

Job Description



Job title:	National Lead Clinical Psychologist
Department:	Client Services
Reporting to:	Executive Director of Client Services (with external clinical supervision from a senior clinician for professional accountability)
Salary:	£69,829 per year
Hours:	35 per week (or up to 28 hours per week part time)
Location:	Crisis Skylight - any Skylight location (Edinburgh, Newcastle, Liverpool, Birmingham, Oxford, Swansea, Brent, Croydon, London (must be willing to travel to London, potentially on a monthly basis)
Contract type:	Permanent

Core purpose of the role

- Leading on the development and implementation of Psychologically Informed Environments and Approaches across Client Services.
- Responsible for the organisation and professional leadership of the Psychological Service offer for Client Services, which includes:
 - Specialist psychological assessment, advice, and advocacy to support clients to identify and access relevant support and resources.
 - Psychological intervention, informed by evidence-based, trauma-informed approaches that support emotional regulation and enable people to progress in their lives and contributes to sustainably ending their homelessness.
 - Supervision and consultation on clients' formulation and psychological management to colleagues within Client Services.
- Continued practice as Clinical Psychologist, maintaining direct and indirect clinical practice by working in Client Services, with a small workload of the above activities, in order to best inform the leadership of services and maintain clinical competencies.

Aim and influence

- Being an active member of the Client Services Leadership Team and Client Services Development Group.
- Leading on service and policy development for Psychological Services and psychological aspects of other relevant service and policy development within Client Services.
- Providing expert advice and psychological consultancy to the wider organisation.
- Working with the Research and Evaluation team, Psychology colleagues and external partners to research and evaluate practice, to help demonstrate and improve the effectiveness of our service, and influence the sector through exemplars of effective, best practice.
- Engaging with partners in other departments and with external organisations.
- Training to non-psychology colleagues on relevant psychological knowledge, skills and services.

Financial and supervisory responsibility

- Professional accountability for all psychological practitioners.
- Supervision, consultation, and advice to the Regional Lead Psychologists, and other Psychologists and professionals as needed.
- Advise and support as required in order to ensure the effective governance of Clinical Psychology.
- Expert psychological consultancy and training to the wider organisation, as required, on subjects such as mental health, trauma-informed working and reflective practice.
- Convening CPD meetings and events for Psychology.
- Budget holding for Psychology.
- Recruitment for Psychology, alongside Regional Leads.

Other key details

- Our services are provided largely in person. The role requires a deep understanding of our services and such, will need to be office based for the majority of the time.
- Evening and weekend work may be required for which TOIL in line with the policy will be given
- National travel to other Skylights, Crisis buildings, and other settings, as required.
- A satisfactory standard disclosure from the Disclosure and Barring Service is required for this role

Organisational chart



Please note structure is subject to change

Job responsibilities

Psychology leadership and service development

- In conjunction with Regional Psychology Leads, providing professional, clinical and service leadership for Practitioner Psychology staff and the development of Psychology services, including assessing the nature and scale of psychological need in services, and formulating plans and strategy to address this.
- To put in place structures and systems that will enable Psychologists and clients within Crisis to be consulted on and involved in service development which is responsive to local needs.
- In collaboration with Psychology colleagues, support all client services staff to have access to a psychologically based framework to understand client work, and the provision of advice, consultation and dissemination of psychological knowledge, research and theory.

- To contribute to the development of a high quality, responsive, engaging and accessible service, advising Crisis colleagues on those aspects of the service where psychological and/or organisational matters need addressing.
- Ensure clear systems are in place for supervision governance and the maintenance of professional standards through advice and interpretation of HCPC and BPS guidelines.
- To promote adherence to NICE guidance and governance standards, including clinical record keeping, and the writing of minutes and records of appropriate professional meetings.
- To help shape and quality assure the therapeutic interventions available for Crisis clients, ensuring interventions are evidence-based and trauma-informed.
- Ensure clear systems are in place for Psychology recruitment and lead on this, alongside Regional Psychology Leads.
- To take the lead on professional performance issues of Practitioner Psychologists, alongside Regional Psychology Leads.
- To synthesise and provide information from across the Psychology service to Crisis around effective and best practice.
- To support the provision of appropriate specialist clinical placements for trainee staff within Psychology,

Wider leadership and service development

- To lead the establishment, implementation and monitoring of operational policies to support the delivery of Psychologically Informed Environments (PIE) across Skylight services.
- Advise and support the Executive Director of Client Services to ensure the effective governance of the Psychology offer within Client services.
- To attend all forums/meetings that are appropriate for the role.
- To proactively lead and influence broader psychological work within Client services.
- To liaise with other professional leads, managers and departments, and contribute to strategic planning, management and policy development within Psychology services, Client services, and any other internal or external services as relevant and appropriate.

