



# Clinical Manager Job Description

Kingston Women's Centre is seeking a qualified and experienced Clinical Manager who has experience of managing/or supervising Counsellors in Training. The ideal candidate will have a proven track record of working at a senior management level. This pivotal role encompasses Counsellor and Supervisor recruitment, placement co-ordination, client referrals, acting as the safeguarding lead and will oversee the evaluation and development of KWC services.

## **Contract details**

Contract: Self-employed

Hours: Part-time: 15 hours a week (days and times of work to be agreed)

Salary: £25 per hour

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. We welcome and encourage applications from women of all backgrounds.

## **Main tasks and responsibilities**

### **1. Counsellors**

- Run clinical recruitment, induction, set reviews and endings for all appointed Counsellors.
- Manage a cohort of volunteer Counsellors ensuring adherence to the charities policies and procedures and the BACP's Ethical Framework.
- Monitor, with Supervisors, standards of counselling delivery and address problems as they arise.
- Ensure all Counsellors understand safeguarding requirements and procedures.
- Ensure Counsellors submit required client paperwork accurately and in a timely way
- including contracts, client notes and ending documents.

### **2. Counselling Placement Co-ordination**

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

### **3. Supervisors**

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

### **4. Clients**

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

## **5. Safeguarding**

- Act as Safeguarding Lead, providing advice and support to Counsellors, ensuring appropriate and timely responses to concerns are received (including assistance with risk assessments).
- Hold responsibility for the annual review of Safeguarding Policies and Procedures.
- Ensure all counsellors understand their responsibilities to the safeguarding of their clients.
- Supports the development and delivery of safeguarding training for all practitioners.

## **6. Evaluation and development of the Counselling Service**

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

## **7. Administration, Annual Report, Accounts and Social Impact**

- Work with the Admin Team to ensure the smooth running of the service.
- Provide quarterly updates on the counselling service to the Board of Trustees.
- Review and monitor the impact the service has.
- Feed in to the Annual Report and Accounts.
- Ensures policies, procedures and counsellor administration processes are adhered to.

## **8. 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.
- Supervisor experience.
- Management experience.
- Excellent written and verbal communication skills.
- Energy and enthusiasm and passion.
- Able to engage with people at all levels.
- Apply appropriate boundaries with confidence.

## **How to apply**

Application will be by CV (no more than three pages) and an accompanying letter (no more than two pages) outlining how you meet the desired 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 Grania Sweeting, HR Trustee: [grania.sweeting@kingstonwomenscentre.org.uk](mailto:grania.sweeting@kingstonwomenscentre.org.uk)