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| JOB IDENTIFICATION |
|  Job Title: Senior Counselling ClinicianResponsible to (insert job title): Clinical Director Department(s): OperationsTenure of Post: 15-21Hours Salary Grade: Grade 7 (£33,750 - £38,000 pro rata) |
| 2. JOB PURPOSE |
| The Senior Counselling Clinician will be a versatile, self-motivated, results-oriented professional responsible for contributing to clinical quality assurance across the business. The Senior Counselling Clinician is involved with clinical operational oversight and wellbeing supervision to assigned staff that may include fully qualified counsellors, students and volunteers working with adults, children & young people in schools, community or employer settings. The position ensures adherence to the mission, vision and values of the organisation as well as the clinical service policies and procedures. This position assists with managing and ensuring service quality and clinical documentation compliance while working closely with the Clinical Director and team members to achieve the organisation’s clinical goals, business goals and service outcomes.The Senior Counselling Clinician will have regular, structured meetings with staff to discuss client work and professional issues, ensure counsellors are fit to practice and ensure compliance, accuracy and quality of clinical documentation at all times. |
| 3. Lifelink Vision and Values |
| ***Vision***People are healthier and happier wherever they live, work or learn***Values***All services delivered by Lifelink are underpinned by the following core **Values**:**Inclusive**: We reach out to communities to reduce isolation and risk of suicide; as one team, together we take pride in our achievements.**Supportive:** We see the whole person, actively listen and offer clear information; we act with empathy and compassion.**Innovative:** We encourage innovation and excellence, share learning and best practice and celebrate success; we embrace change and are responsive to stakeholder and customer needs.**Integrity:** We always act fairly, ethically and openly; we treat each other as we would wish to be treated, with dignity and respect. |
| 4. Roles and Responsibilities |
| **Provision of Clinical and Wellbeing Supervision** 1. Provide group supervision (including development of clinical peer support groups) where relevant to counsellors, associates, students/volunteers at Lifelink working with either adults and/or children & young people
2. Deliver wellbeing supervision services to internal teams and external customers, evaluating same and making recommendations for improvements.
3. Deliver group supervision for SQA PDA students
4. Lead on client complaint investigations (where appropriate)
5. Act as a resource for counsellors and counselling students by providing: group supervision; debrief sessions on complex and crisis cases; report writing; facilitating training and liaising with course tutors (where needed and appropriate)
6. Contribute to the content development of products and services such as wellbeing supervision sessions, wellbeing classes and CBT groups and contributing to tender processes as applicable
7. Being available through the weekdays to deal quickly and effectively with all safeguarding issues, and in line with Lifelink’s policies and procedures

**Clinical Governance, Reduction of Risk and Audit**1. Keep the Clinical Director informed of counselling practice and standards at Lifelink
2. Ensure counsellors comply with registration requirements
3. Ensure proper recording of client confidential notes in line with GDPR, Lifelink Standards and good practice
4. Update and maintain SOP’s that support a quality management approach
5. Working with the Clinical Director and Service Delivery Director on GDPR Information Governance issues
6. Monthly review of the Clinical Quality Risk Register identifying areas of risk and mitigating factors reporting same to the Clinical Director.
7. Abide by all policies and procedures relating to Data Protection, GDPR and Information Governance
8. Act promptly should you become aware of any non-compliancefollows Lifelink’s policies, procedures and guidance for Information Governance, Data Protection, and Confidentiality
9. Assist in the implementation of any changes from the compliance audits
10. Deliver, assess or verify the SQA PDA awards
11. Conduct and report on standards, practice and training needs related to clinical/confidential notes
12. Provide annual review / fresh of Safeguarding, Child and Adult protection policies and procedures, taking account of best practice and legislative changes and updates

**Clinical and Product Service Development**1. Contribute to driving innovative and digital clinical and wellbeing service developments ensuring a blended delivery approach to clinical and wellbeing supervision
2. Contribute to clinical and wellbeing product materials ensuring compliance with intellectual property rights
3. Participate in regular internal meetings with the Clinical Director and fellow clinicians feeding in themes and making recommendations to the Leadership Team
4. Contribute to the development of Lifelink’s policy and practice
5. Develop and maintain a suite of clinical guidance and standard Operating Practice
6. Conduct annual consultation and review of clinical supervision
7. Support and engage with internal and external clinical supervisors to provide quarterly reports on “themes” arising from supervision. Report to Clinical Director and lead on required change or improvement.
8. Conduct quarterly review of data / themes from service delivery reports (presenting issues, CORE score) or other relevant baseline measures. Review, assess and analyse to ensure compliance with Lifelink criteria / industry standards – report to Clinical Director and lead on required change or improvement.

