

Clinical and Practice Lead

Job Description

Job title:	Clinical and Practice Lead
Responsible to:	Head of Services and Quality
Location:	EACH Head Office, Ealing, with requirement to work across sites
Hours of work:	Flexibility of working hours between 28 – 35 hours per week , including out of hours where required
Information:	This post is permanent and subject to funding

Main purpose:

To provide and maintain strategic clinical oversight, leadership and service-development input for existing and emerging services, ensuring they are clinically sound, of high quality, culturally responsive and needs led.

Key Functions

1. To lead and manage the policy ownership and implementation of EACH's Clinical Governance Framework as the Designated Clinical Lead
2. To co-ordinate and manage the development and delivery of EACH's Trainee and Volunteer counsellors' programme
3. Provide clinical supervision, reflective practice and support to staff and trainees
4. Develop and lead on training, workshops and modules to develop best practice and clinical skills
5. To be the Designated Safeguarding Lead

Main tasks and responsibilities

Strategic Management and Leadership

- Provide clinical leadership, direction, guidance and input to ensure client/community facing services, including fee-paying services, are safe, pro-active and of high standard
- Provide professional consultation and guidance on complex clinical presentations across EACH's counselling services, social enterprises and pilot programmes
- Provide clinical insights and work with the CEO and senior leadership to shape strategy, identify priorities and service developments and growth
- Lead on the design, development and co-ordination of training and learning programmes for staff, trainees, and professionals

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- Ensure EACH's clinical work is integrated with wider services, culturally competent and trauma-informed
- Responsible for Clinical Governance work, e.g. policy development, chairing meetings, compliance, clinical audits, actions and reporting
- Provide leadership and maintain Safeguarding frameworks and practice, including reporting, learning and actions
- Lead on the Trainee and Volunteer Counsellor Programme and support the development of peer volunteering
- Responsible for ensuring client/treatment pathways and processes are appropriate and effective in various settings, including online
- Ensure adequate supervision of staff, including through management of any external supervisory arrangements
- Provide clinical supervision and annual appraisals, and reflective practice as required
- Lead on reviews, development and rollout of clinical policies and procedures
- Identify service gaps and needs and work with colleagues on sourcing funding for service development
- Provide clinical performance papers, reports and information for both internal and external purposes

Development

- Lead on the clinical development of EACH's services and initiatives, including on their piloting, mobilisation and implementation
- Develop professional relationships and partnerships with referral partners, other organisations, local communities and professionals
- Support the development of EACH as a specialist multi-lingual and community-based counselling and training provider
- Support the evaluation and continuous improvement of counselling models that improve access for diverse communities
- Work with colleagues and the Executive Team on funding to develop and sustain services

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- 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 relevant legislation

Service Delivery

- Provide direction and management to the clinical work within EACH's social enterprises and counselling pilots, e.g. assessments, allocations, clinical supervision
- Hold and manage an appropriate small, complex caseload where required
- Help to review services and pilots to ensure their relevance to client groups
- Support the development of service user and peer involvement and their voice in shaping services

Raising awareness

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

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- 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 and the needs of the organisation
- 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

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 mental health, domestic violence and substance misuse.