

## JOB DESCRIPTION

**ISSUE DATE:** April 2022

**JOB TITLE:** Clinical Manager

**PAY** £46,662

**HOURS** 37.5 hours per week

**RESPONSIBLE TO:** CEO

**RESPONSIBLE FOR:** Notts SVS Services Counselling and Hub Services (circa 20 staff)

**WORKING RELATIONSHIPS:** CEO, Senior Management Team, Mental Health Nurse, Volunteer Counsellors, Volunteer Support Workers, ISVAs and Admin staff

**MAIN PURPOSE:** To manage and lead the Notts SVS Services Counselling and Hub Services in the clinical delivery of high quality therapeutic services to anyone who has experienced sexual violence (age 18+). To demonstrate the ability to effectively influence the therapeutic dimensions of service development and have clinical oversight and responsibility for Notts SVS Services Counselling service.

### **JOB DESCRIPTION:**

<b>Major Tasks:</b>	<b>Role:</b>
<b>1. Clinical Governance</b>	<ul style="list-style-type: none"><li>• To be responsible for the line management of the Counselling Service staff and the clinical governance of the service</li><li>• To provide management supervision and expertise in supporting the support and therapeutic teams to perform and develop their roles in the provision of therapy and support</li><li>• To ensure a pro-active approach in leading on and managing clinical risks within the service and the maintenance of a High Risk Clinical Register</li><li>• To adhere to professional ethical standards, codes of conduct and legislation and to ensure implementation of such standards throughout the service</li></ul>
<b>2. Service Delivery &amp; Development</b>	<ul style="list-style-type: none"><li>• To lead the team in the therapeutic delivery of effective care to all service users</li><li>• To instigate and implement service developments, improvements, and action plans (as required) in conjunction with the Counselling Co-ordinator and Operations Manager</li><li>• To develop therapeutic clinical practice which has due regard for NICE Guidelines in respect of treatment for mental health disorders, ensuring appropriate clinical decision-making</li><li>• To lead on risk management and safeguarding</li></ul>

	<ul style="list-style-type: none"> <li>• To promote equality and diversity and a supportive access to all services</li> <li>• To undertake regular reviews of the team’s performance and compliance to national and local standards (e.g. through audit)</li> <li>• To ensure that all staff within the teams (including themselves) receive managerial and external clinical supervision, appraisal and mandatory training in line with Notts SVSS policies</li> <li>• To work flexibly according to service needs including requirements to cover on-call</li> <li>• To undertake any duties consistent with the post as may be reasonably requested by the Senior Managers, the Chief Executive and Board of Trustees</li> </ul>
<b>3. Communication and relationship skills</b>	<ul style="list-style-type: none"> <li>• To demonstrate excellent interpersonal communication skills in managing a therapeutic and support team, together with working collaboratively to promote effective working relationships with other multi-disciplinary and community teams</li> <li>• To ensure use of appropriate language and communication skills which acknowledge barriers to understanding, cultural differences and diversity</li> <li>• To maintain strict confidentiality in the handling of complex and sensitive client information at all times</li> <li>• To promote and support the participation of service users and their carers in developing services information and guidelines through effective communication, consultation and to promote opportunities for service users and their families to contribute at all levels</li> </ul>
<b>4. Analytical and judgment skills</b>	<ul style="list-style-type: none"> <li>• To work with the Counselling Coordinator and Operations Manager as appropriate, to review and audit service therapeutic documentation to ensure quality standards are maintained and improved where necessary</li> <li>• To develop and complete risk and needs assessments, analysing and deciding the most appropriate approach to implementing care plans, agreeing objectives with service users and carers</li> </ul>
<b>5. Planning and organisational skills</b>	<ul style="list-style-type: none"> <li>• To be involved in the development and review of services, assessing changing needs of service users and ensuring service delivery and staffing structure are reflective of those needs, and internal processes remain effective and productive</li> <li>• To develop and maintain a service which is culturally sensitive, equitable, accessible and effective and which meets Key Performance Indicators and Outcomes</li> <li>• To identify and set objectives, manage and prioritise workload and monitor performance against objectives, anticipating and putting steps in place to mitigate potential issues/ problems within the service</li> </ul>
<b>6. Physical skills</b>	<ul style="list-style-type: none"> <li>• To demonstrate highly developed skills and confidence in the management of difficult and demanding situations, with a natural resilience and courage to deal with day to day and longer term pressures of the post</li> </ul>

