

RECRUITMENT PACK

HEAD OF COUNSELLING
STRIDES Highbury Counselling Centre



STRIDES

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ABOUT STRIDES

At Strides we work with people and communities to progress.

Today's system is fragmented, inconsistent and lacking – there is a support gap which is preventing individuals and communities from making the strides forward that are clearly possible. Our primary goal is to bridge this gap.

As a housing association that strongly believes in maximising the social value of buildings for the benefit of people and communities, we are working to create places of safety and quality where people can go to find their way through life and society.

We are striving to amplify the scale and impact of our work through deeply connected partnerships where working together means we can improve life outcomes for people and communities. Taking responsibility and ownership to unlock the social value of more buildings and places in growing individual and community opportunities.

With the support of benefactors and fundraisers, we can enhance society's capacity and capability to accommodate people's ability to get on in life and society.

WE ARE HERE TO HELP YOU FIND YOUR WAY.

STRIDES Find your way with us

We strive to be

Inclusive

No-one is excluded from our world, we welcome individuality and difference

Contemporary

We're relatable, relevant and realistic, tackling today's issues head-on with determination and purpose

Game-changers

By changing individual worlds, we strive to change the whole world

Connected

We're purposefully woven into local communities and society because it's together that we create choices and social value

We believe in

Respect

We listen to and support people through mutually positive relationships

Fairness

We believe everyone has the right to a richer and fuller life within society

Ownership

We see things through to the end to make the difference

Partnership

We are deeply collaborative where working together offers better outcomes for individuals and community

1.0 ABOUT Highbury Counselling Centre

The Strides Highbury Counselling Centre (HCC) clinic offers longer-term (one year) Psychoanalytic/ Psychodynamic Psychotherapy and Counselling to people who are looking to speak about a wide range of emotional issues. The service operates on a subsidised affordable fee-scheme, and provides a confidential, non-judgmental space to speak with a trained professional.

2.0 ABOUT THE ROLE

TITLE OF POST:	Head of Counselling
LOCATION:	Strides HCC, Woodfall Road, Finsbury Park, London, N4 3JD
CONTRACT:	Full Time, Permanent
RESPONSIBLE TO:	Strides CEO
RESPONSIBLE FOR:	Service Manager and the Clinical Manager, and the Clinical Supervisors. Providing effective management and leadership of Strides HCC
SALARY	NJC band 41-44

Purpose of the post

The main purpose of the role is to provide effective management and leadership of Strides HCC. The role focuses on the strategic development of the project, the financial management and financial sustainability of its operations, and the overseeing of all aspects of the clinical service delivery and clinical governance.

The Head of Counselling has overall responsibility for the smooth running of the clinical services, the recruitment of suitable counsellors, supervisors, and Strides HCC team to ensure the maintenance of high standards of service delivery, in accordance with organisational policies.

The role is an integral part of Strides, working with the CEO and other Heads of services to support the continuous development and delivery of services in line with Strides' strategy.

3.0 KEY RESPONSIBILITIES

3.1. GENERAL

- To be accountable for all aspects of clinical governance in the service, reporting back to the CEO as required.
- Organise and chair the steering group meetings, review minutes and report back on actions and progress.
- Responsible for ensuring service(s) meet contractual, funding and legal obligations as applicable.
- Conduct regular management / quality audits and provide management reports on performance.
- Contribute to organisational policy and procedure development.
- Produce and revise service-specific policies, and oversee their implementation across the HCC service.
- Accountable for ensuring robust information management is in place; supporting the continuous development of the STRIDE's information management systems and utilising management information reporting to assist management oversight of performance and to inform service developments.
- Alongside facilities management and service manager to proactively ensure that all key elements of effective health and safety management are in place for all services, including delegating specific duties as appropriate in each service.

3.2. STRATEGIC MANAGEMENT

- Develop and embed deliverable annual plans for each service. Work with and support the other Heads of services and the SLT in promoting the work of Strides.
- To sustain existing and develop new business for HCC by raising the profile of HCC and by identifying, engaging, and building relationships with new clients and other mental health services.
- Develop professional networks and partnerships with a range of key stakeholders to aid service development.
- Anticipate and develop strategies to resolve service challenges or risks involving appropriate colleagues.

3.3. FINANCIAL RESPONSIBILITY

- To set an annual operational budget for each service in conjunction with service managers, finance team and senior management.
- Act as budget holder for designated area, responsible for monitoring and controlling assigned budget, taking corrective action where appropriate, and reporting as required.

- Work with service managers to ensure all financial and administrative processes are delivered to a high standard within policies and procedures.
- To identify possible sources of income, working with fundraising colleagues on sourcing funding for service development.

