

**Tower Hamlets and Newham Talking Therapy Services**

**Counselling Service Manager**

**Job Description and Person Specification**

**Job Title** Counselling Service Manager - (Talking Therapy Services)

**Grade** NJC scale point 30-36, currently £39,937 - £46,142 per annum (inclusive of Inner London Weighting).

**Accountable to:** CEO

**Line Managed/Supervised by:** Counselling Service Operations Director

**Location:** Tower Hamlets and Newham

**Hours:** Full-Time 37.5hrs per week, including some evenings. Remote working option of 1 day a week available

**Background Information**

Mind in Tower Hamlets, Newham and Redbridge (MindTHNR) has a strong reputation for delivering good quality counselling services for over 20 years, achieving positive recovery outcomes. This is a BACP accredited service and operates using a volunteer counselling placement model alongside paid clinical counselling staff.

This contract forms part of Tower Hamlets Talking Therapies (THTT) and Newham Talking Therapies (NTT) delivered in partnership with NHS East London Foundation Trust (NHS ELFT) and operates within an IAPT framework adhering to NICE guidelines and a stepped care approach. The service contract has national KPI’s that include recovery rates, waiting times, and access targets.

**Management Structure**

All Mind in Tower Hamlets, Newham and Redbridge staff are accountable to the CEO. The Counselling Service Manager will be supervised by the Counselling Operations Director who reports to the CEO.



**Overall, Purpose of the Post:**

ELFT have a partnership with Mind in Tower Hamlets, Newham and Redbridge (MindTHNR) to provide brief counselling (Step 2 and 3) and bereavement counselling service for THTT and a counselling service (Step 2) for NTT, extending to group therapy interventions.

The Counselling Service Manager will be required to effectively support the Counselling Operations Director to ensure service coordination and supervision of the activities of THTT/NTT Counselling. This will be at an operational and clinical level to ensure that it meets its contractual obligations and KPI’s.

**Key Responsibilities of Post**

1. **Management**
	1. Ensure the delivery of the service is in accordance with the contractual agreement
	2. Effectively system management of our IAPTUs database including but not limited to: screening, management review, allocations, closures, breaches, stepping up, responding to complaints, managing risks, case record keeping by therapists.
	3. Monitor and manage service capacity in accordance with contractual KPI’s – including DNA’s, appointment, attended sessions, recovery rates
	4. Ensure counsellors are at capacity within their individual caseloads and maintain effective clinical work at this level.
	5. Monitor recovery rates of counsellors and support them in maintaining above a 50% average, agreeing extensions if clients are close to recovery.
	6. Ensure counsellors are using the correct care pathway on IAPTus and appropriate documents/letters on IAPTus are used when required (i.e.. Risk letter, discharge letter)
	7. Monitor, identify and report any gaps in volunteer staffing levels both planned and unplanned to the Manager and take appropriate action
	8. To provide duty management to therapists (counsellors) and support / guide them in accordance to safeguarding policies and procedures
	9. Support step ups from counselling to the IAPT service, and be familiar with the interventions offered within IAPT
	10. Provide case management support and organisational supervision to Paid/Volunteer Counsellors (Clinical Supervision delivered by either the Counselling Operations Director or external trained clinical supervisors)
	11. Support and management guidance to all external supervisors to ensure that our supervision provision is of a consistent standard.
2. **Training**
	1. To support the Volunteer Counselling Placement Programme, ensure therapists are inducted, offered CPD as appropriate, have access to bereavement counselling training, trauma informed approaches and delivering culturally competent services
	2. Recruitment and induction of Volunteer Placement Counsellors in line with Mind in Tower Hamlets, Newham and Redbridge policies and procedures.
	3. Ensure that all new volunteers understand how to use the IAPTus database system to meet the quality and recording requirements of the THTT service
	4. Ensuring that all volunteers receive ongoing support throughout their placement period and receive group supervision in line with BACP ethical requirements
	5. Provide monthly Case Management and Line Management to allocated therapists (counsellors)
	6. Ensure accurate record keeping is adhered to with all therapists (counsellors)
	7. Consult with counsellors and provide guidance for extensions, signposting, or step-up referrals where necessary
	8. To work with the team to coordinate and deliver periodic training workshops for counsellors according to service needs as part of their continuous professional development and to promote team building
	9. To ensure that there is good communication and relationship building with relevant Training Colleges and organisations to ensure high quality placement of Volunteer Counselling Placements.
3. **Clinical**
	1. Ensure all Counsellors and Volunteers are adhering to the BACP Ethical Framework in their clinical practice – Ensure that appropriate guidelines for professional practice, as detailed by relevant professional organisations, are followed appropriately.
	2. Be knowledgeable about NICE recommended treatment and delivery of intervention in line with problem descriptors
	3. To liaise closely with Clinical Supervisors to monitor the progress and development of clinical competence of Volunteer Counsellors on placement
	4. To review counsellor’s clinical development while on placement and liaise with their training course as appropriate
	5. To provide Clinical Case Management to all Counsellors / Volunteers
	6. Be involved in recruiting and inducting all new Counsellors and Volunteers to the service and ensuring they are familiar with the organisations operational guidelines for counselling as well as policies and procedures.
	7. Be responsible for recording, monitoring, and reporting on clinical work and communicating complex clinical information to a variety of recipients, e.g., other psychologists and counsellors, service users, families and carers, other professionals, formal panels, and statutory and voluntary organisations, orally, in writing and/or electronically.
	8. Use a broad theoretical knowledge base and specialist clinical skills to develop and support the psychological skills of other clinicians at all levels of training and experience via the development and delivery of teaching, training, supervision, support, and consultation across the service.
	9. Be responsible for developing and maintaining knowledge of local resources and developing working relationships with relevant provider structures, statutory, voluntary and community groups and organisations.
	10. Be responsible for proposing innovative responses to identified community needs and developing these in consultation with senior colleagues within the service. Develop and deliver, jointly with other clinicians where necessary, teaching events for the professional training of other clinicians.
	11. Coordinate and oversee client referrals to the service – screen for clinical suitability based on the service’s inclusion/exclusion criteria and liaise with referrers about outcome and clinical rationale for treatment or onward signposting
	12. Manage referrals received by this service ensuring that all relevant client information is accurately and regularly updated onto the IAPTus system
	13. Identify inappropriate referrals and discuss with the Operations Director
	14. Ensure that the service is operating to full capacity in order to maintain required KPIs for waiting list levels
	15. Manage client queries and related administrative requirements including answering the phones, appointment letters, bookings, and other communication
	16. Act as Duty Manager as required and respond to safeguarding issues and risk in an appropriate manner. Be responsible for referrals to secondary care and crisis services
4. **General Duties**
	1. To support service monitoring and patient feedback mechanisms in partnership with the management team and NHS ELFT partners.
	2. To work with the Counselling Operations Director and partners to identify gaps in service and to promote alternative solutions.
	3. To promote the service to other professionals, GP’s, IAPT providers within Tower Hamlets and Newham
	4. To develop the profile of services in Tower Hamlets and Newham by maintaining close links with referral sources in particular local GP’s
	5. To take measures to increase the accessibility of the service, by targeting under-represented groups in Tower Hamlets and Newham multicultural community. To promote cultural awareness and sensitivity in the process of service delivery
	6. To ensure the service is operating within the BACP code of Ethics and Practice and complies with the BACP Quality Standards
	7. To attend service contract meetings when required