<b>Major Responsibilities:</b>	<b>Role:</b>
<b>1. Responsibilities for direct/indirect client care</b>	<ul style="list-style-type: none"> <li>• To lead on risk management and the training and competency of all therapeutic staff in the management of risk, including the planning, implementation, reviewing and improvement of safeguarding/clinical interventions to meet people’s identified needs and manage their inherent risk</li> <li>• To be responsible for the reporting of serious incidents or investigations, route</li> </ul>

	<p>cause analysis and reviews, supporting the team, service users and carers</p> <ul style="list-style-type: none"> <li>• To support the participation of service users in developing services through effective communication and consultation, and to support the team to promote opportunities for service users and their families to contribute at all levels</li> </ul>
<b>2. Responsibilities for policy and service development implementation</b>	<ul style="list-style-type: none"> <li>• To implement and ensure service delivery/development is in accordance with quality standards, Notts SVSS policies, local and national legislation/guidance and meets key outcomes</li> <li>• To work pro-actively with the Clinical Policy Officer in the review and implementation of clinical policies</li> <li>• To positively uphold and promote the ethos and values of Notts SVSS, including its aims and objectives, together with a commitment to equality, diversity and anti-discriminatory practices</li> </ul>
<b>3. Responsibilities for human resources (including training)</b>	<ul style="list-style-type: none"> <li>• To be responsible for ensuring staff welfare, well-being and fitness to practice</li> <li>• To actively participate in and support the delivery of training opportunities for staff and to promote a learning environment and culture within the therapeutic team (including a training needs analysis)</li> <li>• To maintain own continuing professional development and use reflective practice to evaluate and keep up-to-date with current practice developments</li> <li>• To support the process of recruitment, induction and probation of team members in conjunction with the CEO and HR Management</li> </ul>
<b>4. Responsibilities for information resources</b>	<ul style="list-style-type: none"> <li>• To produce ongoing monitoring evaluation and reports to demonstrate successful outcomes and Key Performance Indicators, together with service performance data in line with agreed strategic targets and priorities</li> <li>• To record all self-generated information and maintain accurate records on DPMS</li> <li>• To oversee employee record keeping and other administrative processes</li> <li>• To ensure the service complies with Data Protection and GDPR guidelines</li> </ul>
<b>5. Responsibilities for research and development</b>	<ul style="list-style-type: none"> <li>• To undertake and/or participate in research and development activities as appropriate</li> <li>• To undertake and/or participate in surveys or audits as necessary to own work and/or service delivery</li> </ul>

**Please note this job description is intended to outline the main duties of the post and may change as the post and organisation develops. This Job Description is a broad outline only, allowing scope for initiative in improving care to complaints accessing Notts SVSS. This Job Description will be reviewed on a regular basis.**

## PERSON SPECIFICATION

### Clinical Manager

Please provide a supporting statement addressing all shortlisting criteria marked with “X” in the Application column (maximum word count: 2500 words).

