Head of Clinical & Training and Clinical Manager

A leading counselling and training charity in Hertfordshire is seeking two innovative key team members to help expand its core services.

The Counselling Foundation, based in St Albans, is recruiting for a Head of Clinical & Training and a Clinical Manager as an integral part of the charity which has been providing counselling and training in Hertfordshire and Bedfordshire for over 40 years.

The successful candidates will provide innovative thinking in order to expand the charity's breadth and reach for the future.

The roles allow a flexible working pattern around core hours of 10am-3pm and monthly Friday management meetings. St Albans is easily accessible by train – 20 minutes from central London.

The Head of Counselling & Training – will oversee all clinical services and support an experienced team of clinicians in our counselling centres and training centre.

The Clinical Manager – will support the Head of Counselling and Training to manage clinical procedures and oversee specific clinical projects across the organisation.

The Foundation currently delivers over 20,000 open-ended and short-term counselling sessions and supports over 120 students each year across our established psychodynamic counselling training courses.

To apply: Please send a CV and letter no longer than two sides of A4 that addresses how your skills suit the role, and why you feel you can make a difference. Please email these to Judy Mallinson judy.mallinson@hbcf.co.uk no later than 3 June 2015. Interviews and the selection process will run during the weeks of 8 June and 15 June.
Head of Counselling & Training

Hours; part-time 28 hours a week

The Foundation is a modern charity with a well-established reputation in the field of counselling and psychotherapy. Our mission is to deliver affordable psychological therapy, to train psychotherapists and provide counselling to individuals and organisations such as the NHS.

The Foundation is an organisational member of BACP and its training courses are accredited and validated by BACP. All staff, honoraries, volunteers and therapists in training are thus accountable to the ethical requirements of these organisations and to their complaints procedures.

Four senior managers will make up The Foundation Executive, each reporting to the CEO. The CEO is accountable to the Chair of Trustees.

The HoC&T is a new position combining responsibility for all clinical decisions across the counselling and training functions. The position involves leadership of the Clinical Services, responsibility for clinical standards and the management of staff. Operational matters in both the counselling centres and training will be overseen by the Head of Operations. Development of existing and new courses will be overseen by the CEO and the Head of Marketing.

The HoC&T will have a team reporting to the role which will include eight staff; the Clinical Manager, Centre Heads x 5 and the Training Programme Managers x 3.

The Foundation is committed to promoting equality of opportunity throughout the organisation and encourages diversity.
JOB DESCRIPTION

1. ACCOUNTABILITY

The HoC&T reports to the CEO.

2. RESPONSIBILITIES

- To provide leadership of the Clinical Services Department for both the counselling services and Training team. Line manage the 5 x Centre Heads, 3x Training Programme Managers and the Clinical Manager.
- To make a full contribution to the Executive in delivering The Foundation mission and strategic objectives.
- To input on clinical considerations to the CEO, to be an advocate for the psychodynamic modality and further develop the core psychodynamic counselling training courses, as well explore new clinical services and training that fit in with the existing services, and help to broaden the reach of the Foundation.
- To be responsible for, to review, update and manage clinical policy and procedures. Manage any BACP reaccreditation processes or policy writing. Resource will be available to support this task.
- To ensure the procedures are in place to deliver governance and delivery of our training courses, namely; Introduction, Certificate, Diploma and Advanced Diploma.
- To delegate day-to-day clinical management to the experienced team of Programme Managers and Centre Heads, ensure effectively team working across the clinical management and actively use the clinical risk tool to prioritise clinical intervention, manage and monitor clinical risk and quality.
- To work closely with the Head of Operations and Head of Marketing to ensure the operational effectiveness and marketing of services.
- To ensure that professional and customer service standards are met in Clinical Services and as set out by BACP accreditation.
- To represent Clinical Services at the Foundation at Exec and the proposed Clinical Committee.
- To provide reports to the CEO on Clinical Services activity based on risk log to the CEO once a month and outcomes as required and to lead the Foundation annual Clinical Audit.
- To manage relationships with partners, including service commissioners, on behalf of the Foundation.
- To represent and promote the interests of the Foundation professionally.
PERSON SPECIFICATION

A. PROFESSIONAL QUALIFICATIONS AND EXPERIENCE

- Qualified psychotherapist registered with UKCP, BACP or BPC.
- Post qualification training and/or considerable experience of clinical assessment.
- Evidence of competence as a clinician and preferably as the manager of a clinical team.
- Experience of training development, delivery and education background.
- Up to date knowledge of developments in the psychotherapy field and of relevant national policy, solid understanding and working knowledge of the psychodynamic model.
- Proven experience of developing existing and new services within a commercial environment.
- Excellent organisation, project management and planning skills.
- Ability to lead and manage a remote working team, to motivate, persuade and communicate effectively.
- Ability to be comfortable working with change and within change management processes.
- Produce innovative new ideas to improve the quality of services and develop new initiatives.
- Experience of delivering therapy services within an organisation.
- Good IT skills including Excel Spreadsheets and Access databases, or the willingness and ability to learn within a short period of time.
- It is important to the organisation that the appointee shows enthusiasm for developing with the organisation to meet any changing organisational or professional requirements, initiated by business decisions or factors external to the organisation.

