and times of work to be agreed with the KWC Board of Trustees.

Pay: £25 p/h (self employed). **Reporting to** KWC's Board of Trustees.

Kingston Women's Centre Mission

Our aim is to provide a welcoming safe environment for counselling and therapy for people who identify as women of all backgrounds in and around Kingston Upon Thames.

Job purpose

This is a unique opportunity for a highly motivated individual to provide the Clinical Lead to KWC's Supervisors, Counsellors and in-training Counsellors. The ideal candidate will have a proven track record of working at a senior management level and of managing and or supervising Counsellors in training.

Main tasks and responsibilities

1. Counsellors

- 1.1. Run clinical recruitment, induction, set reviews and endings for all appointed Counsellors.
- 1.2. Manage a cohort of 44 volunteer Counsellors ensuring adherence to the charities policies and procedures and the BACP's Ethical Framework.
- 1.3. Monitor, with Supervisors, standards of counselling delivery and address problems as they arise.
- 1.4. Respond to counsellor queries.
- 1.5. Ensure KWC's mission and values are embedded into the service.
- 1.6. Ensure all Counsellors understand safeguarding requirements and procedures.
- 1.7. Ensure Counsellors submit required client paperwork accurately and in a timely way including contracts, client notes and ending documents.

2. Counselling Placement Co-ordination

- 2.1. Recruit appropriately experienced Counsellors in training in accordance with vacancies and agency needs.
- 2.2. Complete relevant feedback and placement paperwork required by training institutions.
- 2.3. Liaise and network with training colleges and universities.

3. Supervisors

- 3.1. Recruit and induct suitably qualified and experienced Supervisors, manage reviews and endings for all appointed Supervisors.
- 3.2. Monitor and support the work of the Supervisors.
- 3.3. Update Supervisors of changes in policies, procedures and organisational changes.
- 3.4. Provide emergency supervision when necessary.
- 3.5. Facilitate three Supervisor meetings a year to discuss centre policies, issues and ideas.

4. Clients

- 4.1. Appoint and induct suitable volunteer assessors, and monitor the standards of assessments.
- 4.2. Ensures KWC is the appropriate service for the level of complexity of clients presenting issues.
- 4.3. Responsible for contacting clients post assessment to confirm they are on KWC's waiting list or refer clients on to alternative services.
- 4.4. Manage the client referral process from assessment to allocation to a counsellor.
- 4.5. Monitor waiting lists and regularly report status to the Board of Trustees and Admin Team.
- 4.6. Ensures client and counsellor data is GDPR compliant.

5. Safeguarding

- 5.1. Act as Safeguarding Lead, providing advice and support to Counsellors, ensuring appropriate and timely responses to concerns are received (including assistance with risk assessments).



- 5.2. Hold responsibility for the annual review of Safeguarding Policies and Procedures.
- 5.3. Ensure all Counsellors understand their responsibilities to the safeguarding of their clients.
- 5.4. Support the development and delivery of safeguarding training for all practitioners.

6. Evaluation and development of the Counselling Service

- 6.1. Ensure that there is effective communication with the Clinical Staff and Admin Team.
- 6.2. Identify and implement areas of development within the service.
- 6.3. Attend regular meetings with the Admin Team and with the Board of Trustees.
- 6.4. Liaise and build relationships with other relevant charities and agencies.
- 6.5. Assist with the development of new Clinical services (training, groups, workshops).

7. Administration, Annual Report, Accounts and Social Impact

- 7.1. Work with the Admin Team to ensure the smooth running of the service.
- 7.2. Provide quarterly updates on the counselling service to the Board of Trustees.
- 7.3. Review and monitor the impact the service has.
- 7.4. Feed in to the Annual Report and Accounts.
- 7.5. Named person for safeguarding procedure and ensures policies, procedures and administration processes are adhered to.

Desired knowledge, skills and experience

- BA/MA in counselling/ psychotherapy (essential).
- Accreditation BACP or UKCP with minimum post accreditation experience of three years, some of which must be long-term work with clients with complex issues (essential).
- Supervisor experience (essential).
- Management experience.
- Manage admin processes.
- Excellent written and verbal communication skills.
- Energy and enthusiasm and passion.
- Able to engage with people at all levels.
- Apply appropriate boundaries with confidence.

The process for recruitment

1. Submission of CV and covering letter including two referee contact details.
2. Informal Zoom conversation with a Trustee and current Clinical Manager.
3. Interview Panel.

How to apply

We welcome and encourage applications from women of all backgrounds. Due to the nature of our services, applications are invited from women only. This is a Genuine Occupational Requirements (GOR) as set out in the Equality Act 2010.

Application will be by CV (no more than three pages) and an accompanying letter (no more than two pages) outlining how you meet the required knowledge, skills and experience for this role. Please supply two professional referees; full name, relationship to you, email and telephone number. We will not contact them without prior agreement from you.

Any appointment will be subject to satisfactory references and an enhanced Disclosure and Barring Service (DBS) check.

If you would like to apply for the role please email your CV and accompanying letter to:
kwboard@kingstonwomenscentre.org.uk.