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| JOB IDENTIFICATION |
|  Job Title: Clinical DirectorResponsible to (insert job title): Chief Executive Department(s): CORETenure of Post: 15-21 Hours Salary Grade: Grade 8 (£44,000 - £50,000) |
| 2. JOB PURPOSE |
| Reporting to the Chief Executive, the postholder will be an integral member of the senior leadership team and is responsible for devising strategies and plans for the clinical services department according to company standards for excellent service and growth.The post holder will:* Lead: client safety and clinical assurance, serious incident investigations and associated learning, specialist clinical governance oversight, and contribute to the development of services.
* lead, inspire and develop a team of Clinical Supervisors, Senior Counselling Clinician, and Associate Clinical Supervisors to ensure active participation in continuous quality improvement activities.
* be responsible for staff management and supervision, professional development, and personnel/staffing issues for direct reports.
* advise the Leadership Team and Senior Management Team on safety issues, fitness to practice and wider clinical quality issues
* play a key role in providing clinical quality advice and support to the Leadership Team, Senior Management Team and Clinical Supervisors ensuring a seamless quality response for the areas that they oversee.

The role requires the postholder to analysis, interpret and report on complex quality information, both quantitative and qualitative and contribute to devising strategies and approaches to resolve issues. |
| 3. Lifelinks Vision and Values |
| ***Vision***People are healthier and happier wherever they live, work or learn***Values***All services delivered by Lifelink are underpinned by the following core **Values**:**Inclusive**: We reach out to communities to reduce isolation and risk of suicide; as one team, together we take pride in our achievements.**Supportive:** We see the whole person, actively listen and offer clear information; we act with empathy and compassion.**Innovative:** We encourage innovation and excellence, share learning and best practice and celebrate success; we embrace change and are responsive to stakeholder and customer needs.**Integrity:** We always act fairly, ethically and openly; we treat each other as we would wish to be treated, with dignity and respect. |
| 4. Roles and Responsibilities |
| **CLINICAL GOVERNANCE, REDUCTION OF RISK, AND AUDIT** Develop, lead and monitor the implementation of Lifelink, procedures and clinical guidelines and ensure compliance.1. Monitor standards of clinical delivery and lead and facilitate improvements through benchmarking, audit and research.
2. Develop an annual clinical quality action plan with measurable outcomes
3. Ensure proper recording of client confidential notes in line with GDPR, Lifelink standards and good practice
4. Working with the Senior Leadership Team on GDPR Information and Governance issues
5. Lead and fully participate in compliance audits taking a lead role on the implementation of any changes from the compliance audits
6. Monthly review of the clinical quality risk register identifying areas of risk and mitigating factors report same to Chief Executive.
7. Identify, consult on and agree clinical benchmarks against which to monitor and audit clinical practice and delivery

**CLINICAL AND PRODUCT SERVICE DEVELOPMENT**1. Lead and drive innovative/digital clinical and wellbeing service developments ensuring a blended delivery approach to clinical and wellbeing supervision
2. Contribute to the development of counselling practice and service delivery within Lifelink by developing and analysing annual clinical supervision satisfaction surveys.
3. Lead the development of clinical supervision in Lifelink, holding regular internal meetings with clinical supervisors/clinicians
4. Review data/themes from reports, i.e. presenting issues, core scores and consider impact to service, is it in line with our criteria, assess, analyse and report to the Chief Executive
5. Contribute to the development of clinical and wellbeing product materials ensuring compliance with intellectual property rights.

**ESTABLISHING EFFECTIVE LEADERSHIP AND COMMUNICATION** 1. Provide line and performance management to direct reports including Clinical Supervisor and Senior Counselling Clinician to support appropriate caseload/workload management and achievement of required KPI’s and performance outcomes
2. Drive the implementation of new ways of working and the implementation of change balancing clinical and operational requirements
3. Act as a resource for the Leadership and Senior Management Team providing: advice and guidance, identifying and facilitating training and liaising with course tutors (where needed and appropriate)
4. Communicate key themes, trends in data analysis, recommendations and timescales for solutions or improvements to be made to frontline staff, line managers and clinical supervisors to ensure a coherent approach to communication.
5. Create effective clinical communication strategies for our company

**CONTINUING EDUCATION, PROFESSIONAL AND PERSONAL DEVELOPMENT**  1. Responsible for an annual clinical training needs analysis and identifying and developing an annual clinical training strategy to ensure staff are trained appropriately to competently deliver the clinical service required and ensure supervision and/or mentorship is in place.
2. Act as a clinical expert and information resource, leading in training, education and orientation programmes for staff, students and others
3. To develop a student ‘centre of excellence’ approach to student and volunteer recruitment, placement and potential future clinical resource opportunities

