



The Maya Centre
counselling for women

Job Pack

Clinical Service Manager



Key Information

Organisation: The Maya Centre

Location: The Maya Centre (on site)

Unit 8, 9-15 Elthorne Rd, London N194AJ

Salary: £38 - £40,000 pro rata + 3% pension

Part time: 21 hours (3 days per week)

Annual leave: 30 days plus Bank Holidays, pro rata

Reports to: Clinical Director

About The Maya Centre

The Maya Centre is a unique women-only charity based in Islington, offering free specialist psychotherapy and holistic support to women on low incomes, whose mental health and wellbeing have been affected by experiences ranging from deprivation and isolation to racism, exploitation and Violence Against Women and Girls (VAWG). 75% of our clients come from Black, Asian, Minority Ethnic or Refugee backgrounds and we adopt specifically intercultural and intersectional approaches in supporting them towards greater voice, choice and control in their lives. Offered in over 13 languages, our trauma-informed services are BACP accredited and include:

- 1:1 psycho-dynamic counselling
- Group therapy including Art and Drama therapies
- Psychoeducation workshops/programs
- Complementary therapies including Reiki, Massage and Yoga
- Targeted support – The Irish women service and Black Women project
- Community development, outreach and support



Job Purpose

We are seeking a warm, dynamic, and experienced Clinical Service Manager to help shape the future of our therapeutic services and maximise our impact for women. This is an exciting opportunity to work alongside a creative, diverse, and highly committed team of therapists, staff, and trustees who share a passion for women's mental health and wellbeing.

The successful candidate will bring a strong commitment to anti-discriminatory, trauma-informed practice, experience of supporting and managing a diverse clinical workforce, and the ability to oversee high-quality service delivery in a busy and evolving environment. They will also have a keen eye for monitoring, evaluation, and reporting, ensuring that our services continue to demonstrate their impact and meet the highest standards of clinical governance.

You will be supported by the Clinical Director, Chief Executive Officer, and Clinical Governance Group, while also having the opportunity to influence the ongoing development of our therapeutic model, contribute to strategic service improvement, and help shape the future direction of clinical services at The Maya Centre and other aspects of the charity, from fundraising and cultural events, through to thought-leadership and conferences.

Key Responsibilities

- To provide clinical management for The Maya Centre services and its therapists
- To manage the client journey from referral to allocation for new clients including oversight of assessments and allocations
- To act in the role of senior therapist in the service, along with the Clinical Director, providing case consultation if required
- To support and oversee the therapist teams delivering the services, ensuring compliance with TMC's clinical policies and procedures
- To work with the Clinical Director as part of the Clinical Management Team.
- To support the leading responsibility of Clinical Director for development of services.
- To support the Partnership and Outreach Coordinator in fostering and maintaining excellent working relationships with partner agencies and provide one to one supported referrals to service users .
- To ensure effective outcome measurement within all clinical services
- To consult with partners and service users to deliver greater access to therapy services, in line with TMC's current strategic aim
- To support the Chief Executive and Clinical Director in the development of TMC and, where appropriate, promote and represent the organisation externally at inter-agency and clinical meetings
- To attend meetings as required including clinical team meetings and CORE managers meetings.
- To work with the Clinical Director on recruitment of therapists and clinical professional development
- To attend supervision with a supervisor appointed by TMC.

Management of Clinical Services:

- To triage new referrals to the service
- To oversee the assessment and allocation of all new clients including liaison with the therapist team conducting assessments
- To work closely with the Clinical Admin and liaison Officer who leads on the administration of the clinical service regarding referrals and allocations of clients .
- To act, along with the Clinical Director, as a first point of contact for clients and other people in distress contacting the organisation.
- To keep up to date with developments in the field of psychotherapy, and ensure clinical services are delivered in accordance with best professional practice
- To undertake clinical risk assessment and risk management
- To provide clinical cover within the service as required
- To be responsible for the day to day clinical management of services;
- To support and manage the clinical team, acting as the first point of contact for queries from therapists delivering these services
- To ensure that outcome measures (CORE-OM) are completed for all clients
- To ensure compliance with TMC clinical policies such as those on client attendance, CORE outcome evaluation, client contributions and client records, pro-actively addressing issues arising
- To foster positive clinical working relationships with partner agencies and funders
- To carry out such other duties within the scope of the post as may be requested by the Clinical Director and the CEO.
- To induct new team members including ensuring that they are familiar with TMC clinical policies and procedures
- Managing the work of the assessing therapist(s) in the service
- To work with the Clinical Director on the development of new clinical policies and procedures.

Duties

TMC Service Model Development:

- To work with the Clinical Director, and the CEO to develop TMC services
- To attend meetings with stakeholders and organise and facilitate consultation events
- To publicise the services offered
- To be involved in the recruitment and induction of therapists to deliver services
- To assist the Clinical Director and CEO in meeting and reporting to funders

Administration/ IT:

- To maintain excellent written records of all work
- To be responsible for providing own administrative support
- To contribute to reports for Trustees and funding bodies.

Organisational/ Management:

- To attend monthly clinical management supervision meetings with the Clinical Director .
- To organise and attend monthly Clinical team meetings
- To attend monthly Supervisors' meetings
- To attend monthly line management meetings with the Clinical Director
- To assist with planning and to attend and contribute to CPD sessions arranged by TMC when requested

Other tasks:

- To assist the Clinical Director and CEO in the preparation of reports to funders.
- To attend fundraising events on occasion when requested by the CEO

Person Specification

Qualifications & training (essential):

- Full membership, registration and accreditation with UKCP, BPS, BPC and/or BACP
- Minimum of three years post-qualification experience.
- Evidence of continuing professional development as recommended by the relevant professional body

Clinical experience / knowledge (essential):

- Experience of working with clients who have experienced childhood trauma
- Experience of clinical work with clients and an understanding of culturally sensitive work.
- Knowledge of relevant legislation and its implications on clinical practice
- Good knowledge and experience of a broad range of psychological therapies



Person Specification

Organisational / management experience (essential):

- Minimum two years experience of clinical service management
- Experience of management in an organisational context
- Experience of working in different cultural contexts
- Excellent people management skills
- Ability to work alone or as part of a team
- Ability to build and maintain positive relations with community organisations, health and social care providers and other agencies
- Excellent written and oral communication skills
- Experience of collecting and measuring clinical outcomes using database systems
- IT literate with good level of numeracy and ability to collate and present data and statistics.
- Ability to meet deadlines

Desirable but not essential:

- Qualifications/ training in modalities other than psychodynamic/ analytic approaches
- Experience and knowledge of using CORENET



To Apply

Female applicants only

This role is exempt under Schedule 9, Part 1 of the Equality Act 2010, as it is a genuine occupational requirement for the postholder to be female due to the nature of the services provided.

Please send:

- An up-to-date CV
- A personal statement (maximum four A4 pages)
- Evidence of the required essential qualification(s) and current professional registration, as specified in the Job Description.

Note: CVs without a Personal Statement will not be considered.

Deadline to apply is Monday 6th July 2026, 12 pm.

All interviews will be held in-person and scheduled for the week commencing Monday 13th July 2026.

If you have any questions, please email admin@mayacentre.org.uk.