

JOB DESCRIPTION

DEPUTY DIRECTOR, Clinical Services

The Grief Encounter Project 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. Today, the charity is firmly established as a leader in clinical service delivery, both locally in North London and more nationally for bereavement services.

JOB TITLE:	DEPUTY DIRECTOR, Clinical Services
SALARY:	£50,000 - £60,000 per annum depending on experience
CONTRACTED HOURS:	35 hours p/w (40 hours with a 1 hour paid rest break per day)
LOCATION/BASE:	Grief Encounter Office Mill Hill and on location
RESPONSIBLE TO:	Clinical Services Director
LINE MANAGES:	Direct Reports (Clinical Resource)

JOB SUMMARY

Working directly with the Clinical Services Director, the post holder will provide oversight, management and development of the Grief Encounter Family services, including the Helpline, Family Programme, the Training offer and Resources. They will assist in the development of the clinical strategy and growth programme, ensuring effective and high quality delivery. They will lead on developing strong external links for partnership and engagement between Grief Encounter, children and families, as well as a range of relevant partners such as schools and other organisations.

Core member of Senior Management Team (Clinical).

Deputising for the Clinical Services Director, as required.

MAIN DUTIES & RESPONSIBILITIES

- Assists the Clinical Services Director in ensuring that the programmes and services offered by the organisation contribute to the Charity's mission and reflect priorities appropriately by evaluation of the work.

- Supports the creation of clinical strategies and plans for effective service delivery and potential growth and development of services, within agreed budgets.
- Ensures that the day-to-day operations of the clinical services of the organisation are effectively and efficiently coordinated, implemented and conducted within the framework agreed to by the Clinical Services Director and the CEO.
- Upholds, safeguards and promotes the organisation's values and philosophy relating particularly to ethics, integrity, corporate and social responsibility.
- Proactively problem solves. Implements agreed solutions for any issues that may arise. Keeps Clinical Services Director informed of more complex or strategic issues as they arise.
- Assists with the development and delivery across the board with the Grief Encounter Family Services, including the Helpline and Training to schools, professionals and in house.
- Contributes towards the development of initiatives including resources for Grief Encounter, as required.

Operational Planning & Management

- Provides support to clinical staff through direct line management as well as a range of governing arrangements.
- Helps ensure that the operation of the organisation meets the expectations of key stakeholders.
- Monitors, measures and reports on operational issues, opportunities and development plans and achievements within agreed formats and timescales.
- Ensures review of existing policies and procedures happens annually.
- Assists the Clinical Services Director in maintaining an updated written record of current and emerging issues within government policy and the voluntary sector, which are of significance to the bereavement operations.
- Helps ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care.
- Upholds quality standards for all aspects related to safeguarding children, families and staff.
- Assists Clinical Services Director in managing expenditure within agreed budgets, provides advice and guidance to Clinical Team, as necessary,
- Produces timely and accurate reports/gives presentations on a range of appropriate issues.
- Maintains records that facilitate communication within workforce.
- Attends and/or chairs appropriate meetings.
- Upholds organisational culture, values and reputation within the project, with all stakeholders, staff, customers, suppliers, partners and regulatory/official bodies.

HR & Recruitment

- Supports the recruitment and selection of appropriate staff, external consultants and contractors.
- Ensures that all staff receive appropriate induction to the organisation and that appropriate training is provided to both staff and contractors.
- Conducts annual and interim appraisals, as required.
- Coaches and mentors staff as appropriate to improve performance.

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.

This job description will be reviewed as necessary to meet the needs of the service on no less than an annual basis in consultation with the post holder.

This post is subject to an enhanced search with the Criminal Records Bureau

PERSON SPECIFICATION

Qualifications

- Degree level education/equivalent.
- Recognised relevant professional qualification, for example post graduate diploma/degree in counselling, social work, nursing or teaching/experience of working with or counselling young people.

Skills & Experience

- Previous experience of working within a similar agency, ideally but not exclusive to the child bereavement world.
- Knowledge and experience of counselling practice and working with children and families.
- Experience of leadership and team management and of managing other qualified mental health professionals.
- In-depth knowledge of safeguarding and relevant regulations.
- Ability to actively listen, seek information, and ask questions to ensure the understanding of underlying concerns of others.
- Politically astute; is able to read situations appropriately and exhibit sound judgment.
- Good understanding of budget and resource planning.
- Computer literacy, including use of Microsoft Outlook, Word, Internet.
- Excellent communication and interpersonal skills.
- Able to work within a team and be self-motivating.
- Exceptional organizational and time management skills with the ability to prioritise/organize a busy and varied workload to meet work deadlines.
- Ability to establish and maintain positive working relationships with key stakeholders and statutory and voluntary bodies to facilitate the achievement of strategic and operational goals.
- Ability to influence, negotiate and persuade others to gain acceptance or agreement of ideas and approaches.

Personal qualities

- Respectful, non-judgemental and empathic towards clients/colleagues.
- Demonstrates respect for confidentiality and boundaries.
- Sense of responsibility and commitment to organisational excellence.
- Resilient when dealing with sensitive and at times difficult situations.
- Flexible, pro-active and open attitude to work.