

Role Profile

Clinical Supervisor

Role Purpose...

- The purpose of supervision is to provide a safe and confidential environment for staff to reflect, discuss their work and their personal and professional responses to work and their development.
- This role will lead the delivery of supervision across our Direct Services teams and help to further develop our approach to wellbeing at work.

In this role, your accountabilities and responsibilities are...

- To provide effective monthly or bi-monthly group sessions to internal colleagues
- To provide ad-hoc individual sessions as requested by an individual's line manager.
- Support the development of the wellbeing offer to the Direct Services team, working with our network of wellbeing champions.
- Adopt a supportive and facilitative approach to help supervisees to identify and resolve issues, manage their response to their practice and identify personal and professional development needs.
- Create a safe and open environment in which people can bring issues that are difficult, challenging and problematic.
- Encourage people to reflect on and challenge their own practice and arrive at solutions.
- Identify unsafe practice and escalate appropriately in line with the organisation's safeguarding policies and procedures.
- Ensure a supervision contract is in place so that both supervisor and supervisee are aware of roles and responsibilities and boundaries.
- Keep a record of supervision sessions and agree any necessary actions in follow up with Heads of Operations.
- Meet regularly with Head of Operations to discuss themes emerging from supervision in order to inform the departmental learning & development plan.
- Meet regularly with the Wellbeing Champions to help shape and develop our workforce wellbeing offer and provide guidance and direction to that group.

- Flag any safeguarding or urgent operational concerns immediately to the Heads of Operations. Be familiar with and adhere to all relevant Macmillan policies and procedures at all times.
- Any other duties as reasonably required in line with skills, knowledge, and experience to contribute to Macmillan's wider success.

To do this role, you will have...

- A qualification in Clinical Supervision Level 6 or above; accredited Counsellor or Psychotherapist (British Association of Counselling and Psychotherapy, UK Council for Psychotherapy, Health Professionals Council)
- Knowledge and understanding both issues experienced by people living with or affected by cancer and the impact on the workforce supporting them.
- Evidence of continuous professional training and development.
- High level of effective interpersonal skills with the ability to foster open communication and trust.
- Ability to engage with key stakeholders and to manage relationships effectively.
- Excellent facilitation skills.
- Problem solving and decision making.
- Excellent communications skills including coaching, mentoring and presentation skills.
- Negotiating and influencing skills.
- Building and maintaining relationships.
- Experience of delivering supervision and putting in to practice the various models of supervision / clinical supervision, such as: One-to-one supervision between a supervisor and supervisee and Group supervision in which two or more practitioners discuss their work with a supervisor.
- Experience of facilitating reflection and professional development in a clinical environment or customer facing environment.
- Experience and understanding of the principles of provision of telephone, digital, written guidance/advice and support to members of the public.
- Experience of supervising multi-disciplinary groups.
- Awareness of challenges customer services/contact centre environment.

In this role, you will work with different people and teams, they are...

- Direct Services Development Team
- Direct Services Operational & Operational Support Teams
- Heads of Operations
- Wellbeing Champions
- People and Culture Partners

In this role, you will achieve...

- Support team members as per the daily/weekly schedules.
- Ensure all sessions are kept to time, focus and support as per the clinical governance framework.

Directorate: Cancer Support Operations

Division: Direct Services

Reporting To: Head of Operations

Location: Homebased

Number of Direct Reports: 0

Job Level: 5

Date Reviewed:

March 2024

HR Use Only

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Role Profile: Please X

Version No.

Generic

V2

Unique

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Safeguarding

At Macmillan, we are committed to safeguarding the well-being of all service users, employees and volunteers who are involved in or affected by our work. All children and adults, regardless of age, disability, sex, racial heritage, religious belief, sexual orientation, or gender identity, have the right to equal protection from all types of harm or abuse and the right to be treated with respect.

All employees and volunteers have a duty to prevent the abuse of children and adults and report any safeguarding concerns to the relevant person.