

RELATE BIRMINGHAM**Job Description**

Post:	Clinical Lead
Responsible to:	Chief Executive
Responsible for:	Counselling Team and Supervisors
Hours:	37.5 hours per week
Salary:	£38,000- £42,000 pa

Role: To hold operational responsibility for the clinical management of our counselling services.
To manage and support a team of counsellors and supervisors to deliver high quality, safe and effective services.
To be the designated safeguarding lead.
To work with the Chief Executive to expand, develop and promote our services.

Location: Birmingham Office

Dimensions of the Role:

The Clinical Lead oversees the clinical management of a range of counselling and related services, supported by a team of supervisors who ensure the welfare of counsellors assigned to them and are the first point of contact for their clinical advice and queries. Liaising with the CYP Lead, they will retain clinical oversight of all counselling and therapeutic work. They will also maintain a caseload of client and supervisees.

As key member of the management team the Clinical Lead will work closely with the Chief Executive and the Service Manager who oversees appointment utilisation and allocation through the admin team, and also link in with the Senior Practice Team at Relate National and with colleagues in other centres.

The post is 37.5 hours per week but flexibility in working hours to meet service needs, manage risk or safety concerns or cover leave and some evening work will be required. Based at our main office in Birmingham, the role will involve visiting or working at our other locations and attending external meetings and this will necessitate some travelling for proper performance of your duties.

Key Responsibilities:**Clinical Management**

Overall responsibility for clinical services delivered by Relate Birmingham, ensuring high quality, consistent provision to clients and the care of counsellors in line professional frameworks and standards set by Relate.

Be the point of contact for clinical advice and queries and for key partners or agencies.

Lead, manage and develop a team of counsellors and therapists, supported by supervisor team.

Co-ordinate the supervisor team, ensuring supervision is in place for all counsellors and internal supervisors.

Develop the student placement programme, liaising with colleges and training providers.

As Designated Safeguarding Lead oversee compliance with relevant policies and procedures and ensure potentially high-risk cases are effectively managed. Lead the weekly safeguarding meeting and plan the duty safeguarding rota.

Ensure service outcomes are routinely monitored and evaluated to inform service delivery, counsellor development and client experience.

Take the lead in revising, updating and writing of new clinical policy and procedures.

Compile regular reports on the counselling service for the Chief Executive and Board.

Liaise and consult with the Senior Practice Consultant Team at Relate National as required.

Service Development

Have oversight of the day-to-day provisions of the counselling service.

Monitor waiting lists and capacity within the counsellor team, working collaboratively with the Service Manager and admin team who process enquiries, oversee caseload management and allocate referrals.

Maintain an effective initial assessment process, in line with best practice. Support the practice of counsellors delivering initial assessments and make improvements as necessary.

Support counsellors to work within our client payment policy and the requirements of different funding or contracts including case management, outcome monitoring and writing case studies.

Roll out new initiatives or changes to policy or practice, working with the supervisors, ensuring this is disseminated and understood.

Form effective relationships with key partners and organisations to support appropriate referrals and information sharing, promote and expand delivery, identify gaps and develop services.

Manage designated projects and budgets.

Advise on service initiatives and opportunities for development.

Manage any clinical complaints or client feedback.

Counselling Team

Recruit counsellors, students and clinical supervisors in line current and planned need, supported by the Chief Executive and assist them with deployment decisions.

Provide line management for counsellors and supervisors, ensuring staff receive a clinical induction, training, reviews and maintain their Relate Registration or equivalent.

Ensure staff maintain appropriate case records and are familiar with their responsibilities regarding confidentiality, data protection, DBS and mandatory CPD.

Arrange team meetings, case reviews and reflective practice to promote team building and professional development, considering different needs of full and part time staff across our area.

Organise the staff training and CPD programme for internal and external participants.

Deal with any grievances or capability issues within the team, escalating these where necessary.

Maintain own caseload of clients and supervisees within the centre and receive appropriate supervision and training.

Management Team

Work with the Chief Executive to develop a plan for the service. Support with bids and applications to secure new business and to retain existing work and other income generation.

Work as part of the management team, contributing to operational planning processes, the development of organisational policy and good practice and providing duty management cover.

Contribute to fostering a positive culture of openness and inclusion and actively promote equality of opportunity and anti-discriminatory practice in all areas of your work.

Represent the organisation at appropriate meetings and events, deliver presentations or training sessions and contribute to media and other opportunities to market and promote the service.

Work with other members of the team to update and maintain information on our website and social media platforms up to date and other opportunities to promote the service.

Other

Daily use of IT, such as CRMs, Teams, Outlook and other Office products and web-based systems.

Be aware of current and developing legislation and best practice in counselling and therapeutic field.

Attend meetings, reviews, supervision and other related meetings as required.

Work flexibly as a member of the team and be responsive to changing needs.

Understand and work within the policies and procedures of Relate Birmingham.

Undertake training and other duties required to meet the objectives of the post.

Person Specification:

To do this job you'll need:

Qualifications & Training:

- Qualified Counsellor accredited with BACP, UKCP or equivalent professional body.
- 450 hours post qualification experience (including couples and/or families with relevant training)
- Qualified and experienced clinical supervisor
- Meets the criteria for the Relate Register (or willing to meet shortfall /attend training after appointment)

Experience & Knowledge:

- Experience of providing effective clinical leadership and line management to a team of practitioners, including providing clinical support, reviewing performance and developing the team.
- Relevant experience in supporting clinical delivery to achieve service plans and targets.
- Extensive experience of safeguarding children and vulnerable adults.
- Evidence of sound clinical decision making, independently or part of a team.
- Experience of report writing including analysis of outputs, outcomes and gaps.
- Experience of working to quality frameworks, monitoring, evaluating and measuring impact.
- Proven ability to facilitate 1-1 therapeutic work with clients.
- Good working knowledge of ethical, legal and professional issues in counselling.
- Knowledge and understanding of a wide range of therapeutic approaches to counselling.
- Good knowledge of relationship issues, emotional wellbeing and common mental health concerns and how they present.
- Experience of supporting project work, funding bids, tenders and other income generation.

Skills & Aptitudes:

- Ability to work well both independently and as a member of a small management team.
- Good project and time management skills.
- Be able to lead by example and supervise and motivate others.
- Ability to manage professional boundaries and work in an organisational structure.
- Ability to network, influence, problem solve and apply solution-focussed approaches.
- Able to develop and sustain professional relationships and partnerships.
- Ability to communicate clearly and sensitively in difficult and complex situations.
- Flexible in your approach to working hours and willing to travel.
- Commercially aware, and able to manage a budget.
- Excellent admin skills and IT proficient, able to use CRM systems, Teams/Zoom.
- Have experience working with confidential and complex information and adhering to GDPR requirements.

This post is subject to an enhanced DBS check and a 3-month probationary period.

February 2024