

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 loved one. Grief Encounter is a leading UK bereavement charity, providing free, professional services and support to bereaved children, young people and their families. We predominantly work in London and Bristol whilst also having a national reach through our Bereavement Support line and through the distribution of Grief Relief Kits.

JOB TITLE:	Clinical Team Manager
SALARY:	£41,000 - £46,500 per annum
LOCATION/BASE:	Office based (London) with flexibility for hybrid working
CONTRACTED HOURS:	40 hours a week, 5 days a week with a 1 hour paid rest break per day
LINE MANAGEMENT:	Clinical team and oversight of a number of students on placement and volunteers
RESPONSIBLE TO:	Head of Clinical Services
ACCOUNTABLE TO:	Director of Clinical Services

Our Vision: A world where no child grieves alone.

Our Mission: To help bereaved children, young people and their families find hope and healing.

Our Values: are very important to us and as a member of the Grief Encounter team, you will be expected to hold these in your day to day work:



Through times of grief, we deeply understand the profound influence of community. We honour heritage, diversity and the important bonds that nurture our sense of self and our collective contributions to provide hope, healing and fulfilling lives.



We're not afraid to face grief head on and tackle difficult conversations openly and honestly with others. This gives everyone the courage to freely express their emotions and actively participate in making a difference.



We dedicate ourselves to the lives of bereaved children and families. With unwavering resolve, we champion the needs of every child to shape hopeful futures, with care, warmth and positivity, nurturing the past, present and future lives.

JOB SUMMARY:

The two Team Managers in the clinical support team collectively manage the integrated teams at Grief Encounter. Reporting to the Head of Clinical Services (DCS), the post holders supervise the work of a mixed orientation team of experienced Therapists, bereavement support workers, Clinical Supervisors and Placement Students who provide specialist support to grieving children and young people after the tragic death of a parent, sibling or someone close.

THE POST-HOLDERS WILL:

- Have a mixed portfolio of work to lead, implement and develop specific initiatives, therapeutic projects and service planning, as well as providing intensive therapeutic support, (counselling and creative therapies) themselves as needed in complex cases.
- Maintain quality standards in line with the Irish Bereavement Care Standards (2024) and other quality indicators.
- Manage relevant budgets and other expenditure.
- Oversee some events including residentials
- Be an integral part of the Clinical Management Team, working closely with the Head of Clinical Services and DCS.

MAIN DUTIES & RESPONSIBILITIES:

Counselling and bereavement support

- Managing Grief Encounter therapists, bereavement support workers, supervisors, volunteers and counselling placement students, providing support and guidance as well as ensuring adherence to Grief Encounter's policies and procedures.
 - Ensuring clinicians submit accurate, required paperwork in a timely way through reviews of invoices, case notes, assessments and ending documents.
 - Annually reviewing and developing existing clinical policies and procedures in line with sector best practice, to ensure they meet with internal organisational policy and external regulatory standards (HCPC, BACP).
-

- Assisting with the development and running of new and existing clinical services (including participating in group work, workshops, events and residential).
- Monitoring client work through, line management supervision, invoice reviews and approval.
- Conducting case load management reviews.
- Monitoring supervision requirements, costs and quality delivery.
- Assisting the Bereavement Support Team by offering support and guidance for (complex) referrals.
- Holding a client caseload which includes carrying out clinical assessments with families and support for these families.
- Conducting assessments with families, supporting practitioners with complex cases in liaison with supervisors and delivering training.
- Ensuring appropriate safeguarding policies and guidance are being adhered to across all services, responding to safeguarding concerns and ensuring practitioners understand their safeguarding responsibilities.
- Working with the Bereavement Support Team to ensure the efficient and appropriate management of referral pathways.

Operational Planning & Management

- Providing support to clinical staff through direct line management, as well as a range of governing arrangements.
- Helping ensure that the charity meets the expectations of key stakeholders, in particular, children, young people and families.
- Monitoring, measuring and reporting on operational issues, opportunities and development plans and achievements within agreed formats and timescales. Producing timely and concise reports as required.
- Upholding quality standards for all aspects related to safeguarding children, families and staff.
- Assisting the Director of Clinical Services in managing expenditure within agreed budgets.
- Giving presentations on a range of appropriate issues.
- Maintaining clear and accurate records that meet the requirements of key stakeholders and the charity.

Attending and/or chairing appropriate meetings

- Upholding organisational culture, values and reputation with families, children and young people, staff, customers, suppliers, partners, regulatory/official bodies and all other stakeholders.
-

HR & Recruitment

- Supporting the recruitment and selection of appropriate staff, ensuring that recruits receive an appropriate induction to the organisation and that appropriate training is provided.
- Conducting annual and interim appraisals, as required.
- Coaching and mentoring staff, as appropriate, to improve performance.
- Managing the recruitment and induction programme for new Therapists (including therapists, trainee therapists and supervisors), ensuring services are adequately resourced.
- Conducting regular line management meetings with all therapeutic staff to review clinical caseloads, allocations of new clients.
- Acts as the point of contact for all freelance therapists and other contracted workers.

This list is not exhaustive and includes any other duties commensurate with this post.

PERSON SPECIFICATION:

Experience and Qualifications Essential

- Recognised relevant professional qualification, for example post graduate diploma/degree in counselling/art psychotherapy/ CYP/Social work. MA, MSc
- Trained Social worker (new hires from August 2025).
- Registered with BACP, UKCP, HCPC or equivalent. Accreditation required for at least 25% of the Clinical management team with a view to extending this.
- Experienced practitioner used to facilitating group work with children, young people and families.
- Staff 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 with grief, loss and bereavement.

Skills

- Excellent IT skills, including Office 365, Microsoft Outlook, Word and Excel. Able to work online via Microsoft Teams and Zoom. Experience of using Client Management Systems (e.g. IAPTus would be advantageous)
 - 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

Personal qualities

- Passionate helping children and young people experiencing difficult circumstances
- Respectful, non-judgmental and empathic towards clients/colleagues.
- Demonstrates respect for confidentiality and boundaries.
- Resonates with Grief Encounter's mission and values.
- 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.
- Both self-motivating and able to motivate others.
- Ability to work outside normal office hours as required.
- Willingness to work towards accreditation from a relevant professional body.

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's

BENEFITS:

- Additional leave
- Company pension
- Employee discount
- Health & wellbeing programme
- Sick pay

LICENCE/CERTIFICATION:

- BACP, UKCP or other relevant accreditation (required)
-