

JOB DESCRIPTION

Grief Encounter was set up in January 2004 to ensure that bereaved children and their families receive the best possible support following the death of a significant other. We deliver both local and national bereavement services.

JOB TITLE:	Clinical Operations Manager- Intensive Support
SALARY:	£35,000 - £45,000 (dependent on experience)
LOCATION/BASE:	Grief Encounter – based in London
CONTRACTED HOURS:	5 Days per week (40 hours with a 1-hour rest-break per day). Including some evenings and weekends
RESPONSIBLE TO:	Head of Clinical Services/ Director of Clinical Services
ACCOUNTABLE TO:	Director of Clinical Services
LINE MANAGEMENT OF:	6-8 direct reports including Therapists, Supervisors and Volunteers.

Our Vision: A world where no child grieves alone.

Our Mission: To help bereaved children, young people and their families find hope and healing.

Our Values are very important to us and, as a member of the Grief Encounter team, you would be expected to hold these in your day-to-day work:

- **Belonging:** Through times of grief we deeply understand the profound influence of community. We honour heritage, diversity and important bonds that nurture our sense of self and our collective contributions to provide hope, healing and fulfilling lives.
- **Courage:** We're not afraid to face grief head on and tackle difficult conversations openly and honestly with others. This gives everyone the courage to freely express their emotions and actively participate in making a difference.
- **Dedication:** We dedicate ourselves to the lives of bereaved children and families. With unwavering resolve, we champion the needs of every child to shape hopeful futures with care, warmth and positivity, nurturing the past, present and future lives.

JOB SUMMARY

The post holder will manage and lead the effective high quality delivery of the Grief Encounter therapeutic services, including online services, through a team of Therapists, Clinical Supervisors, placement students and volunteers.

They will assist the Director of Clinical Services (DCS) in implementing and developing the therapeutic element including intensive therapeutic support, projects, budgets and service planning. This will include:

- Leading, implementing and developing therapeutic projects and service planning.
- Managing Grief Encounter therapists, supervisors, volunteers and placement students.
- Conducting assessments with families, supporting practitioners with complex cases in liaison with supervisors and delivering training.
- Ensuring appropriate safeguarding policies and guidance are being adhered to across all services, responding to safeguarding concerns and ensuring practitioners understand their safeguarding responsibilities.
- Working with the Bereavement Support Team to ensure the efficient and appropriate management of referral pathways.

MAIN DUTIES & RESPONSIBILITIES

Clinical

- Operating as a point of contact for the management of a cohort of Therapists, volunteers and supervisors, ensuring adherence to Grief Encounter's policies and procedures.
- Ensuring clinicians submit accurate, required paperwork in a timely way through reviews of invoices, case notes, assessments and ending documents.
- Annually reviewing and developing existing clinical policies and procedures in line with sector best practice, to ensure they meet with internal organisational policy and external regulatory standards (BACP).
- Assisting with the development of new clinical services (including groups and workshops).
- Monitoring client work through, line management supervision, invoice reviews and approval.
- Conducting case load management reviews.
- Monitoring supervision requirements, costs and quality delivery.
- Assisting the Bereavement Support Team by offering support and guidance for (complex) referrals.
- Assisting with the development of group work, workshops and events.
- Holding a clinical caseload which includes carrying out clinical assessments with families and support for these families.

Operational Planning & Management

- Providing support to clinical staff through direct line management, as well as a range of governing arrangements.
- Helping ensure that the operation of the organisation meets the expectations of key stakeholders, in particular, children, young people and families
- Monitoring, measuring and reporting on operational issues, opportunities and development plans and achievements within agreed formats and timescales.
- Upholding quality standards for all aspects related to safeguarding children, families and staff.
- Assisting the Director of Clinical Services in managing expenditure within agreed budgets.
- Producing timely and accurate reports/gives presentations on a range of appropriate issues.
- Maintaining records that facilitate communication within the workforce.
- Attending and/or chairing appropriate meetings.
- Upholding organisational culture, values and reputation with families, children and young people, staff, customers, suppliers, partners, regulatory/official bodies and all other stakeholders.

HR & Recruitment

- Supporting the recruitment and selection of appropriate staff, ensuring that recruits receive an appropriate induction to the organisation and that appropriate training is provided.
- Conducting annual and interim appraisals, as required.
- Coaching and mentoring staff, as appropriate, to improve performance.
- Managing the recruitment and induction programme for new Therapists (including therapists and supervisors), ensuring services are adequately resourced.
- Conducting regular line management meetings with all therapeutic staff to review clinical caseloads, allocations of new clients
- Acts as the point of contact for all contracted staff.

This list is not exhaustive and includes any other duties commensurate with this post.

PERSON SPECIFICATION

Experience and Qualifications

Essential:

- Recognised relevant professional qualification, for example post graduate diploma/degree in counselling.
- Registered with BACP, UKCP, HCPC or equivalent
- Knowledge and experience of counselling practice and working with children, young people and adults
- Management experience in a similar environment
- Recognised supervision qualification/willingness to work towards
- Experience of monitoring, budgeting, planning and reporting.
- Experience of working within a similar clinical services agency
- Experience of working in the child bereavement world.

Skills

- Excellent IT skills, including Office 365, Microsoft Outlook, Word and Excel. Able to work online via Microsoft Teams and Zoom. Experience of using Client Management Systems (e.g. IAPTus would be advantageous)
- Excellent interpersonal and communication skills, both oral and written.
- Ability to work within a team.
- Excellent organisational and time management skills with the ability to manage a demanding administrative workload
- Ability to support staff and confront poor performance when appropriate

Personal qualities

- Respectful, non-judgmental and empathic towards clients/colleagues.
- Demonstrates respect for confidentiality and boundaries.
- Sense of responsibility and commitment to organisational excellence.
- Resilient when dealing with sensitive and at times difficult situations.
- Flexible, pro-active and open attitude to work.
- Both self-motivating and able to motivate others.
- Ability to work outside normal office hours as required.
- Act as 'On Call Manager' as part of a rota which falls outside of normal working hours.

Desirable

- Accreditation with a professional body

CONFIDENTIALITY:

Attention is drawn to the confidentiality aspects of this post. Matters of a confidential nature, including information relating to clients or staff must not under any circumstances be divulged to any unauthorised person.