

JOB DESCRIPTION

JOB TITLE:	Clinical Services Manager
SALARY:	£50,275 - £58,400 (dependent on experience)
LOCATION/BASE:	Grief Encounter – based in London
CONTRACTED HOURS:	5 Days per week (40 hours/week)
RESPONSIBLE FOR:	Clinical Team (Bereavement Support Team and therapeutic staff)
ACCOUNTABLE TO:	Head of clinical services

Working at Grief Encounter means being part of a highly skilled, motivated and enthusiastic team that changes lives every single day – supporting bereaved children and families through some of their most difficult moments. By joining us, you would be adding real value to a team that thrives on shared purpose, professional excellence and genuine human connection.

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 would be expected to uphold these in your day-to-day work: leading with:

- **Integrity:** We act honestly, ethically, and with courage
- **Compassion:** We lead with empathy and kindness, putting people first
- **Excellence:** We deliver the highest quality and make a meaningful difference through our work

JOB SUMMARY

The Clinical Services Manager will manage the clinical team for Bereavement Support and/or the Therapeutic Team, dependent of experience and qualifications.

Our therapeutic team are predominantly arts therapists and we welcome understanding of arts therapy and HCPC for this role.

These Clinical teams provide professional bereavement support to grieving children and young people and families following the death of someone close. Reporting to the Clinical Executive Team, the post holder will lead the work of one of the teams. This will also include leadership and management of volunteers and placement students.

- The post-holder will:
 - Be responsible for the relevant Clinical Services Team, for bereavement or therapeutic support.

- Maintain quality standards in line with the Irish Bereavement Care Standards (2024) and other quality indicators
- Uphold organisational culture, values and reputation with families, children and young people, staff, customers, suppliers, partners, regulatory/official bodies and all other stakeholders
- Be an integral part of the Management Team within Clinical, working closely with the Head of Clinical Services and Director of Clinical Services
- Have a dedicated portfolio of work to lead; implement and develop specific initiatives, therapeutic projects and service planning
- Be responsible for some budget management to support delivery, and ensure relevant expenditure remains in line with the organisational Financial Management Policy.

KEY RESPONSIBILITIES

- Ensuring that at the very first point of contact families receive a compassionate welcome into our service and get the right help from the right people
- Providing line management of Grief Encounter's clinical staff including bereavement support workers, therapists, 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 (BACP, HCPC, UKCP)
- 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
- Carrying a small caseload and being the case management lead for complex case work, which includes carrying out clinical assessments with families and support for these families
- Monitoring clinical supervision arrangements and requirements, including costs and quality delivery

Operational Planning & Management

- Ensuring appropriate safeguarding policies and guidance are being adhered to across all services, responding to safeguarding concerns and ensuring practitioners understand their safeguarding responsibilities

- Providing support to clinical staff through direct line management, as well as a range of governing arrangements and conducting case load management reviews
- Helping to 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
- Attending and/or chairing appropriate meetings

HR & Recruitment

- Supporting the recruitment and selection of appropriate staff, ensuring that all new recruits receive appropriate induction and training, ensuring services are adequately resourced
- Conducting staff annual and interim appraisals, as required with on the job coaching and mentoring
- Conducting regular line management meetings with all therapeutic staff to review clinical caseloads, allocations of new clients
- Acting 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

Requirements and Qualifications

Essential:

- Qualified Practitioner with relevant professional registration (Social worker – registered with SW England /BACP Accredited therapist, HCPC, UKCP)
- Staff management experience in a similar environment
- Experience of monitoring, budgeting, planning and reporting
- Experience of working within a similar clinical service
- 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. Lamplight would be advantageous)
- Excellent interpersonal and communication skills, both oral and written
- Ability to manage and work within a team
- Excellent organisation and time management skills with the ability to manage a demanding administrative workload

Personal qualities

- Passionate about 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 vision, mission and values
- Holds a 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
- Demonstrates self-motivation and the ability to motivate others
- Ability and willingness to work outside normal office hours as required
- Willingness to work towards accreditation from a relevant professional body

CONFIDENTIALITY / DATA PROTECTION:

- All employees are subject to legal requirements to protect data in accordance with the Data Protection Act 2018
- All staff are expected to maintain strict confidentiality in respect of client and records and information

EQUAL OPPORTUNITIES

- All employees must comply with Grief Encounter's Equality and Diversity and Dignity at Work policies and procedures
- This post is subject to an Enhanced Disclosure and Barring Service check

ADDITIONAL INFORMATION

This is a generic Job Description as we have two Clinical Services Manager Posts to oversee our two main service areas for Bereavement Support and Therapeutic Support.

Set out below are the discreet differences between each team:-

THE BEREAVEMENT SUPPORT TEAM are trained to:-

- Be the first tier of support offered to children, young people and families with the focus that they feel heard, welcomed, and guided through their immediate bereavement
- Ensure that families receive a compassionate welcome and understand the support available to them
- Offer psychoeducation to help families understand grief
- Offer light-touch interventions, such as check-ins, support groups, signposting
- Ensure that families are routed to the right level of support in a timely way
- Provide safeguarding expertise and case support

THE THERAPEUTIC TEAM; are a team of highly trained professionals, art psychotherapy, play, drama and music including counselors and cyp psychotherapists.

- **To support and manage a highly skilled team of arts therapists.**
- **Ensure that families receive timely and relevant services from the therapeutic team**

- **Case manage therapists, including volunteers and students, ensuring appropriate and timely allocations**
- **Safeguarding expertise and case support**
- **Clinical expertise and advice for schools and originations**
- **Training, knowledge sharing**
- **Carry small case list**

All roles at Grief Encounter are directly or indirectly involved in income generation and supporter engagement. This may include attending fundraising events, such as the London Marathon, Royal Parks and our Bi-annual Gala Dinner, either as a participant, supporter or to provide support in other ways.