

## Job Description

<b>Job title</b>	Clinical Director	<b>Job family</b>	
<b>Reporting to</b>	Operations Director	<b>Job code</b>	
<b>Location</b>	Care first	<b>Evaluation Date</b>	March 2024

### Job Purpose

- To provide leadership, direction and management to the clinical operations functions of Care first.
- To hold overall responsibility for the clinical teams both centre based and remote.
- To manage the Clinical Management Team.
- To be an active member of the Senior Management team within Care first, contributing to Clinical and Strategic decisions

### Responsibilities

The Clinical Director reports to the Care first Operations Director and is a key member of the Care first Senior Management Team working closely with the senior directors of the organization.

- Supports and manages direct reports: Counselling Centre Manager, Clinical Lead, Clinical Referral Manager, Clinical Administration Team Leader, Remote Counsellor Team Lead, Critical Incidents Coordinator, to allow them to operate effectively
- Oversees the delivery of Care first counselling services
- Oversees the training and support of the clinical team to ensure optimum delivery of services
- Leads the Clinical Management Team
- Works in liaison with the Call Forecaster and Real Time Manager to ensure effective staffing
- Liaises with Care first customers to provide consultation and appropriate service responses to meet the customers' needs
- Ensures measures and processes are in place to check quality standards in service provision
- Oversees Critical Incident responses and management
- Ensures that clinical complaints are suitably investigated and responded to in a professional and timely manner
- Ensures that appropriate professionals are allocated to and support in the delivery of Care first Bespoke Support services in line with customer expectations
- Ensures through robust and effective case management and consultation services, that ethical issues are dealt with according to the BACP Ethical Framework
- Assists in supplying materials to promote Care first business and services during tender processes
- Ensures the highest standards of EAP delivery working in association with the Operations Director.
- Oversee the delivery of service, ensuring adherence to EAPA Standards and that the clinical team follow the appropriate stepped care model, including referrals to Priory for clients requiring CBT or EMDR
- Ensure regular clinical governance takes place with the relevant team members and is documented appropriately.
- Ensure that clear risk management protocols are in place and part of all new clinical staff induction training.

### Relationships

- Line management accountability to Care first Operations Director
- Ensures compliance with BACP's Ethical Framework for the Counselling Professions
- Key customer relationships with purchasers and contract managers in matters of clinical governance and guidance
- Member of Care First Senior Management Team
- Works closely with service partners/suppliers to ensure efficient and effective service delivery
- Works closely with Care first Administration team to ensure timely processes to optimize quality services
- Works closely with Care first Service Management Team to respond to dialogue with Care first customers and to ensure that complaints are responded to in a timely and professional manner to customers' satisfaction
- Works closely with Care first Operations Director to design and implement services which respond to the needs of the business and Care first's customers
- Contributes to strategic development

- Liaises with Care first Consultants to ensure the effective delivery of services to customers
- Acts as senior first point of contact for the Associate Counsellor network to support with complex or high risk cases

## Knowledge / Education / Skills

### Qualifications

Essential:

You must be a qualified psychotherapist or psychologist and be able to demonstrate the following:

- Postgraduate Diploma or Degree in Counselling or Psychotherapy
- Accredited with either BACP / NCPS / BABCP or a member of UKCP / HCPC
- A suitable qualification in Clinical Supervision
- A good working knowledge of counselling and short term behavioural interventions

### Skills/Knowledge

- Leadership and people management skills and experience
- Experience of workplace counselling and associated services
- Experience of managing a counselling service/team of counsellors
- Commercial awareness and experience as applied to the provision of counselling and support services
- Professional relationship-building over the telephone and face to face.
- Excellent interpersonal skills
- Confident with public-speaking and presentation situations.
- Experience of investigating and responding to complaints.
- Excellent report-writing and record-keeping skills.
- Computer literacy in word processing and database applications.
- Good self-management and administration skills.
- An understanding of how an EAP service sits within a stepped care model and appropriateness of interventions.

## Experience

### Experience

- Preference for experience of working in an employee assistance, occupational health or human resources environment'
- Proven track record as a clinician, providing expertise and specialist advice, guidance and consultation to all clinical staff and other professionals.
- Strong track record of working with clinical colleagues to ensure they have the skills, expertise and confidence to formulate and implement plans for all psychological interventions in accordance with evidence based practice and the requirements of Priory.
- Clinical supervisor who can demonstrate their ability to offer sound clinical supervision.
- Experience of working within agreed targets achieving good clinical outcomes meeting, and supporting clinical staff to do the same.

## Communication

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

## Responsibility

**Leadership**

Direct leadership of the Clinical Management team

**Budgets & Equipment**

Budget accountability for the Clinical team

**Information**

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

**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 individual will be working from a Priory office/site with a possibility of Hybrid working 1-2 days a week

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