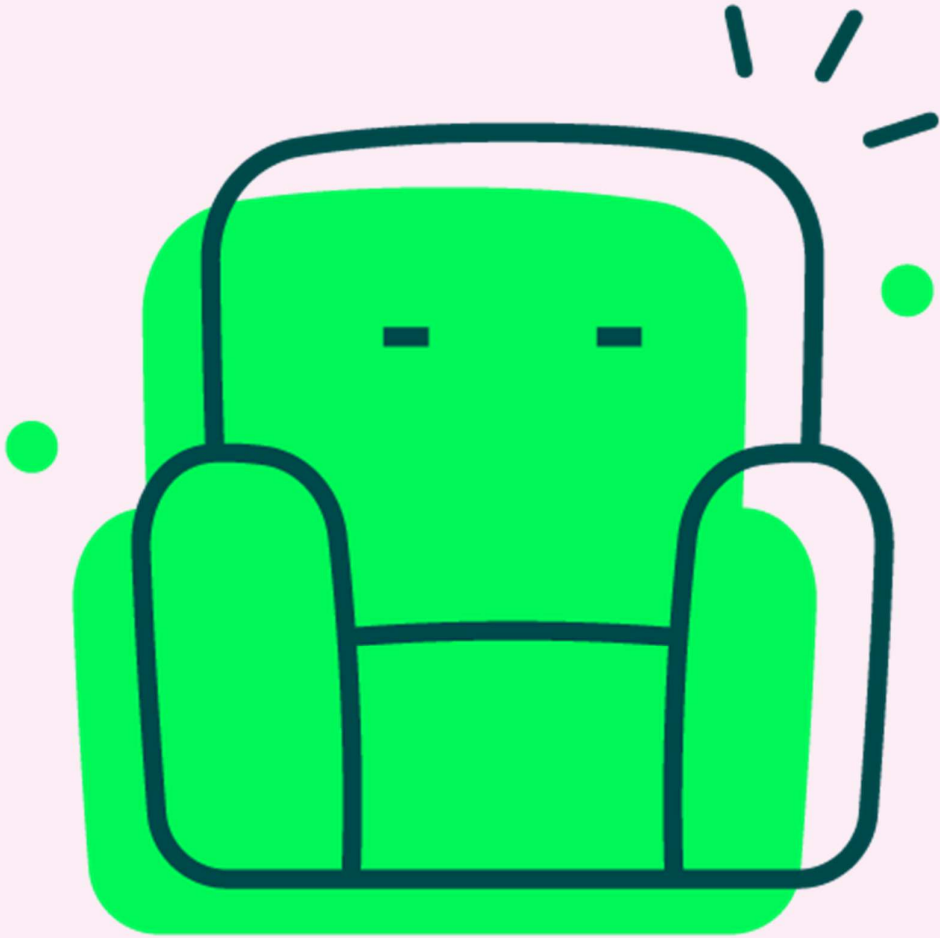


**RECRUITMENT PACK**

**CLINICAL MANAGER (MATERNITY COVER)  
STRIDES HIGHBURY COUNSELLING CENTRE**



**STRIDES**

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## ABOUT STRIDES

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At Strides we work with people and communities to progress.

Today's system is fragmented, inconsistent and lacking – there is a support gap which is preventing individuals and communities from making the strides forward that are clearly possible. Our primary goal is to bridge this gap.

As a housing association that strongly believes in maximising the social value of buildings for the benefit of people and communities, we are working to create places of safety and quality where people can go to find their way through life and society.

We are striving to amplify the scale and impact of our work through deeply connected partnerships where working together means we can improve life outcomes for people and communities. Taking responsibility and ownership to unlock the social value of more buildings and places in growing individual and community opportunities.

With the support of benefactors and fundraisers, we can enhance society's capacity and capability to accommodate people's ability to get on in life and society.

