

## **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.

<b>JOB TITLE:</b>	<b>Assistant Clinical Counselling Manager</b>
<b>SALARY:</b>	£28-32,000 (dependent on experience)
<b>LOCATION/BASE:</b>	Grief Encounter - Bristol
<b>CONTRACTED HOURS:</b>	Part Time.
<b>RESPONSIBLE TO:</b>	Clinical Manager
<b>ACCOUNTABLE TO:</b>	Director of Clinical Services and Board of Trustees

## **JOB SUMMARY**

The post holder will be part of a team ensuring the effective and high quality delivery of the Grief Encounter service to Children, Young People and their families.

They will assist the Clinical Counselling Managers and Clinical Manager in implementing and developing therapeutic services including one to one therapy work, group work and a family program of events.

They will liaise with Grief Encounter staff, families, schools and other organisations in relation to one-to-one counselling and group work. They will support practitioners with complex cases in liaison with supervisors and lead practitioners.

They will help ensure appropriate safeguarding policies and guidance is in place across all services and that practitioners understand their safeguarding responsibilities.

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 assess and support families referred into the service, with a minimum case load of 30 families ongoing.
- To undertake therapy with a caseload of clients.
- To help support freelance counsellors, lead practitioners and supervisors, ensuring adherence to Grief Encounter's policies, procedures and systems
- Upkeep of electronic files, adherence to new systems, local stats and IT support
- To support Clinical Counselling Managers in community engagement, service promotion and delivery of services to families and children.
- To support Family Liaison staff and take over complex referrals
- To help in the clinical side of induction of new staff/volunteers
- To work towards diversity of clientele
- To support in providing clinical resource for fundraisers
- Managing GDPR requirements
- To support the Family Program in organizing and delivery of events and workshops and the yearly residential.

### **Safeguarding**

- To monitor Safeguarding and assist senior staff in recording and responding to concerns especially if others are absent.
- To support practitioners understanding their responsibilities to the safeguarding of their clients.
- To support the ongoing development of safeguarding training for all practitioners.

### **Counsellor Recruitment & Training:**

- Assisting in the management of recruitment and induction for new clinicians (counsellors, lead practitioners and supervisors), ensuring services are resourced and staff files kept
- Promoting uptake of relevant (in-house and external) CPD training events for clinicians

## PERSON SPECIFICATION

### Experience and Qualifications

#### Essential:

- Recognised relevant professional qualification, eg 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
- IT and systems knowledge and trouble shooting ability
- Ability to flexibly work across a number of aspects of role

#### Advantageous:

- Management experience in a similar environment
- Experience of monitoring, budgeting, planning and reporting.
- Experience of working within a similar clinical services agency
- Experience of working in child bereavement
- Experience working within a growing organization
- Safeguarding training and awareness

### 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 challenge 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.