

Job Description

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|---------------------|-------------------|------------------------|---------|
| Job title | Clinical Lead | Job family | Therapy |
| Reporting to | Clinical Director | Job code | |
| Location | Flexible | Evaluation Date | |

Job Purpose

Care first delivers a range of services to organizations across the UK, including a 24/7 helpline, structured counselling via a national network of Associate Counsellors, critical incident response, workplace mediation, professional support and mental health training.

The Clinical Lead role is based in the Care first EAP Centre in Gloucester, and is focused on ensuring that clinical services provided across the range of Care first contracts are of the highest quality and efficiency within a robust clinical governance framework. The Clinical Lead supports the Clinical Director and the EAP Centre Manager in the smooth running of a large operational team, to ensure their effective clinical support and in turn that users of the services are supported in professional and appropriate ways that match our customers' expectations. The role has a strong leadership element, and requires direct client contact from counselling, support and customer service perspectives.

The role plays a key part in ensuring the delivery of counselling services which meet expected clinical and contractual standards and performance targets.

Responsibilities

- Work with the Clinical Director and EAP Centre Manager to provide a supportive framework for Centre staff and be an active member of the Clinical Management Team providing clinical leadership to our counsellors.
- Contribute to the performance of the business, including the achievement of service response rates, referral rates, efficient case management processes and the overarching requirement to meet contractual quality and service delivery standards.
- Support the implementation and maintenance of appropriate and timely clinical policies and procedures to achieve compliance with EAPA Standards and Priory clinical governance requirements.
- To work in accordance with the provisions of the BACP's *Ethical Framework for the Counselling Professions*.
- Participate in the recruitment and induction of new Telephone Counsellors and Telephone Information Specialists to meet the contractual call demand levels.
- Liaise with the EAP Centre Manager / Clinical Director to identify Counsellors' and Information Specialists' ongoing training and development needs, and develop and deliver training programmes to support those needs.
- Provide ad-hoc clinical supervision and guidance to the Telephone Counsellor and Associate Counsellor teams, and support as required to the Information Specialist team.
- Be responsible for managing the team's Clinical mailbox, and ensure that all enquiries from customers, clients, Service Managers and team members are addressed.
- Be involved in scoping and coordinating the delivery of our response to Critical Incidents, Workplace Mediation and Professional Support services.
- Supervise and oversees case management of Associate Counsellors and Specialist Practitioners.
- Conduct audits of Case Notes and clinical outcome measures to ensure that they are being completed appropriately.
- Participate in case consultation and the management of complex client work, as agreed with Clinical Director and the EAP Centre Manager.
- Investigate and respond to complaints of a clinical nature in liaison with the EAP Centre Manager / Clinical Director / Service Managers, ensuring that quality standards are maintained.
- Participate in training events and ongoing continual professional development.
- Deputise for the EAP Centre Manager / Clinical Director in their absence

- Provide emergency, holiday and sickness cover as required.

Knowledge / Education / Skills

- Postgraduate Diploma / Degree in Counselling / Psychotherapy
- BACP Accreditation or UKCP Registration
- Suitable qualification in Clinical Supervision
- Evidence of ongoing Continuing Professional Development
- Knowledge of appropriate clinical pathways/signposting options for mental health conditions
- Knowledge of the regulatory / legal environment, including safeguarding children and vulnerable adults
- Leadership and people management skills and experience
- Professional relationship-building over the telephone and face to face
- Excellent interpersonal skills
- Excellent report-writing and record-keeping skills
- Computer literacy, including competence in MS Office applications and electronic clinical case note systems.
- Good self-management and administration skills

Experience

- A minimum of 5 years' post-qualification experience of workplace counselling and associated services, ideally in an EAP or NHS environment
- Extensive experience of conducting clinical assessments for counselling clients and identifying appropriate clinical pathways/signposting options
- Experience of providing regular clinical supervision /oversight / case management supervision to a team of counsellors
- Ideally have experience of delivering trauma therapy and / or providing on-site critical incident response
- Experience of investigating and responding to complaints
- Experience of working in a commercial setting, and the ability to work with budgets and performance data to optimise clinical delivery is desirable

Communication

The role holder will regularly be talking to colleagues, clients and customers, and therefore communicating with empathy, compassion, tact and diplomacy about potentially emotive subjects will be important. Experience of flexing communication style dependant on level both within and outside the organisation is essential. Strong written & verbal communication skills are also essential.

Responsibility

Leadership

The Clinical Lead will be responsible for providing clinical leadership to all Care first Telephone Counsellors and Associate Counsellors.

Budgets & Equipment

The Clinical Lead will not Although not a direct budget holder, the role is responsible for ensuring any delegated budgets are managed effectively, including sound control of any costs within their remit.

Information

Shared responsibility for the confidentiality, security and accuracy of colleague information. Ensuring good quality

documentation. The role holder will need to be familiar with the requirements of the Data Protection Act and GDPR and work in accordance with their provisions.

Safeguarding

All colleagues have a responsibility to protect and safeguard vulnerable individuals at risk (whether children or adults). Colleagues must be aware of local child and adult protection procedures and who to contact within the Local Authority Safeguarding team for further advice. All colleagues are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Working Environment

The Clinical Lead role will be ideally based at Care first’s Head Office in Gloucester but Hybrid & remote work will be considered.

The Clinical Lead will work a 37.5 hour week, which will ideally include a full 7.5 hour day on either Saturday or Sunday (working from home). The role will also involve out-of-hours work as required, including providing regular on-call clinical cover on an out-of-hours rota.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

| Behaviour | Evidence |
|-------------------------|--|
| Putting People First | <ul style="list-style-type: none"> Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families Actively seeks to develop the potential of every service user and staff member |
| Being Supportive | <ul style="list-style-type: none"> Celebrates success and supports colleagues through difficult times Demonstrates loyalty to colleagues, manager and team |
| Acting with Integrity | <ul style="list-style-type: none"> Is honest and respectful in all interactions with colleagues and customers Demonstrates emotional control Ensures accurate recording of any transactions and interactions on all company documentation Challenges poor performance and behaviours |
| Being Positive | <ul style="list-style-type: none"> Promotes the company in a positive way at all times Strives for positive outcomes, especially when times are challenging |
| Striving for Excellence | <ul style="list-style-type: none"> Always puts service quality first Shares and encourages innovation Keeps on top of new developments in the sector |