- Provide expert psychological consultancy and training to the wider organisation, as required, on subjects such as mental health, trauma-informed working and reflective practice.
- To work with Learning and Development to provide psychological advice on the appropriate skills mix and learning needs of all Client services staff in relation to psychologically and trauma informed working.
- To engage with the wider community of Psychological Practitioners working in the field of homelessness.

Research and Service Delivery

- Take the Psychology lead and work with our Research and Evaluation team, to help us in planning and implementing evaluation, monitoring and developing of Psychology services and wider psychologically-informed working, through the deployment of professional skill in research, service evaluation and audit and ensuring incorporation of psychological frameworks of understanding.
- To conduct and/or supervise relevant research.
- To seek ways to involve clients in research and evaluation.
- Maintain up to date knowledge of the evidence base in relation to psychological practice.

Clinical responsibility

- To practice applied psychology as an autonomous Health and Care Professionals Council (HCPC) registrant at a specialist level, providing expert psychological assessment, formulation and intervention, based upon evidence-based, trauma-informed theories and techniques, and making highly skilled evaluation and decisions about treatment options.
- To undertake risk assessment and risk management for individual clients and to provide advice to other professionals on psychological aspects of risk assessment and management.
- To liaise with other professionals and services concerned with clients in order to develop and review plans and advocate for the client where required, for example, health providers.
- To communicate in a skilled and sensitive manner, information concerning the assessment, formulation and treatment options for clients.

- To fully engage in clinical supervision with a qualified psychologist in accordance with BPS recommendations.
- To maintain registration with the HCPC as a Practitioner Psychologist and engage fully in CPD in line with HCPC requirements.
- To maintain and promulgate the highest standards of clinical record keeping including electronic data entry and recording, report writing and the responsible exercise of professional self-governance in accordance with professional codes of practice of the HCPC and Crisis policies and procedures.
- To evaluate own practice utilising clinical outcome measures.
- To provide formal and informal support, guidance and consultation to Skylight team members, including facilitating group reflective practice, delivering training, and providing supervision.
- To ensure the development and articulation of best practice in Psychology across the services by exercising the skills of a reflexive and reflective practitioner, taking part in regular professional supervision and appraisal and maintaining an active engagement with current developments in the field of clinical or counselling psychology and related disciplines, and helping to ensure other clinical psychologists also work in this way.

General responsibilities

- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work etc Act.
- Comply with all Crisis policies and procedures and promote good practice as relates to Safeguarding and Equality, Diversity & Inclusion
- Supervise, guide or direct volunteers where necessary
- Work collaboratively across departments to support Crisis' mission to end homelessness

- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Carry out any other duties reasonably associated with your role

Person Specification

Essential

1. Registration with the HCPC as a Practitioner Psychologist.
2. Post-graduate doctoral level training in clinical or counselling psychology (or its equivalent for those trained prior to 1996) with relevant practical experience.
3. Significant experience of working as a senior Clinical Psychologist, involved in the management and/or leadership of services.
4. Knowledge and experience of systemic and community psychology principles.
5. Champion of psychological approaches, knowledge of models of service delivery, and an ability to articulate in a relatable and meaningful way, the value added by Psychology within a range of professional settings.
6. Reflective, enabling leadership skills – with the ability to operate as part of the Client Services leadership team, supporting the Psychology team working in other locations to deliver high quality services, safe services, and positively influencing their practice.
7. Significant experience of psychological assessment and intervention with clients with a range of psychological needs of a complex nature in adult mental health.
8. Ability to engage individuals who have experienced complex trauma, by demonstrating patience, persistence, empathic and flexible approaches.
9. Experience of working within a multidisciplinary team, And skills in providing consultation to other professional and non-professional groups.

10. Significant experience of teaching, training, facilitating reflective practice and professional and clinical supervision.
11. Knowledge and skills of proportionate risk assessment and management.
12. Willingness and ability to shape and contribute to the Crisis-wide research and evaluation to support the development of evidence based psychologically informed practice, informed by Doctoral level knowledge of research design and methodology.
13. Knowledge of relevant legislation and best practice in relation to mental health and safeguarding and the governance of clinical psychology services.
14. Ability to contain and work with organisational stress, manage and prioritise own workload, and ability to 'hold' the stress of others.
15. Able and willing to travel nationally to engage in Crisis-wide events.
16. A commitment to Crisis' values, purpose and values and to equality, diversity and inclusion.

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might

approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?



You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.