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### COUNSELLING MANAGER (Clinical Lead)

JOB DESCRIPTION

**Reports to**: Chief Executive Officer.

Postholder will be a member of Spectra’s Senior Management Team (SMT)

**Location:** Remote working and Ladbroke Grove, London W10. Home working likely for the foreseeable future. Some travel to partner agencies/stakeholders may be required. Some face to face delivery will resume post-Covid-19, however this is negotiable.

**Salary:** £35,500 FTE for 5 days per week, plus pension contribution.

**Spectra’s mission** is to improve the health and well-being of under-served communities. These are often intersectional, encompassing LGBQI+, trans and non-binary people, communities experiencing racial inequalities, young people, women, neurodiverse people. Spectraoffers non-judgmental, accessible, peer-led services and support, recognising that there are significant unmet health needs and health inequalities. Spectra delivers free Counselling, Creative Therapies, Peer-Mentoring, Advocacy, Social and Youth Groups, Sexual-health outreach & testing, Relationship & Sex Education.

**Overall Purpose of Role:** To effectively manage and provide oversight of Spectra’s counselling services and development of service provision. To ensure delivery of consistent, high quality counselling across all of Spectra’s teams – Young People, Sexual health, Trans and Non-binary (TNB) people, supporting and empowering our service users, whilst ensuring all clinical work is carried out in accordance with BACP ethical guidelines and Spectra’s protocols. As part of the Senior Management Team, to contribute to and deliver Spectra’s vision, missing and objectives.

*All resources, software and equipment required for the role will be provided by Spectra.*

**Main focus of the role**

To lead, develop, coordinate and represent externally and at Senior Management Team, Spectra’s counselling services. To conduct some assessments and provide some weekly 1-to-1 counselling/group therapy sessions.

**Main responsibilities and accountabilities**

1. Provide service-wide clinical oversight including safeguarding and risk monitoring.
2. Manage and lead a safe, professional, sustainable and accessible counselling service consistent with Spectra’s vision, peer ethic, policies and objectives.
3. Ensure high-quality and consistent delivery within the counselling service, in line with targets and outcome frameworks and within ethical frameworks and protocols.
4. Ensure service outcomes are effectively monitored and evaluated regularly. Assess, evaluate and feedback (via reports and verbally) on programme outcomes to counsellors, Senior Management Team and funders.
5. Ensure Spectra remains responsive to the needs of all our stakeholders, including clients, accrediting bodies, commissioners, funders, staff, volunteers and other mental health professionals and agencies.
6. Identify future service needs and ensure Spectra’s counselling service meets this need potentially via new development.
7. Lead sexual health counselling service. Oversee other counselling services (young people, TNB people).
8. Recruiting and managing volunteer counsellors, liaising with their academic body as appropriate.
9. Conduct staff training where appropriate.
10. Line manage at least two therapists.
11. Provide a limited number of weekly assessment/1-to-1 counselling slots. Potential to provide supervision to trainee and salaried counsellors is desirable.
12. Promote the profile of Spectra in London to service users and other professionals and funders, developing good working links with similar services and other mental health professionals.

**Core Competencies, Knowledge and Experience**

1. Relevant recognised qualification(s) at a minimum of Level 4 Diploma in the field of counselling, psychotherapy, psychosexual therapy or psychology. In addition, you must hold Accredited Member status with the BACP or COSRT, or be a registered member of the UKCP or HPC and possess a minimum of 400 clinical client hours.
2. At least two years post-qualification experience and one year’s experience as a lead/manager with proven ability to effectively manage a team and expand services as appropriate
3. Excellent understanding of safeguarding and managing risk in the context of third sector mental health services.
4. Excellent understanding of mental health support needs of diverse groups of LGBTQI+ people with lived experience of the complex issues facing LGBTQI+ people, as well as young people’s support needs.
5. Good IT skills and ability to use data management software.
6. Ability to process and analyse data and write/present reports to improve services and identify new and developing opportunities with an eye to the future mental health and wellbeing landscape.
7. Certificate in clinical supervision (desirable).
8. Training and experience in working with adolescents and young people (desirable).

**Other**

1. To maintain personal and professional development in order to keep up to date with current theory and practice in the sexual identity, mental health, gender identity and psychotherapy fields.
2. To be available to represent Spectra at working groups, conferences and seminars.
3. To be available for work outside normal office hours.
4. To be available for clinical supervision and management supervision.

***This is an outline role description and may be subject to change in consultation with the post holder.***

**Spectra standards**

***Equal Opportunities***

Spectra has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote its policy in their own work.

***Health and Safety***

Spectra is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.

***Confidentiality and Data Protection***

Spectra is committed to maintaining protection of data and privacy of staff and clients. It expects all staff to handle individuals’ personal information in a sensitive and professional manner. All staff are under an obligation not to gain accesses to information they are not authorised to have.

***Systems***

To use Spectra computers and other technology as directed to ensure their full and proper use and to undertake any necessary training.

**Signature –job holder**

Signed:*……………………* Dated:…………………………………………

The duties of this post will change over time and will be reviewed and amended as necessary.



**EMPLOYEE SPECIFICATION**

**Job Title: Counselling Manager (Clinical Lead), Spectra CIC**

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| **No** | **Criteria/Competences** |
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|  | **Qualifications and experience** |
|  | Relevant qualification(s) in counselling/psychotherapy, two years post-qualification experience with professional accreditation/registration and >400 clinical hours. |
|  | Experience of counselling LGBTQ+ clients and experience of working with trans, non-binary and gender questioning people and young people. |
|  | At least one year’s experience of clinical co-ordination/management with proven ability to manage a therapeutic team and expand services as appropriate. |
|  | Experience of safeguarding and managing risk with clients with complex presentations and high-support needs and liaising with statutory services to support care co-ordination. |
|  | Competency in creating, managing and analysing data to produce reports and improve services. |
|  | Experience of using Client Relationship Management (CRM) databases. |
|  | Experience of providing clinical support and training to colleagues. |
|  | Lived experience of complex issues facing LGBTQ+ clients. |
|  | Relevant qualification in clinical supervision. (desirable) |
|  | Relevant qualification and/or experience in working with young people 13-18 years. (desirable) |
|  | **Knowledge, Skills and Abilities** |
|  | Able to demonstrate a high level of interpersonal and communication skills and ability to meet deadlines. |
|  | Ability to contribute to strategy, anticipating changes in demand, target groups, models, and responding appropriately to these. |
|  | Ability unequivocally to respect, support, promote and work within LGBTQ+ and other diverse and/or marginalised communities. |
|  | Excellent knowledge of counselling, psychotherapy and behaviour change models in mental health promotion. |
|  | Excellent understanding of safeguarding and managing risk in the context of third sector mental health services. |
|  | Flexible, sensitive, empathetic, solution-focused, ‘can-do’ attitude. |

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| Other Factors (e.g. Genuine Occupational Qualifications)   1. Ability to work in languages other than English common to the diverse communities in London (desirable) |