



## Job description

<b>Post Title:</b>	National Clinical Services Manager: Birmingham and Network
<b>Reporting to:</b>	Clinical Director
<b>Key Relationships:</b>	Clinical Director, London Clinical Services Manager, CEO, Therapists and Supervisors, Clinical Administrator
<b>Purpose of Post:</b>	To oversee and manage icap's Birmingham and network services. To take lead responsibility for the development of new outreach and national services
<b>Terms:</b>	Permanent
<b>Salary:</b>	£40,000 pro-rata for 21 hours
<b>Hours:</b>	21 hours per week, with occasional out-of-hours work
<b>Location:</b>	Finsbury Park, London, with regular travel outside London

## Main Responsibilities

- To provide clinical management for icap's Birmingham service and icap's network of therapists nationwide
- To manage the client journey from referral to allocation for new clients including oversight of assessments and allocations
- To act in the role of senior therapist in the service, along with the London Clinical Manager, providing case consultation if required
- To support and oversee the therapist teams delivering the services, ensuring compliance with icap clinical policies and procedures
- To work with the London Clinical Services Manager as part of the Clinical Management Team.
- To take lead responsibility for development of national services.
- To foster and maintain excellent working relationships with partner agencies
- To ensure effective outcome measurement within all services
- To consult with partners and service users to deliver greater access to therapy services, in line with icap's current strategic aim

- To support the Chief Executive and Clinical Director in the development of icap and, where appropriate, promote and represent the organisation externally at inter-agency and clinical meetings
- To attend meetings as required including clinical team meetings and managers meetings.
- To work with the Clinical Director on recruitment of therapists and clinical professional development
- To attend supervision with a supervisor appointed by icap

## **Duties**

### **Clinical:**

- To triage new referrals to the service
- To oversee the assessment and allocation of all new clients including liaison with the therapist team conducting assessments
- To work closely with the Clinical Administrator who leads on the administration of the clinical service
- To act, along with the London Clinical Manager, as a first point of contact for clients and other people in distress contacting the organisation.
- To keep up to date with developments in the field of psychotherapy, and ensure clinical services are delivered in accordance with best professional practice
- To undertake clinical risk assessment and risk management
- To provide clinical cover within the service as required

### **Management Oversight of Birmingham and Network services:**

- To be responsible for the day to day clinical management of the Birmingham, outreach and national network services;
- To support and manage the Birmingham and Network (BON) clinical team, acting as the first point of contact for queries from therapists delivering these services
- To work with the clinical administrator regarding referrals and allocations of clients
- To ensure that outcome measures (CORE-OM) are completed for all clients
- To build positive relationships with all outreach partner sites.
- To conduct regular reviews with outreach therapists and host agencies including visits to all outreach sites.
- To ensure compliance with icap clinical policies such as those on client attendance, CORE outcome evaluation, client contributions and client records, pro-actively addressing issues arising
- To foster positive clinical working relationships with partner agencies and funders
- To carry out such other duties within the scope of the post as may be requested by the Clinical Director
- To induct new team members including ensuring that they are familiar with icap clinical policies and procedures
- Managing the work of the assessing psychotherapist(s) in the service
- To work with the Clinical Management Team on the development of new clinical policies and procedures.

**Service Development:**

- To work with the Clinical Director, the London Clinical Manager and the CEO to develop icap's services
- To attend meetings with stakeholders and organise and facilitate consultation events
- To publicise the services offered
- To be involved in the recruitment and induction of therapists to deliver services
- To assist the Clinical Director and CEO in meeting and reporting to funders

**Administration/ IT**

- To maintain excellent written records of all work
- To be responsible for providing own administrative support
- To contribute to reports for Trustees and funding bodies.

**Organisational/ Management**

- To attend fortnightly clinical management supervision meetings with the Clinical Director and the London Clinical Services Manager
- To attend weekly staff team meetings
- To attend monthly Supervisors' meetings
- To attend monthly line management meetings with the Clinical Director
- To attend supervision with a supervisor appointed by icap
- To attend bi-monthly clinical team meetings
- To assist with planning and to attend and contribute to CPD sessions arranged by icap when requested

**Other tasks**

- To assist the Clinical Director and CEO in the preparation of reports to funders.
- To attend fundraising events on occasion when requested by the CE