Key to table

A	Application areas will be used to shortlist
T	Tested at interview
I	Evidence required at interview stage

Experience and Knowledge		A	I	T
1	Experience of managing and supervising therapeutic staff and services, including a sound knowledge of clinical governance and effective management systems	X	X	X
2	A strong track record of leading service change and improvement	X	X	X
3	Qualification in Humanistic Counselling (i.e. Person Centred) or Integrative Counselling/Psychotherapy	X	X	X
4	Minimum 3 years post qualification experience	X	X	X
5	BACP or UKCP registration or accreditation	X	X	X
6	Substantial knowledge and experience of working with individuals who have experienced sexual violence and the impact of trauma	X		X
7	Experience of implementing comprehensive Clinical Risk & Needs Assessments and effective care treatment plans for service users	X		X
8	Knowledge of and ability to apply adult and child protection frameworks	X		X
9	Experience of dealing with conflict at work, negotiating and managing difficult situations	X		X
10	Ability to produce and analyse statistical, monitoring and key evaluation outcomes information	X		X
11	A clear understanding of Equal Opportunities principles and a commitment to anti-discriminatory practice	X		X
12	A clear understanding of confidentiality and professional boundaries	X		X
13	An understanding of the voluntary sector and the issues faced by small voluntary	X		X

	organisations			
<b>Skills and Abilities</b>				
14	Excellent communication skills with the ability to communicate effectively - <ul style="list-style-type: none"> <li>with service users, colleagues, partner agencies and other stakeholders</li> <li>verbally and in writing</li> </ul>	X		X
15	Ability to critically assess own performance and experience of delivering services to meet quality standards and agreed outcomes and outputs.	X		X
16	Ability to work independently and within a team; to plan and manage a complex workload, meet deadlines, problem-solve and respond to unplanned demands.	X		
17	A broad base of administrative skills including excellent IT skills including Word, Excel, PowerPoint and using a database/data entry	X		
18	Ability to establish effective working relationships with a wide range of staff and individuals from partner organisations	X		X
19	Ability to manage and lead a team containing a diversity of roles, skills and experience with people from a range of backgrounds	X		X
<b>Personal Attributes and Circumstances</b>				
20	A wide perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people's lives	X		X
21	Non-judgemental, non-directive, empathic and anti-discriminatory approach to empowering individuals	X		X
22	High level of self-motivation, initiative and ability to think creatively with a 'growth mind-set' that can inspire, lead and support others	X		X
23	Ability to work flexibly across evenings and weekends and to work across Nottingham(shire) as required	X		X

<b>Education</b>				
24	Evidence of relevant professional qualifications/training	X	X	
25	Evidence of continuing professional development	X	X	
26	BACP or UKCP registration or accreditation	X	X	

### **Health & Safety**

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

### **Equality & Diversity**

It is the responsibility of all employees to support NSVSS's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Nottingham Rape Crisis Centre Equal Opportunities Policy.

### **Sex Discrimination Act (Sections 7(2)b and 7(2)e**

As the post predominately involves the management of female young people who have been sexually assaulted it is a genuine occupational qualification under the Sex Discrimination Act, sections 7(2) b and 7(2) e that the post holder may only be female.

### **Data Protection Act 1998**

Under provision of the Act, it is the responsibility of each member of staff to ensure that all data, whether computerized or manual, is kept secure at all times. This includes data relating to clients and other members of staff. Data must not be disclosed to any unauthorized person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal.

### **Confidentiality**

The jobholder will be in possession of personal details of staff and clients and other confidential information. This must not be discussed or divulged to any unauthorised person. Any such instance would result in dismissal.

### **Rehabilitation of Offenders Act 1974**

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within NSVSS but must be declared in writing at the appropriate stage during the recruitment process.

All of the above activities are governed by the operational policies and procedures and standards of Notts SVSS as well as legislation and professional standards and guidelines.

As a term of your employment with Notts SVSS, you may be required to undertake such other duties commensurate with your grade and/or hours of work at your initial place of work or at any of Notts SVSS's establishments, as may reasonably be required of you.

NOTE: This is a description of the job as it is presently constituted. It is the practice of the Notts SVSS to regularly examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by the manager and the Board of Trustees. You will, therefore, be expected to participate fully in such discussions and, in connection with them, to re-write your job description to bring it up to date if this is considered necessary or desirable. It is the Notts SVSS's aim to reach agreement on reasonable changes, but if agreement is not possible Notts SVSS reserves the right to insist on changes to your job description after consultation with you.

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