B. MANAGEMENT AND COMMUNICATION SKILLS & EXPERIENCE

- Ability to build strong personal relationships, influencing and persuasion skills.
- Ability to work as an effective and supportive team player within a senior management team.
- Good ability to analyse information and to report effectively
- Excellent administration and organisational skills.
- Excellent written and verbal communication skills.
C. ORGANISATIONAL AND LEADERSHIP ABILITY:

- The appointee should be able to command the personal and professional respect of staff. He or she should have an understanding of the dynamics of organisations and of small and large groups. He or she should be able to relate sensitively to others, share in and facilitate the working of groups. Excellent capacity to contain anxiety, manage staff and delegate appropriately is essential.

D. CAPACITY FOR REFLECTION AND EVALUATION

- The appointee will be expected to contribute creatively to reflection on the nature and development of clinical work in a changing society. An interest in research and willingness to raise its profile in the organisation is required. Awareness of relevant research essential.
Clinical Manager
JOB DESCRIPTION

Hours; part-time 12 hours a week

The Foundation is a modern charity with a well-established reputation in the field of counselling and psychotherapy. Our mission is to deliver affordable psychological therapy, to train psychotherapists and provide counselling to individuals and organisations such as the NHS.

The Foundation is an organisational member of BACP and its training courses are accredited and validated by BACP. All staff, honoraries, volunteers and therapists in training are thus accountable to the ethical requirements of these organisations and to their complaints procedures.

Senior Managers make up the Foundation Executive, each reporting to the CEO. The CEO is accountable to the Chair of Trustees.

The Foundation is committed to promoting equality of opportunity throughout the organisation and encourages diversity.

JOB DESCRIPTION

1. ACCOUNTABILITY

The Clinical Manager reports to the Head of Counselling and Training.

2. RESPONSIBILITIES

This is a critically important role managing discrete clinical teams, processes and projects at the Foundation.

Supervision and intake supervision oversight

- Responsible for overseeing the supervision structures and as point of contact for supervisors.
- Recruit and induct new supervisors where necessary
- Write policies and procedures for supervision and with supervisors.
- Chair the monthly supervisor meetings
- Plan and create supervision groups before the new academic year and in accordance with the needs of students and management.
- Provide quality standards, monitoring and oversight of the Intake supervision meetings across the Foundation and ensure consistent practice, for example that a centre head and supervisor is always present at Intake.
- Delegate day to day Intake supervision is managed by the centre heads

Short term clinical counselling oversight

- Provide clinical oversight and management of our NHS and other short term counselling services.
- Ensure that clinical procedures across short term and open ended counselling services are consistent and fit for purpose.
Training clinical processes oversight
- Support Programme Managers and HoC&T with management and organisation of specific training clinical procedures, for example; organisation and delivery of marking and tutorial processes, and new tutor recruitment.
- Interview new students seeking to join our courses.
- To undertake projects to improve quality of services or evaluate the impact of counselling and training services.

PERSON SPECIFICATION

A. PROFESSIONAL QUALIFICATIONS AND EXPERIENCE
- Qualified psychotherapist registered with UKCP, BACP or BPC.
- Qualification as a supervisor preferable.
- Post qualification training and/or considerable experience of clinical assessment.
- High level of competence as a clinician.
- Excellent organisation and project management skills.
- Experience of delivering therapy services within an organisation.
- Good IT skills including Excel spreadsheets and Access Database, or the willingness and ability to learn within a short period of time.
- Engaging and effective people skills.

B. ORGANISATIONAL AND LEADERSHIP ABILITY
- The appointee should be able to command the personal and professional respect of staff. He or she should have an understanding of the dynamics of organisations and of small and large groups. He or she should be able to relate sensitively to others, share in and facilitate the working of groups. Excellent capacity to contain anxiety, manage staff and delegate appropriately essential.

C. CAPACITY FOR REFLECTION AND EVALUATION
- The appointee will be expected to contribute creatively to reflection on the nature and development of clinical work in a changing society. An interest in research and willingness to raise its profile in the organisation is required. Awareness of relevant research essential.