

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:	Clinical Counselling Manager
SALARY:	£35 - 45,000 (dependent on experience)
LOCATION/BASE:	Grief Encounter Office, Mill Hill, London
CONTRACTED HOURS:	5 Days per week (40 hours with a 1-hour rest-break per day).
RESPONSIBLE TO:	Clinical Services Manager
ACCOUNTABLE TO:	Board of Trustees
SUPPORT:	The role is supported by an administrator

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 Clinical Services Director/Clinical Operations Manager) 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 Family Liaison Team to ensure the efficient and appropriate management of referrals pathways.

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:

- To operate as a point of contact for the management of a cohort of freelance counsellors, lead practitioners and supervisors, ensuring adherence to Grief Encounter's policies and procedures.
- Ensure clinicians submit accurate, required paperwork in a timely way through reviews of invoices, case notes, assessments and ending documents.
- 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).
- Assist with the development of new clinical services (including groups and workshops).
- Monitoring of client work through invoice reviews and approval.
- Conducting a quarterly review of lead practitioner caseloads.
- Monitor supervision requirements, costs and quality delivery.
- Assist the Family Liaison Team by offering support and guidance for (complex) referrals.
- Assist the Family Programme Manager through identification of suitable facilitators for groups, workshops and events.

Safeguarding

- To act as joint Safeguarding Lead, providing advice and support to practitioners, ensuring appropriate & timely responses to concerns are received (including assistance with risk assessments).
- To hold responsibility for the annual review of internal Safeguarding Policies and Procedures.
- 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' as part of a rota for the Grief Encounter helpline at agreed designated times which may fall outside of normal working hours.

Counsellor Recruitment & Trainee Management:

- Management of the recruitment and induction programme for new clinicians (including counsellors, lead practitioners and supervisors), ensuring services are adequately resourced.
- Identification and management (including commissioning) of relevant (in-house and external) CPD training events for clinicians (6-8 events per year).
- Provision of monthly group meetings for trainees, ensuring compliance to procedures and administrative processes.
- Provision of regular supervision/1:1 and performance-review meetings for trainees.
- Manage trainee caseloads, including monitoring complex cases, extended client work & DNAs
- Ensure all trainees understand safeguarding requirements and procedures.
- Complete relevant feedback and placement paperwork required by training institutions.
- Support and develop trainees to enhance their levels of competency, expand their experience and build loyalty to GE. Including supporting trainees to be involved with other GE services such as groups and workshops.

- Ensure trainees submit required paperwork accurately and in a timely way including client logs, case notes and ending documents.
- Support trainees with general queries, personal/health issues, and references as required

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

Advantageous:

- Management experience in a similar environment
- Recognised supervision qualification/willingness to work towards
- Experience of monitoring, budgeting, planning and reporting.
- Experience of working within a similar clinical services agency
- Experience of working in the child bereavement world.
- Experience working within a growing organisation
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Skills

- 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 work within a 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

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.

To Apply:

Please submit your application (including a CV and Covering Letter/Supporting Statement) via: <https://griefencounter.wufoo.com/forms/q3l8abk1g84rym/>