 **MANAGEMENT AND USE OF RESOURCES AND INFORMATION**  1. Provide accurate and appropriate information and reports for the business planning process.
2. Prepare narrative and statistical reports of activities for use in evaluation of the mental health and wellbeing services. Compile data to analyse and identify risks, trends, and gaps in services to ensure quality assurance and monitoring of services.
3. To oversee recruitment and selection of therapeutic staff to the team, assessing the skill mix needed, undertaking relevant documentation and chairing the recruitment panel.
4. Responsible for budgeting and resource planning

**MAINTAINING A SAFE ENVIRONMENT AND QUALITY**  1. Monitor, review and action incidents, mitigating against further risk, identifying themes and trends and ensuring lessons learnt are embedded into practice.
2. Monitor the review, investigation and action of SAR’s, complaints, concerns and feedback, follow through to successful outcome and feedback to all involved.
3. Ensure self and others carry out duties in accordance with the Health and Safety at work Act 1971.
4. Ensure self and others assist and maintain safe and hazard free area of work.

**General** 1. Attend and fully participating in team meetings, team training/CPD, supervision and performance management and support meetings
2. Develop and maintain positive working relationships with our clients, our partners, and with staff and service users in other agencies, positively and proactively representing Lifelink at all times
3. Contribute to and participate in the development and marketing of Lifelink services
4. Adhere to Lifelink policies and procedures, and in particular Child Protection, Confidentiality and Vulnerable Adults, at all times
5. Achievement of relevant KPIs and objectives defined as appropriate to the role, and proactively participating in the Company’s’ annual appraisal process
6. Undertake certain other responsibilities as and when appropriate
7. Perform other related duties as required and/or assigned by the Chief Executive
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| 5. Key Behaviours |
| 1. BE Proactive…. Don’t wait for it to happen, make it happen
2. BE Open and honest… your reputation is everything
3. BE Reliable… make good on all your promises
4. BE Equitable…. Be fair with everyone
5. Listen… to all staff and feedback your understanding of their, thoughts, needs and concerns
6. Innovate like an entrepreneur…. Work like its your business, your money, your staff and your customers
7. Think Growth, Quality and above all Community
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# Person Specification

**Post Title: Clinical Director**

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| **Selection Factors****(Person Specification)**  |  | **Criteria** |
| **QUALIFICATIONS & TRAINING** | **Essential** | * A minimum of 3 year of experience in a senior Director role.
* 3 to 5 years of experience in a supervisory or managerial role
* A recognised Counselling Supervision qualification
* Minimum of a Diploma in Counselling/Psychotherapy, Counselling Psychology or Clinical Psychology qualification
* BACP or BABCP accreditation BACP or BABCP accreditation
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|  | **Desirable** | * Master’s or Doctorate degree in Psychology, counselling, psychotherapy
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| **EXPERIENCE** | **Essential** | * At least 3 years’ post-qualification practice as a counselling supervisor
* At least 3 years’ experience working at a senior strategic level
* Experience of supervising one-to-one, facilitating learning, motivating, and supporting the development of counsellors and clinicians
* Proficient with supervision, service delivery and case management fundamentals
* Experience of counselling young people and providing supervision for counsellors working with children & young people
* Sound knowledge of confidentiality, GDPR and information security
* Reviewing safeguarding procedures
* Dealing with safeguarding issues as a practitioner and as a supervisor
* Experience of quality and assurance processes
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|  | **Desirable** | * Experience of working in the third, social, private, community and corporate sectors
* Experience of delivering training and SQA PDA’s
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| **KNOWLEDGE** | **Essential** | * Demonstrated understanding of ethical and legal issues in mental health practice.
* Knowledge of a range of counselling methodologies and supervision models
* Understanding of the issues related to working with young people and marginalised groups
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|  | **Desirable** | * Sound knowledge of organisational policies and procedures e.g. information security, attendance management, disciplinary, capability and support and supervision policies and willingness to work within them
* Awareness of the impact of health inequalities on stress and mental health
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| **COMPETENCIES & SKILLS** | **Essential** | * Excellent verbal and written communication skills.
* Excellent analytical skills and the ability to exercise sound judgement when making decisions
* Strong leadership and management skills
* Strong problem solving skills when resolving administrative issues and conflicts
* Ability to delegate and supervise tasks as required
* Good understanding of budget and resources planning budgeting
* Strong understanding of evaluation procedures and methods
* Effective time management
* Coaching/mentoring skills
* Ability to maintain accurate and appropriate records of work
* Ability to manage differences of opinion and difference in others
* Comfortable in the authority role of a Clinical Director
* Proficient IT skills and knowledge of Microsoft packages
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| **PERSONAL CHARACTERISTICS AND OTHER** | **Essential** | * Ability to lead, drive and respond constructively to internal organisational and external environmental change
* Able to build effective and engaging relationships
* Resilient
* Reliable
* Collaborative
* Assertive and can challenge constructively
* Solution focussed
* Adaptability and flexibility of approach
* Current driving licence and access to own car
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