



## **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, acting as the safeguarding lead and will oversee the evaluation and development of KWC services.

### **Contract details**

Contract: Self-employed

Hours: Part time, flexible hours averaging 15 to 18 hours per week (days and times of work to be agreed)

Place of work: Kingston Women's Centre

Salary: £45,000 pro rata (£25 per hour)

### **Mission**

Our aim is to provide counselling and therapy for women of all backgrounds in and around Kingston-upon-Thames, during times of crisis and change, within a warm, safe, and caring environment.

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**

- Responsible for the clinical practice and standards at KWC.
- Run clinical recruitment, induction, set reviews and endings for all appointed Counsellors.
- Manage a cohort of volunteer Counsellors ensuring their adherence to KWC's policies and procedures and the BACP's Ethical Framework.
- Respond in a timely manner to counsellors' clinical queries and questions, whilst respecting the Supervisor/Counsellor relationship.
- 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 manner, including contracts, client notes and ending documents.

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

- Recruit appropriately experienced Counsellors in training in accordance with vacancies and charity needs.
- 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.
- Provide emergency supervision when necessary.
- Facilitate a minimum of three Supervisor meetings a year to discuss centre policies, issues and ideas.

## **4. Clients**

- Appoint and induct suitable volunteer assessors, oversee the assessment process, and monitor the standards of assessments.
- Review all completed assessments to ensure KWC is the appropriate service for the level of complexity of clients' presenting issues. Holds responsibility for contacting clients post assessment to confirm they are on KWC's waiting list or refer clients on to alternative services.
- Manage client waiting lists and reports status to the Board of Trustees
- Responsible for client closure processing which includes monitoring counsellors timely completion of closure paperwork and reviewing all closures and following up if necessary with the relevant parties.
- Monitor client data to maintain high levels of service, and where needed making recommendations for improvement to the Board of Trustees

## **5. Safeguarding and GDPR**

- 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 and Supervisors understand their responsibilities to the Safeguarding of KWC Clients.
- Support the development and delivery of safeguarding training for all staff, Supervisors and Counsellors.
- Ensure all client and counsellor data is GDPR compliant.

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

- Ensure 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.
- Assist with the development of new Clinical services (training, groups, workshops).
- Complete relevant feedback and placement paperwork required by training institutions.

### **Desired knowledge, skills and experience**

- BA/MA in counselling/ psychotherapy with a minimum post qualification experience of three years, some of which must be long-term work with clients with complex issues. (Essential)
- Accreditation BACP or UKCP (Desirable)
- Supervisor experience. (Desirable)
- Management experience.
- Proactive, with a desire to uphold the mission and values in which KWC operates.
- Excellent written and verbal communication skills.
- Energy and enthusiasm and passion.
- Able to engage with people at all levels.
- Apply appropriate boundaries with confidence.

### **Values and Behaviours**

- Proactive, with a commitment to the mission and values of KWC.
- Acts with clear boundaries and confidential working practices.
- Shows tact, discretion and judgement.
- Has a flexible approach and is open to new ideas.
- Able to communicate constructively, honestly and openly with colleagues
- Has a commitment to delivering effective high- quality service.
- Committed to effective team working and demonstrates collaboration with colleagues.
- Is interested in developing self- knowledge and skills.
- Demonstrates energy and enthusiasm for the work delivered by KWC.

Kingston Women's Centre reserves the right to vary or amend the responsibilities of the post holder at any time according to the needs of the Charity's activities. The above statements are intended to describe the general nature and level of work being performed by the post holder and are not intended to be an exhaustive list of all responsibilities, qualifications, skills, knowledge, experience, values and behaviour required.