



Job description

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

Main Responsibilities

- To provide clinical management for icap's 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, 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 as part of the Clinical Management Team.
- To take lead responsibility for and area of development as determined by the Clinical Director.
- 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 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 services:

- To be responsible for the day-to-day clinical management of icap's services;
- To support and manage your designated 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 therapists and host agencies including visits to 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 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 accurate written up to date records of all work
- To contribute to reports for Trustees and funding bodies.
- To have excellent working knowledge of MS suite of tools including Outlook, Word, Excel, Zoom, and Teams

Organisational/ Management

- To attend fortnightly clinical management supervision meetings with the Clinical Director and the 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 CEO



Person specification: Clinical Services Manager

Evidence of meeting the criteria within the person specification must be shown when completing the application form for the post and will be further tested at interview through questioning and written tests.

CATEGORY	JOB REQUIREMENTS: ESSENTIAL	JOB REQUIREMENTS: DESIRABLE
Qualifications & training	<ul style="list-style-type: none"> • Full membership, registration and accreditation with UKCP, BPS, BPC and/or BACP • Minimum of three years post-qualification experience. • Evidence of continuing professional development as recommended by the relevant professional body 	Qualifications/ training in modalities other than psychodynamic/ analytic approaches
Clinical experience/ knowledge	<ul style="list-style-type: none"> • Experience of working with clients who have experienced childhood trauma • Experience of clinical work with Irish clients and an understanding of culturally sensitive work. • Knowledge of relevant legislation and its implications on clinical practice • Good knowledge and experience of a broad range of psychological therapies 	
Organisational/ management experience	<ul style="list-style-type: none"> • Experience of management in an organisational context • Experience of working in different cultural contexts 	

	<ul style="list-style-type: none"> • Excellent people management skills • Ability to work alone or as part of a team • Ability to build and maintain positive relations with community organisations, health and social care providers and other agencies • Excellent written and oral communication skills • Experience of collecting and measuring clinical outcomes including CORE • IT literate with good level of numeracy and ability to collate and present data and statistics. • Ability to meet deadlines 	
Other skills, knowledge & abilities	<ul style="list-style-type: none"> • Understanding of the need for confidentiality and sensitivity in therapy organisations 	<ul style="list-style-type: none"> • Knowledge of Irish history and culture, and wider issues of Irish culture and identity • Knowledge of organisational dynamics, especially within therapy field
Personal attributes	<ul style="list-style-type: none"> • A commitment to diversity and equal opportunities policies • Willingness to work flexibly and to attend evening meetings 	

The position will be subject to a Disclosure and Barring Service check and receipt of satisfactory references