

JOB DESCRIPTION

Grief Encounter was set up in December 2003 to ensure that bereaved children and their families receive the best possible support following the death of a significant other. We deliver both local and national bereavement services, including a national helpline and online service.

JOB TITLE:	SENIOR COUNSELLING MANAGER
SALARY:	£32,000 per annum
LOCATION/BASE:	Grief Encounter Office, Mill Hill, London
CONTRACTED HOURS:	Full Time - 5 days per week
RESPONSIBLE TO:	Clinical Services Director
ACCOUNTABLE TO:	Board of Trustees

JOB SUMMARY

The post holder will take responsibility for the effective and high quality delivery of the Grief Encounter one to one therapeutic counselling, including online services, through a team of staff and sub-contracted practitioners.

They will assist the Clinical Services Director (CSD) in implementing and developing therapeutic projects budgets and service planning.

They will liaise with Grief Encounter therapists, supervisors, families, schools and other organisation's in relation to one to one counselling. This includes supporting practitioners with complex cases in liaison with supervisors and lead practitioners (assessment practitioner's).

Acting as joint Safeguarding Lead (jointly with CSD/COM) and ensuring appropriate safeguarding policies and guidance is in place across all services and that practitioners understand their safeguarding responsibilities.

They will work with the intake and assessment team to ensure the efficient and appropriate management of referrals into the service.

The post holder must be respectful, non-judgmental and empathic towards clients and colleagues. They will have respect for confidentiality and boundaries, have a sense of responsibility and commitment to organisational excellence. They will need to be clear thinking and forward looking, creative and enthusiastic with a flexible attitude to work and will have Integrity, honesty and professionalism.

MAIN DUTIES & RESPONSIBILITIES

Clinical Quality

- Ensure that all practitioners adhere to Grief Encounter's policies and procedures and operate according to the values of the organisation.
- Ensuring compliance with legislation and regulatory bodies
- Work with CSD/ Clinical Operation Manager (COM) to establish clear direction and forward thinking realistic plans for 1:1 clinical services.
- Help to ensure that the clinical programs and services offered by the organisation contribute to its mission statement and reflect its priorities appropriately.
- Assist with the planning, implementation, execution and evaluation of special clinical projects as requested by CSD/COM
- Ensure transparent, timely and accurate reporting to CSD/COM to keep them informed of the work
- Contribute towards the development/identification of clinical resources including client information, online counselling resources, maintenance of clinical playrooms and Grief Relief Kits
- Encourage client feedback and suggestions for improving services and to promote a positive attitude to complaints.
- Ensure clinical incidents are reported and investigated in accordance with GE policy including dissemination of learning from incidents.
- Write, edit and review high quality reports, clinician manuals and client information materials.
- To annually review and develop existing clinical policies and procedures in line with sector best practice to ensure they meet with internal organizational policy and external regulatory standards (BACP).
- To keep up to date with and changes in Child Protection Laws and ensure that GE policies and procedures adhere to legislation.

Safeguarding

- To act as joint Safeguarding Lead ensuring appropriate and timely response to all safeguarding concerns.
- To hold responsibility for annually reviewing Safeguarding Policy, procedures and guidance.
- To provide support, advice and expertise to all practitioners on safeguarding matters including risk assessments covering safeguarding incidents.
- To ensure that all practitioners understand their responsibilities to the safeguarding of their clients.
- To support the development and delivery of safeguarding training for all practitioners.
- To act as 'On Call Manager' for the Grief Encounter helpline at agreed designated times which may fall outside of normal working hours

Annual Recruitment and induction

- Plan and identify GE recruitment requirements for one to one clinical service programme delivery including supervisors, lead practitioners and counsellors
- Interview GE practitioners that have the right professional and personal abilities to help further the organisation's mission and recommend engagement to the CSD.
- Uphold GE recruitment and HR policies and procedures including adherence to GE's commitment to equality of opportunity.
- Ensure that all practitioners receive a full induction to the organisation and that appropriate training is provided
- Maintain relationships with training institutions who provide trainees to GE.

- Ensure that all trainees receive a full induction to the organisation and that compulsory trainings are attended
- Manage GE's strategy for trainee placement provision
- Interview potential trainees and select appropriate candidates
- Offer ongoing support to trainees including termly individual meetings
- Complete relevant feedback and placement paperwork required by training institutions.

Training/CPD

- Manage GE in-house training/CPD programme
- Plan and budget for 6-8 trainings per year
- Identify and liaise with appropriate trainers to deliver programme

Oversight of clinical practitioners

- Manage a cohort of up to 80 outreach consultant practitioners including counsellors, supervisors and lead practitioners.
- Liaise with clinical team to manage and monitor referrals, intake and assessment.
- Manage practitioner caseloads, including monitoring complex cases, extended client work, DNA's and client case numbers
- Ensure clinicians submit required paperwork accurately and in a timely way including checking invoices, case notes, assessments and ending documents.
- Ensure that practitioners operate at their level of competency and take effective steps to deal with underperformance.
- Ensure that all practitioners are aware of and adhere to GE policies and procedures and operate according to the values of the organisation.
- Support and develop practitioners to enhance their levels of competency and build loyalty to GE.
- Support CSD with monthly clinical newsletter to ensure effective communication with outreach practitioners.
- Support practitioners with general queries, personal/health issues, and references as required
- Implement practitioner grievance and disciplinary policy and procedures in accordance with employment legislation
- Identify and book trainings that support GE clinical service requirements
- Liaise with clinical supervisors to ensure the clinical quality of counsellor work.
- Monitor supervision requirements, costs and quality delivery.
- Coordinate annual supervision reviews and create feedback report for CSD

PERSON SPECIFICATION

Experience and Qualifications

Essential:

- Recognised relevant professional qualification, for example post graduate diploma/degree in counselling.
- Registered with BACP, UKCP, HCPC or equivalent
- Knowledge and experience of counselling practice and working with children, young people
- Proven service and people management experience in a similar environment leading a professional clinical team including working with a large team of contractors.
- Experience of monitoring, budgeting, planning and reporting.

Advantageous:

- Experience of working within a similar clinical services agency
- Experience of working in the child bereavement world.
- Experience working within a growing organisation

Skills

- Enthusiasm for working with children and young people and developing support services to meet their needs.
- Good IT skills, including Office 365, Microsoft Outlook, Word and Excel. Able to work online via Microsoft Teams and Zoom
- Excellent interpersonal and communication skills, both oral and written.
- Ability to analyse information and report effectively
- Ability to work within a team; including managing, motivating and supporting managerial and administrative staff within the clinical team. Excellent organisational and time management skills with the ability to manage a demanding administrative workload
- Ability to support staff and confront poor performance when appropriate

To apply for this role, please send your CV & a covering letter to :

Deborah Mendoza Roberts, Recruitment Director

deborah@midfieldgroup.co.uk

[Linkedin](#)

Respect for equal opportunities is part of the work.

Monthly supervision and negotiated appropriate training will be provided.

The right person must be flexible and grow with the ever changing organisation, helping the organisation develop. They will work with and report to the Clinical Services Director. They will need to be empathic helping disposition, due to the charitable nature of the venture.

CONFIDENTIALITY:

Attention is drawn to the confidentiality aspects of this post. Matters of a confidential nature, including information relating to clients or staff must not under any circumstances be divulged to any unauthorised person.