**Leadership, Management and Communication** 1. Provide clinical management support to the Assessment Team to support achievement of required KPIs and performance outcomes.
2. Contribute to leading and monitoring the development of services, implementation of new ways of working and the implementation of change balancing clinical and operational requirements.
3. Create synergy between the clinical and operational teams to improve organisational effectiveness and service improvements
4. Communicate key themes, trends in data analysis, recommendations and timescales for solutions or improvements to be made to frontline staff, line managers and clinical supervisors to ensure a coherent approach to communication.
5. Contribute to effective clinical communication strategies

**Continuing Education, Professional and Personal Development**1. Act as a clinical expert and information resource, leading in writing and contributing to training, education and orientation and onboarding programmes for staff, students and others
2. Ensure staff are trained appropriately to competently deliver the clinical service required and ensure supervision and/or mentorship is in place.
3. Assess and ensure the specialist training needs required for staff and the service are identified, that will allow services to be delivered to the client through new ways of working.
4. To ensure student learners on clinical placement are appropriately supervised and assessed and have an effective learning experience, evaluating the student experience.

**Management and use of resources and information**1. Provide accurate and appropriate caseload information and reports to the Clinical Quality Lead for the business planning process.
2. Ensure all records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner.
3. To undertake the recruitment and selection of therapeutic staff to the team, assessing the skill mix needed, undertaking relevant documentation and participating on the recruitment panel.

**MAINTAINING A SAFE ENVIRONMENT AND QUALITY** 1. Monitor, review and action incidents, mitigating against further risk, identifying themes and trends and ensuring lessons learnt are embedded into practice.
2. Monitor, review, investigate and action SAR’s, complaints, concerns and feedback, follow through to successful outcome and feedback to all involved.
3. Ensure self and others carry out duties in accordance with the Health and Safety at work Act 1971.
4. Ensure self and others assist and maintain safe and hazard free area of work.

**Other**1. Work with the Clinical Director on a range of organisational issues as appropriate
2. Attend and fully participate in team meetings, team training/CPD, supervision and performance management and support meetings
3. Develop and maintaining positive working relationships with our clients, our partners, and with staff and service users in other agencies, positively and proactively representing Lifelink at all times
4. Contribute to and participate in the development and marketing of Lifelink services
5. Adhere to Lifelink policies and procedures, and in particular Child Protection, Confidentiality and Vulnerable Adults, at all times
6. Achievement of relevant KPIs and objectives defined as appropriate to the role, and proactively participate in the Companys’ annual appraisal process
7. Undertake certain other responsibilities as and when appropriate
8. Perform other related duties as required and/or assigned by the Clinical Quality Lead
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| 5. Key Behaviours |
| 1. BE Proactive…. Don’t wait for it to happen, make it happen
2. BE Open and honest… your reputation is everything
3. BE Reliable… make good on all your promises
4. BE Equitable…. Be fair with everyone
5. Listen… to all staff and feedback your understanding of their, thoughts, needs and concerns
6. Innovate like an entrepreneur…. Work like its your business, your money, your staff and your customers
7. Think Growth, Quality and above all Community
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# Person Specification

**Post Title:** Senior Counselling Clinician

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| **Selection Factors****(Person Specification)**  |  | **Criteria** |
| **QUALIFICATIONS & TRAINING** | **Essential** | * A recognised Counselling Supervision qualification
* Minimum of a Diploma in Counselling/Psychotherapy, Counselling Psychology or Clinical Psychology qualification
* BACP or BABCP accreditation
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| **EXPERIENCE** | **Essential** | * Currently practising as a qualified counsellor with at least 500 hours supervised experience, with at least 2 years’ post-qualification practice as a counselling supervisor
* Proficient with supervision, service delivery and case management fundamentals.
* Experience of facilitating learning, motivating, and supporting the development of counsellors
* Experience of providing group supervision for counsellors
* Sound knowledge of confidentiality, data protection, and information security
* Experience reviewing organisational policies and safeguarding procedures
* Dealing with safeguarding issues as a practitioner and as a supervisor
* Being a safeguarding/CP lead
* Knowledge of quality and assurances processes
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|  | **Desirable** | * Experience of working in the third, social, private, community and corporate sectors
* Experience of developing content and delivering training
* Experience developing clinical benchmarks against which to monitor and audit clinical practice and delivery
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| **KNOWLEDGE** | **Essential** | * Demonstrated understanding of ethical and legal issues in mental health practice.
* Knowledge of a range of counselling methodologies and supervision models
* Understanding of the issues related to working with young people
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|  | **Desirable** | * Sound knowledge of organisational policies and procedures e.g. information security, attendance management, disciplinary, capability and support and supervision policies and willingness to work within them
* Awareness of the impact of health inequalities on stress and mental health
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| **COMPETENCIES & SKILLS** | **Essential** | * Excellent verbal and written communication skills.
* Excellent analytical skills and the ability to exercise sound judgement when making decisions
* Strong leadership and management skills
* Strong problem solving skills when resolving administrative issues and conflicts
* Effective time management
* Coaching/mentoring skills
* Ability to maintain accurate and appropriate records of work
* Ability to manage differences of opinion and difference in others
* Ability to manage and contain anxiety
* Comfortable in the authority role of a Senior Counselling Clinician
* Ability to form effective working relationships and work well as part of a team
* Proficient IT skills and knowledge of Microsoft packages
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| **PERSONAL CHARACTERISTICS AND OTHER** | **Essential** | * Ability to respond constructively to internal organisational and external environmental change
* Able to build effective and engaging relationships
* Resilient
* Reliable
* Collaborative
* Assertive and can challenge constructively
* Solution focussed
* Adaptability and flexibility of approach
* Current driving licence and access to own car
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