

Sutton Counselling **Talking Helps**

21a Cheam Road, Sutton, Surrey SM1 1SN

Tel 020 8661 7869 Fax 020 8643 0683

www.suttoncounselling.co.uk

Sutton Counselling is a **BACP Accredited Service**

Clinical Services Manager

Job Description

Job Purpose:	To lead the clinical team and maintain and support the development of high-quality clinical work through the appointment, support and supervision of suitably qualified counsellors, supervisors and efficient administration.
Accountable to:	Head of Operations and Development
Hours:	12 Hours weekly
Salary:	£15,360pa (£48,000 pro rata) (under review)
Annual Leave:	67 hours pa, including bank and public holidays (5.6 weeks pro rata) in addition to any office closure days falling on a usual working day.

Main Tasks & Responsibilities

1. Counsellors

- 1.1 Recruit and appoint suitably trained and competent counsellors
- 1.2 Monitor standards of counselling delivery and assess training needs
- 1.3 Annually appraise counsellors
- 1.4 Ensure that all counsellors meet together to discuss clinical practice and organisational issues at least three times per year
- 1.5 Keep the organisation updated with information on further training opportunities

2. Counselling Supervision

- 2.1 Ensure suitable counselling supervision is provided according to organisational policy
- 2.2 Recruit and appoint suitably qualified and experienced supervisors
- 2.3 Allocate counsellors to supervision groups, and review when necessary
- 2.4 Appraise supervisors annually
- 2.5 Ensure that supervisors meet together to discuss clinical issues four times per year

3. Clients

- 3.1 Process client assessment reports and make allocations to suitable counsellors, or arrange onward referral if appropriate.
- 3.2 Monitor waiting lists and regularly liaise with the Head of Operations and Development.
- 3.3 Make recommendations for client bursary support to the Head of Operations and Development.

Making Counselling Available To The Community

Charity Registration No 1143 684 Company Limited By Guarantee No 0760 4221

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3.6 Ensure that the service complies with the BACP Code of Ethics and Practice and also with its Equal Opportunities Policy and the standards of accreditation.

4. Management & Administration

- 4.1 Work co-operatively with the Board of Trustees, the Head of Operations and Development and the Administration and Facilities Manager on (for example) operational issues, policy initiatives, marketing, external relationships and strategic development.
- 4.2 Ensure that there is effective communication within the clinical team
- 4.3 Maintain appropriate documentation for administering, monitoring and accounting the counselling service.
- 4.4 Attend regular meetings with the Head of Operations and Development and the Administration and Facilities Manager.
- 4.6 Monitor collection of client fees
- 4.9 Contribute to the Head of Operations' bi-monthly reports to the Board of Trustees and attend Board meetings.
- 4.10 Contribute to the overall development and direction of the organisation, taking a proactive role in forming strategy and developing new services.
- 4.11 Participate in BACP accreditation and reporting as required.
- 4.12 Attend and contribute to the Sutton Counselling Annual Meeting.

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Clinical Counselling Services Manager **Person Specification**

		Essential / Desirable
Clinical Qualifications, experience and knowledge	Qualified psychodynamic counsellor or psychotherapist	E
	BACP accreditation, UKCP(CPJA) registration or BPC registration	E
	BACP membership	D
	Knowledge and understanding of BACP ethical framework	E
	Significant experience as a clinical supervisor	D
	Supervision qualification	D
	Experience and understanding of voluntary counselling agency	D
	Good understanding of risk assessment and management	E
Management experience and skills	Ability to organise and prioritise a busy workload and own time	E
	People management experience	D
	Experience of managing volunteers	D
	Understanding of issues affecting volunteers	D
	Ability to build and maintain external networks and relationships	D
	Ability to respond flexibly to the demands of the role	E
	Understanding of monitoring of quality standards in counselling and psychotherapy	D
Personal qualities	Ability to communicate confidently and effectively, verbally and in writing	E
	Able to work as a member of a team	E
	Computer literate in Word, Excel and email	E
	Commitment to equal opportunities and diversity	E
	Able and willing for occasional flexible working	E

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