

Head of Counselling & Practice

Job Description

Job title:	Head of Counselling & Practice
Responsible to:	CEO
Location:	EACH Head Office, Ealing, with requirement to work across sites
Hours of work:	37.5 hours per week
Information:	This post is permanent and subject to funding
N.B.	Post-holder required to work on-site and remotely where appropriate

Main purpose:

1. To provide leadership, clinical and managerial input and direction across EACH Counselling and Support to ensure its client work is of high quality, person-centred and needs-led
2. To lead on development and oversight of trainee/volunteer counsellors' and peer volunteering programmes
3. Provide clinical supervision and reflective practice to develop clinical skills
4. To provide clinical oversight and input to specific therapeutic initiatives to further EACH's long term plans
5. To promote EACH's counselling and support services to the local community, other agencies and professionals.

Main tasks and responsibilities

Strategic Management and Leadership

- Provide clinical direction, support and guidance to ensure services across EACH are safe, pro-active and of high standard and take steps to address any gaps
- Provide leadership, strategic oversight and support practice development on Safeguarding
- Develop and organise annual programme of practice-based trainings and learning
- Provide clinical leadership and management, including to EACH's fee-paying services
- Responsible for clinical governance work, including internal meetings, clinical audits, actions and reporting on progress.
- Manage and supervise staff as designated to the role
- Oversee and ensure smooth running of trainee/counsellor volunteering and peer-led programmes

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- Responsible for ensuring client/treatment pathways are fit for purpose and effective
- Recruit and manage external clinical supervisors and ensuring adequate supervision of counsellors
- Provide clinical supervision and annual appraisals, and reflective practice as required
- Lead on reviews, development and rollout of clinical policies and procedures
- Contribute actively to EACH's overall strategy and business plans
- Identify possible new opportunities for growth, working with colleagues on sourcing funding for service development

Service development

- Develop professional relationships and partnerships with referral partners, other organisations, local communities and professionals
- Support the development of EACH as a leading counselling provider and its skills-based training and development initiatives
- Work with colleagues and the Executive Team on funding and business development to develop and sustain services
- Keep up to date or create policies and procedures relevant to maintain and continually improve clinical practice and therapeutic work in line with BACP and other professional bodies

Service Delivery

- Provide direction and management to the clinical work within EACH's social enterprise (Life Therapies), including assessments, allocations, clinical supervision
- Hold and manage an appropriate small caseload where appropriate, including conducting assessments, care-planning, reviews and planned discharges
- To help to review the services to ensure their relevance to client groups including through user consultations and feedback

Raising awareness

- Advertise, give presentations and promote the service to the community, potential users and other agencies and professionals

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- Network with other providers and represent EACH at relevant meetings

Administration, monitoring and evaluation

- Keep records and information as per EACH's policies and procedures
- Provide information, reports and statistics as required
- Carry out relevant administration requirements of the post
- To monitor and evaluate the service offered, and implement learning

Organisational Responsibilities

- Work collaboratively and constructively with staff, colleagues and managers
- Adhere to agreed support structures for the post, including supervision, case management, training events and appraisal and contribute positively to team meetings and planning and review days
- Establish and maintain positive networks and collaborative partnership arrangements with other agencies.
- Conduct all work within statutory responsibilities and within EACH's policies procedures and professional guidelines
- Work at all times with respect and sensitivity to the needs of volunteers and service users.
- Contribute to the development of user and carer involvement and support within EACH
- Promote the aims and objectives of EACH and represent it at external meetings
- Undertake all duties in line with the objectives of the post and any other duties consistent with the responsibilities of this post.
- Where appropriate, staff may be asked to work at EACH's projects in the different centres. Staff may also be required to work hours additional to contracted hours, for which time off in lieu will be given.
- Contribute to the development and implementation of new initiatives and new areas of work aligned to organisational strategy and ambitions

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Job Description Review

From time to time, this job description will be reviewed in line with the requirements of the project and other developments in the area of mental health, domestic violence and substance misuse.