**WE ARE HERE TO HELP YOU FIND YOUR WAY.**

**STRIDES** Find your way with us

### We strive to be

#### Inclusive

No-one is excluded from our world, we welcome individuality and difference

#### Contemporary

We're relatable, relevant and realistic, tackling today's issues head-on with determination and purpose

#### Game-changers

By changing individual worlds, we strive to change the whole world

#### Connected

We're purposefully woven into local communities and society because it's together that we create choices and social value

## We believe in

### Respect

We listen to and support people through mutually positive relationships

### Fairness

We believe everyone has the right to a richer and fuller life within society

### Ownership

We see things through to the end to make the difference

### Partnership

We are deeply collaborative where working together offers better outcomes for individuals and community

## 1.0 ABOUT HIGHBURY COUNSELLING CENTRE

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HCC clinic offers longer-term (one year) Psychoanalytic/Psychodynamic Psychotherapy and Counselling to people who are looking to speak about a wide range of emotional issues. The service operates on a subsidised affordable fee-scheme, and provides a confidential, non-judgmental space to speak with a trained professional.

## 2.0 ABOUT THE ROLE

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<b>TITLE OF POST:</b>	Clinical Manager
<b>LOCATION:</b>	Strides HCC, Woodfall Road, Finsbury Park, London, N4 3JD
<b>CONTRACT:</b>	25 hours/week (maternity cover)
<b>SALARY:</b>	<b>£ 37,336 (pro-rata for 25hrs is £28,160.32 -incl. London weighting)</b>
<b>RESPONSIBLE TO:</b>	Head of Counselling Services
<b>RESPONSIBLE FOR:</b>	Clinical service referrals, line managing honorary counsellors

### Purpose of the post

The Clinical Manager role will oversee the smooth coordination of high-quality clinical work of the HCC clinic, with a focus on managing referrals and the waiting lists for assessments and ongoing therapy.

## 3.0 KEY RESPONSIBILITIES

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### 3.1. CLINICAL SERVICES - OPERATIONAL: CLIENTS

- Carrying out initial screening telephone call with clients, assessing level of need and risk, and allocating to appropriate assessor or referring to an external agency.
- Regularly liaising with the Assessors' Team and Senior Counselling Administrator to organise assessment appointments.
- Recruit, train, and supervise suitable Assessors to undertake ad hoc assessments as needed, along with supervisor and HoC.

- Read client assessment reports and process client referrals within agreed time frames, allocating to an appropriate counsellor or referring to an outside agency. Contact clients and discuss suitable and available referrals for them, considering their wishes and the resources available. This includes liaising with the Assessor, HCC Supervisor(s), and Head of Counselling Services regarding, as appropriate.
- Provide ad-hoc consultation with clients as required.
- Oversee appropriate contacts with other professionals to minimise risks, such as G.P.s or Psychiatrists, oversee client consent issues appropriately around contact with other professionals
- Monitor waiting lists, keep clients informed of waiting times, and regularly liaise with the Head of Counselling Services and report on client waiting times.
- Maintain a list of onward referral agencies and suitable private counselors.

### **3.2. CLINICAL SERVICES – OPERATIONAL: COUNSELLORS**

- Recruit, appoint, and induct suitable Honorary Counsellors, together with the Service Manager and Head of Counselling Services
- Provide line-management to all counsellors and offer ad-hoc supervision.
- Provide information about further training for counsellors and support counsellors in their training needs.
- Appraise individual Counsellors, together with HCC supervisors.
- Seek out and maintain relationships with suitable counsellor training organisations.
- Identify and organise suitable training seminars (CPD) for the team (counsellors and staff), together with HoC.
- Provide references as required and in line with Strides and HCC policy.

### **3.3. CLINICAL SERVICES – OPERATIONAL: CLINICAL SUPERVISION**

- Implement appropriate counselling supervision in accordance with organisational policy.
- Recruit and appoint suitably qualified and experienced Supervisors, together with Service Manager and Head of Counselling Services
- Allocate Counsellors to supervision groups, effecting change when necessary

### **3.4. SERVICE DELIVERY**

- Participate in the review of current service policies and ensure all agreed service policies/procedures adhere to relevant legislation.
- Participate in the development of a comprehensive and realistic budget.
- Focus on delivering a safe and high-quality service.

