

Job Description

Job Title: Clinical Lead Manager

Reporting to: NLRC Service Manager

Service: North London Rape Crisis

Salary Band: 4.2

Location: Camden (Head Office)/Hybrid

Hours: 30 hours per week

This job description may change to reflect changing requirements of the role

The Role

The ideal candidate will support counsellors to provide dedicated therapeutic support to women who have experienced sexual violence, in a psychologically informed working environment with a feminist ethos of care and support. The postholder will provide effective clinical advice and guidance to a team of counsellors. This includes reviewing service provision for all 1:1 counselling and group work programmes at NLRC, in collaboration with Team Leaders and the Service Manager.

The postholder will provide clinical support to counsellors, offering guidance on clinical matters including safeguarding concerns and shared clinical responsibility. This role is grounded in an intersectional framework, utilising innovative and holistic approaches to engage and support survivors engaging with the NRLC service.

The service sits within the Pan-London Sexual Violence Alliance, a group of seven specialist organisations providing support to survivors of sexual violence across London. The postholder will be required to work collaboratively with the other organisations, attend regular Alliance meetings and contribute to the development and maintenance of sound clinical practice within the Alliance.

Accountabilities

- Work alongside managers to undertake all tasks necessary to ensure the smooth running of the counselling service within NLRC

- Ensure facilitation of the counselling service in a trauma-responsive manner, including supporting counsellors to risk assess and safety plan with service users
- Hold clinical responsibility and first-line decision making within the counselling service and provide clinical leadership to counsellors
- Oversee assessment processes, conduct clinical meetings, and liaise with internal and external stakeholders to ensure the counselling service remains psychologically informed
- Assist the Service Manager with reporting, data collection, and analysis of client data
- Consider adult and child safeguarding issues when advising counsellors and ability to follow safeguarding policy and procedure
- Contribute to wider service development by reviewing procedure with a clinical lens to ensure a psychologically safe service for survivors, including reviewing clinical procedure in the groups service within NLRC
- Work collaboratively with the NLRC management team to review process, procedure, and working practice within the counselling service
- Assist with the recruitment and ongoing development of counsellors in the service
- Provide regular line management to five counsellors
- Undertake regular rota shifts on the Pan London Sexual Violence Alliance Designated Safeguarding Lead rota

Values, Behaviours & Competencies

- **Committed** to the purpose of Solace Women's Aid, ensuring that the service user is at the heart of service delivery and development
- **Feminist** in understanding 'Violence against Women and Girls'
- Committed to fostering **innovation** and **continuous improvement** in working practice
- **Flexible** and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding **diversity** and ensuring **anti-discriminatory** practice is applied in all forms of our work
- **Non-judgemental** with a commitment to self-care within the team
- **Collaborative**, building relationships with internal and external partners.

Knowledge, Experience and Skills

- Demonstrable experience and understanding of working with women and girls affected by VAWG, particularly sexual violence
- Experience of providing clinical oversight and leadership within a counselling service, including holding a duty of care for service users with ranging mental health needs
- Experience of managing projects, services, and/or people
- Understanding of the use of outcomes measurement tools for counselling work such as CORE and ability to review client outcomes within the service
- Ability to ensure best practice and adherence to BACP ethical guidelines
- Experience of providing clinical guidance around complex, high-risk cases, involving intersecting needs such as mental health, substance use, instable housing, etc.

- Experience providing guidance on assessing referrals, managing a waiting list, and case allocation
- Knowledge or a range of therapeutic person-centred models of trauma intervention
- Good verbal and written communication skills
- Ability to take direction and work independently

Qualifications

- Recognised professional counselling qualification to Diploma Level or equivalent with a minimum of 2 years post qualification experience of counselling/psychotherapy delivery
- BACP accreditation, or willingness to work toward accreditation



Team Structure

