

Candidate Information Booklet

**Clinical Manager**

(Ref VSS:002)

Closing date for applications:

2 00pm Wednesday 12th April 2017

**Clinical Manager - Job Description**

**Responsible to:** Head of Service

**Location:** East Belfast Community Counselling Service

Based at 55 East Belfast Network Centre, Templemore Avenue, Belfast.

**Hours of work:** 30 hours per week

**Salary:** £30,785 pro rata – PO2, Scale

**Leave entitlement:** 25 days per annum (pro rata)

**(excluding bank holidays)**

**Contract end date:** 31st March 2020

**About EBCCC**

East Belfast Community Counselling Centre was created to help fulfil a need in the local community, to provide a vitally-needed counselling service for adults who might otherwise be excluded because of finance or shortfall in service provision. As a charity, we believe that everyone should have access to high quality counselling irrespective of their ability to pay. The counselling service is open to anyone regardless of whether they are male or female, whatever their sexual orientation, ethnic origin, culture, or religion, so long as we feel their needs can be met.

**Purpose of Job**

* The promotion and development of the aims and Objectives of EBCC.
* Work with the CEO in the development of the EBCC therapeutic services
* Ensure the effective implementation and operational management of EBCC
* Ensure the continuous monitoring of performance and quality of service of EBCC and reporting of same, including implementation of CoreNet across service
* Management and support to the Staff, Volunteers and Trainees of EBCC
* Ensure the delivery to the public and development of partnership working within and between the EBCC with a range of statutory, voluntary and community organisations.

Key Tasks:

* To ensure the effective implementation of the SLAs, Contracts etc ensuring effective programme development, management and co-ordination, appropriate target management, financial management, project organisation, monitoring and evaluation, reporting and communications.
* To ensure that appropriate frameworks and protocols relating to EBCC are developed with relevant statutory and community partners.
* To co-ordinate the work and case load of EBCC priorities across Belfast
* To provide support and professional development and performance reviews to the direct line clinical staff of EBCC
* To assist the CEO in responding to Tenders and preparing Funding Applications for Clinical Services and other associated Services that EBCC can provide.
* To ensure standardised monitoring and evaluation processes are in place to ensure Outcomes are achieved to the satisfaction of EBCC and relevant Funders.
* To comply with EBCC policies and procedures.
* All other duties as reasonably required by EBCC

**Information & Communications**

* To develop sound interpersonal relationships with a wide range of staff, statutory bodies, professionals, managers, partners and clients on a wide range of issues at senior management level.
* To develop clear and comprehensive management information and reporting framework in relation to delivery of counselling and related services in, ensuring timely and effective reports and evaluations to the Committee and Funders as and when required.
* To liaise with and maintain effective working relations with relevant community, voluntary, public and statutory organisations.
* To provide information on relevant legislation, policies, strategies and initiatives which affect EBCC services

**Human Resources**

* To provide support and professional development and performance reviews for staff, volunteers and trainees working at EBCC
* To ensure professional standards of EBCC are adhered to at all times
* To provide monthly supervision to EBCC Clinical Project Staff.
* To ensure staff work reports are submitted and collated.
* To maintain confidential relevant employee personnel files.
* To ensure all Counselling Staff attend external Supervision as required.

**Additional Key Tasks and Responsibilities**

* To work in a confidential and professional manner that ensures client welfare and safety is of paramount importance
* To participate in meetings and supervision and to access relevant training opportunities as appropriate.
* To respond to the need for flexible working hours, including possible early mornings, evenings and weekends.
* To assist the CEO in the development and expansion of EBCCC, including looking at sustainability models for the development of the charity
* To ensure clinical practice is of the highest standards and best practice within the project and in keeping with legal, government and regulatory standards (including policy and procedural review and development)
* Line management of staff within the clinical team
* Provide support and direction for the volunteers and trainees attached to the service
* To identify opportunities in respect of evaluation, research and training.
* To provide leadership to the Clinical Team
* Direct Staff through line management and team meetings
* Support volunteers and trainees within the project through one to one mentoring and group meetings
* Be involved in the recruitment, selection and induction of clinical staff, volunteers, trainees and supervisors
* Manage, plan and record regular strategic review and appraisal processes and procedures with the therapeutic team

**Service Delivery**

* Oversee the effective management of client referrals and service delivery and specifically identify those referrals impacted by the conflict in Northern Ireland and ensure appropriate and timely support for these individuals
* Monitor and evaluate the delivery of services provided to clients affected directly or indirectly by the conflict in Northern Ireland
* Review and develop services to meet the needs of target groups
* Facilitate weekly client drop in
* Assess service users against funding criteria and suitability for service.