**Duties required of all Mind in Tower Hamlets, Newham and Redbridge Employees**

1. To work unsocial hours as required, evening and weekends as the service needs are identified and cover required
	1. Undertake the induction programme as devised
	2. Participate in staff meetings, team meetings, supervision meetings, appraisals, consultancy, training, team development sessions, working groups and other meetings as required, reporting back as required
	3. Provide cover for staff who are absent, at the direction of the Counselling Operations Director
	4. To be administratively self-servicing, with good organisational skills
	5. Share responsibility for the effective use of systems and procedures for service users, finance, staff communication, and dissemination of good practice and effective working methods within Mind in Tower Hamlets and Newham
	6. Share responsibility for health and safety practices, safeguarding or suicidal risk and reporting any concerns to line management and taking immediate action as required
	7. Undertake all duties in accordance with Mind in Tower Hamlets and Newham’s policies, with particular reference to the Equal Opportunities and Health and Safety policies, and work towards their continuing development and implementation.

**This job will be reviewed periodically in line with the organisation’s Operational Plan. Mind in Tower Hamlets, Newham and Redbridge aim to reach agreement on changes, but if agreement is not possible, Mind in Tower Hamlets, Newham and Redbridge reserves the right to change the job description**

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**PERSON SPECIFICATON – Counselling Service Manager**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form.

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| **No** | **Qualifications** | **Essential/****Desirable** |
|  | To have a Psychotherapy/Counselling or a related degree, e.g., Psychology with either a Post Graduate Cert/Dip in Mental Health or Equivalent Or IAPT Low intensity /Psychological Wellbeing Practitioner qualification | E |
|  | Accredited membership or registration with any recognised professional body or prepared to submit accreditation within the first 3 months in post | D |
|  | Clinical Supervisor Qualification – or be prepared to work towards this within the first 12 months in post | D |
| **Experience** |
|  | Substantial and demonstrable experience of providing psychological interventions of at least 3 year’s post qualification. Completion of 450 clinical hours.  | E |
|  | Experience of managing client’s risk to self/others and making onward referrals to secondary care services, crisis teams, CMHT’s and safeguarding referrals. Also, able to guide others in conducting comprehensive risk assessments and onward referrals accordingly | E |
|  | Experience of receiving or delivering case management within own role as a clinician either on IAPTus or another similar database system | E |
|  | Experience of the use of clinical outcomes measures, (e.g., MDS - PHQ9 and GAD7, Core 10) | E |
|  | Competent in the use of IAPTus or similar patient database system | E |
|  | Experience of engaging and communicating effectively with a diverse range of people, including clients, staff, and other professionals  | E |
|  | Experience of keeping accurate records and writing clear and concise case notes, reports, and other forms of communication both internal and external | E |
|  | At least 6 months experience of working within a stepped care framework (e.g., IAPT service or an IAPT counselling service provider) | E |
|  | Demonstrable experience of screening referral suitability and knowledge of suitability within the stepped care framework  | E |
|  | Experience of recruiting, inducting, case managing or line managing psychological therapists (paid or volunteers) | D |
|  | Experience of providing clinical supervision to other staff  | D |
|  | Experience of delivering training/presentations to a range of audiences, ideally on topics which relate to mental health and wellbeing | D |
|  | Experience of developing and running group-based treatment interventions | D |
| **Skills and Knowledge** |
|  | Ability to work independently and as part of an integrated multi-disciplinary team | E |
|  | Ability to prioritise and manage own workload and use own initiative in identifying and solving problems | E |
|  | Ability to work flexibly and work unsocial hours, as required | E |
| **Personal Circumstance/Attributes** |
| 1.
 | Enthusiasm, can do approach, flexible and creative in delivering service  | E |
| 1.
 | Personal resilience and flexible attitude in the face of difficulties | E |
|  | High level of self-awareness – the ability to reflect on own practice and to share personal experience. | E |
|  | Commitment to personal development and willingness to regularly update skills and experience | E |
|  | A commitment to Equity, inclusion, and diversity | E |