3.4. SAFEGUARDING

- Be responsible and accountable for ensuring HCC fully embeds excellent safeguarding practice and are fully aware of organisational safeguarding policies and procedures.
- Act as key source of support, advice, and expertise for safeguarding for the service.
- Together with the Clinical Manager act as points of contact for counsellors and supervisors in case of urgent clinical questions/issues.

3.5. PEOPLE LEADERSHIP

- Create clear vision and objectives for service(s) under your leadership; empowering, motivating people to be fully engaged and participate in the work and provide high standard clinical service.
- Through line management responsibilities, develop accountable service managers with clear expectations and objectives, ensuring learning needs are assessed and met.
- To have regular, clear communication with direct reports and facilitate a 'feedback loop' to ensure your teams are fully informed of organisational decision making and updates and team members are provided mechanisms to feed into organisational developments.
- To ensure that staff operate at the level of competency specified for their posts; to coach, support and develop staff to enhance their levels of competency and to take effective steps to address underperformance.
- To work with service managers and HR team to ensure the best possible management of team members, ensuring all matters are managed in line with Strides policies and procedures.
- Line manage the Service Manager and the Clinical Manager, and the Clinical Supervisors.
- Monitor and support the work of Supervisors & organise and chair quarterly supervisors' meetings.
- Together with the Clinical Manager, organise an annual seminar program for HCC Counsellors and Assessors.

3.6. OTHER DUTIES AND RESPONSIBILITIES

- To contribute to Strides' overall strategy and business plan.
- To work collaboratively and contribute to positive working relationships with team colleagues, wider Strides colleagues and volunteers and to participate in reflective practice.
- To fully engage with and represent the area of responsibility as required in the system of organisational management and Board of Trustee meetings and Strides events.
- To keep abreast of current legislation and other developments relevant for the specific area of work.
- To maintain probity and transparency in all dealings and declare any interests that might affect the role.

- To adhere to Strides Diversity and Inclusion and Health and Safety Policy in all aspects of the work.
- To adhere to Strides Roles and Responsibilities (Staff Handbook).
- The listed duties are not exhaustive. The post-holder will be expected to undertake such other duties, consistent with the role as may be reasonably required.

4.0 PERSON SPECIFICATION

4.1. POST: HEAD OF COUNSELLING

4.2. LOCATION: Strides HCC, Woodfall Road, Finsbury Park, London, N4 3JD

5.0 ESSENTIAL REQUIREMENTS

5.1. EXPERIENCE

- Experience of managing a community clinical service- or having worked within the management team of a community service
- Experience of setting and managing budgets
- Experience of safeguarding role within similar settings.

5.2. SKILLS, KNOWLEDGE AND ABILITIES

- Passionate about the offer of high quality psychotherapeutic and psychoanalytic services within the community.
- Understanding of pluralistic practice within psychotherapy/psychoanalysis, and experience of supervision and/or successful management of diverse teams.
- Understanding of legal and ethical issues within counselling and psychotherapy, and the implications for the safe management of the service.
- Strong leadership and management skills

5.3. QUALIFICATIONS

- Post-graduate training (Advanced MSc or PhD/DPsych in relevant discipline), evidence of robust training in an applied clinical discipline (Psychotherapy/Psychoanalysis/Clinical-Counselling Psychology)

5.4. ADDITIONAL REQUIREMENTS

- Willingness to work flexibly in response to changing organisational requirements.
- An understanding of Strides ethos.
- Experience of working with a Multi-Disciplinary Team, and liaising with other mental-health and healthcare professionals (desirable).

6.0 COMPETENCIES

In the selection testing/interview process, we will also be assessing candidates against the following competencies:

Client focus	Manages people and projects in way which keeps Strides clients and residents at the core of what is done. Treats everyone with respect and in line with STRIDE's equality and diversity values.
Organisation and planning	Organises and plans tasks and projects effectively and takes responsibility for delivering high quality results.
Initiative and creativity	Shows initiative and takes appropriate action to deal with challenges that arise in a proactive and timely way. Ability to formulate and implement new ideas to overcome problems.
Communication	Written and oral communication is concise, clear and accurate and is worded appropriately.
People management	Provides effective management through supporting and challenging staff. Develops and maintains a positive and focussed team.
Administration and IT	Develops sound, organised systems for storing key information and ensures these are used accurately and efficiently.
Management of relationships with external agencies	Manages and represents Strides' interests well and negotiates effectively with external agencies and contacts.
Coordination of projects	Coordinates projects and initiatives effectively, keeps stakeholders engaged and projects on-track and is able to manage problems as they emerge.
Strategic and organisational awareness	Aware of the impact of own service on Strides as a whole and team works well with other managers. Identifies strategic aims for own service, anticipating future demands, opportunities and constraints
Leadership	Leads by example by being personally effective. Inspires staff to deliver on Strides' vision and goals. Behaviour is visibly consistent with Strides' stated values. Is able to reflect and self-assess and takes responsibility for self-development.