### **3.5. Safeguarding**

- Work within the service's safeguarding procedure ensuring that best practice is followed in relation to safeguarding, in line with Strides policy and procedures.

### **3.6. OTHER DUTIES AND RESPONSIBILITIES**

- To contribute to HCC and Strides' overall strategy and business plan.
- To maintain probity and transparency in all dealings and declare any interests that might affect the position or role.
- To adhere to the Strides Diversity and Inclusion and Health and Safety Policy in all aspects of the work.
- To work collaboratively and contribute to positive working relationships with team colleagues, wider Strides colleagues and volunteers; and participate in reflective practice.
- To adhere to the Strides Roles and Responsibilities (Code of Conduct).
- The listed duties are not exhaustive. The post-holder will be expected to undertake such other duties, consistent with the role as may be reasonably required.

## **4.0 PERSON SPECIFICATION**

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**4.1. POST:** Clinical Manager (Maternity Cover)

**4.2. LOCATION:** Strides Highbury Counselling Centre, Woodfall Road, Finsbury Park, London, N4 3JD

## **5.0 ESSENTIAL REQUIREMENTS**

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### **5.1. EXPERIENCE**

- At least two years post qualifying experience as a Counsellor or Psychotherapist and 450 hours clinical experience.
- Experience in conducting counselling assessments with a range of clients and presentations
- Experience of working in an organisational setting in the voluntary sector providing therapeutic services
- Experience of providing clinical supervision

### **5.2. SKILLS, KNOWLEDGE AND ABILITIES**

- Knowledge of BACP, NCS, UKCP, BPC, ethical frameworks and standards
- Ability to set in place and maintain procedures to deliver appropriate clinical standards
- Understanding of organisational budgeting and ability to account for fee income
- Strong commitment to the work and ethos of the service
- Good knowledge of safeguarding legislation and how to apply it in a counselling context.
- Knowledge and understanding of psychodynamic modalities.

### 5.3. QUALIFICATIONS

- Qualified to a minimum of PG Diploma level in Counselling or Psychotherapy
- Registered with BACP, UKCP, HCPC or equivalent

### 5.4. ADDITIONAL REQUIREMENTS

- Willingness to work flexibly in response to changing organisational requirements.

## 6.0 COMPETENCIES

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In the selection testing/interview process, we will also be assessing candidates against the following competencies:

<b>Client focus</b>	Manages people and projects in way which keeps Strides clients and residents at the core of what is done. Treats everyone with respect and in line with WLM's equality and diversity values.
<b>Organisation and planning</b>	Organises and plans tasks and projects effectively and takes responsibility for delivering high quality results.
<b>Initiative and creativity</b>	Shows initiative and takes appropriate action to deal with challenges that arise in a proactive and timely way. Ability to formulate and implement new ideas to overcome problems.
<b>Communication</b>	Written and oral communication is concise, clear and accurate and is worded appropriately.
<b>People management</b>	Provides effective management through supporting and challenging staff. Develops and maintains a positive and focussed team.
<b>Administration and IT</b>	Develops sound, organised systems for storing key information and ensures these are used accurately and efficiently.
<b>Management of relationships with external agencies</b>	Manages and represents Strides's interests well and negotiates effectively with external agencies and contacts.
<b>Coordination of projects</b>	Coordinates projects and initiatives effectively, keeps stakeholders engaged and projects on-track and is able to manage problems as they emerge.
<b>Strategic and organisational awareness</b>	Aware of the impact of own service on Strides as a whole and team works well with other managers. Identifies strategic aims for own service, anticipating future demands, opportunities and constraints
<b>Leadership</b>	Leads by example by being personally effective. Inspires staff to deliver on Strides's vision and goals. Behaviour is visibly consistent with Strides's stated values. Is able to reflect and self-assess and takes responsibility for self-development.