**Clinical Governance**

* Ensure adherence to the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy
* Exercise exemplary personal clinical judgement
* Encourage counselling staff, volunteers and trainees to pursue their professional development
* Develop and maintain procedures to monitor stakeholder/client satisfaction levels and service impacts
* Promote quality assurance and adherence to professional standards
* Be informed of best practice and reflect this in the development of EBCC
* Carry out on-going clinical evaluation of the clinical services provided

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**Current organisational chart**

**Person Specification**

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|  **Essential Criteria** |
| **Education and Qualifications** |
| 1. A third level qualification in counselling plus 3 years’ experience of working as a counsellor, must be a Registered Accredited Member of BACP – have at least 600 hours counselling experience
2. Relevant experience/qualifications in working with trauma
3. Effective leadership skills and experience at senior management level
4. Experience of building and maintaining sound interpersonal relationships with a wide range of staff, professionals, funders, managers, partners, volunteers and service users
5. Ability and proven experience in assisting with Preparation and Completion of Tenders and Funding Applications to Statutory and Funding bodies.
6. Demonstrable experience of project management within Counselling Team
7. Demonstrate experience of and commitment to Community Based Counselling Provision.
8. Experience of managing clinical teams.
9. Demonstrable evidence of developing and implementing monitoring and evaluation systems to deliver high standards of performance, leading to agreed outcomes.
10. Experience and knowledge of Health Services and Networks in statutory, community and/or voluntary sectors.
11. Demonstrable evidence of financial/budgetary management expertise at senior management level.
12. The ability to communicate effectively both orally and in writing with a range of key stakeholders at senior management level.
13. Experience of working independently and using initiative to deal with significant and complex work pressures at senior management level.
14. The ability to use a comprehensive suite of I.T. packages, including Core System.
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| **Desirable Criteria**1. Recognised Clinical Supervision qualification, such as CPCAB Level 6

OrAt least 2 years’ experience of providing regular clinical supervision1. Experience of delivering clinical training
2. Recognised Life Coaching qualification
3. Experience of providing counselling to victims and survivors
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**EBCCC application process**

The EBCC application process is described below

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|  | **Activity**  | **Timescale** |
| Step 1 | Closing date for completed applications and equality monitoring data | Wednesday 12th April 2017 2pm |
| Step 2 | Short listing of applications | Thursday 13th April 2017 |
| Step 3 | Interview Dates | Tuesday 25th April 2017 |
| Step 4 | Initial conditional offer for successful candidatePre-employment vetting processes | To be confirmed |
| Step 5 | Successful Candidate offered post | To be confirmed |

**Guidance for making your application**

* Completed applications can be submitted by hand, by post or emailed to (East Belfast Community Counselling Centre, East Belfast Network Centre, and 55 Templemore Avenue, Belfast, BT5 4FP).
* We will not accept incomplete application forms, application forms returned without the equality monitoring form before the deadline, application forms received after the closing deadline or reformatted application forms which exceed the maximum length.
* Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to meet the required deadline.
* Should you have any queries please contact (Roberta Richmond 028 90460489)
* The reserve list resulting from this competition will be valid for a period of up to one year.
* Any reasonable adjustments required by a candidate for attending interview will be made in advance, please let us know how we can do this

**Pre-employment vetting procedures**

The pre-employment vetting procedures will include the following:

* Your passport and any relevant visa documentation or a document verifying your permanent National Insurance number (e.g.P45, P60 or National Insurance card)
* Proof of qualifications
* Receipt of 2 satisfactory references (References will not be sought until after the final

stage of the assessment process)

* Access NI check