



CLINICAL LEAD (COUNSELLING & PSYCHOTHERAPY)

Job Description

Employment Status: Self-employed

Reporting to: Chair of Trustees

Pay: £17.00 per hour

Hours: 10 hours per week, ideally spread throughout the week to balance the needs of the role and to ensure availability for handling any safeguarding concerns or clinical issues. Flexibility is therefore a key element of this role.

Contract: Fixed-Term Agreement (initially one year contract)

Location: Remote

Closing date: Monday 6th January 2025, at 5pm

Interviews: To be held online during the week commencing Monday 20th January 2025

Organisation Description

Burning Nights CRPS Support is a UK charity working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS). In the UK alone, nearly 15,000 people are diagnosed with CRPS every year and it can affect anyone.

We provide support and information through a number of volunteer-led services to patients, families, loved ones and carers (both paid and unpaid). We also raise awareness of CRPS amongst the public, health and legal professionals through our work, including awareness sessions.

We are looking for a passionate, committed and experienced therapist to lead our Counselling & Psychotherapy Service. The successful candidate will have the opportunity to develop their skills as we expand our reach. They will be a confident individual who is comfortable leading a small volunteer therapy team and will be able to work autonomously, going the extra mile to make a difference. The successful candidate will probably have experience of working in a similar role, have a good eye for details, and the ability to multitask.

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Registered Address: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN

Tel: 01663 795055

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Web: www.burningnightscrps.org

Charity Registration Number 1166522 (England & Wales)

Purpose of the Role

- Work closely with volunteers in the Counselling & Therapy Team, including therapists and clinical supervisors, to safeguard and ensure the smooth and efficient running of the service.
- Assess new clients and assign to therapists.
- Take a lead on the management, development and improvement of day-to-day clinical practice to ensure effective and efficient (measured) operational practice.
- Make clinical governance decisions, where necessary.
- Be the principal link between volunteer therapists, volunteer supervisors, and the Chair of Trustees.
- Monitor and report on trends, psychometric tests across the service, and data as requested by the Chair, Board of Trustees, and funders.
- Produce any other clinical performance reports that funders may require.
- Provide supervision to volunteer therapists, ideally offering group supervision.
- Help to grow and develop therapy services.
- Provide guidance to volunteer therapists, volunteer supervisors and external assessors, leading in clinical matters and decision-making regarding clients.

Detailed Description of Duties

The role is varied but includes:

Clinical Lead

- Implement all aspects of Burning Nights CRPS Support's clinical policies and procedures.
- Contribute to the development of Burning Nights CRPS Support's policies and practice, including the ethical framework.
- Work with the Chair on organisational issues, as and when appropriate.
- Keep the Chair informed of counselling practice and standards at Burning Nights CRPS Support.
- Maintain and develop quality standards.
- Attend all internal and any external agency meetings relevant to the role.
- Manage the team of volunteer therapists, supervisors and assessors, including trainees on placement, for the service.
- Work closely with any volunteer and external supervisors to ensure that effective supervision takes place.

- Work with the Chair and Board of Trustees on recruitment, induction, probation, ensure that mandatory training and staff/ volunteer therapist developmental needs are being met through ongoing feedback.
- Ensure therapists complete ongoing specialist and annual essential training. Contribute to training where relevant.
- Ensure both volunteer and external supervisors provide the necessary reports for volunteer therapists who are on placement from an academic body, which fulfil their placement requirements.
- Attend meetings with the Board of Trustees, when deemed necessary or appropriate.
- Provide reports for meetings of the Board of Trustees, held every 2 months.

Provision of Support, Counselling Supervision and Leadership for the Counselling & Therapy Team

- Oversee delivery of Burning Nights CRPS Support's counselling/therapy practice by: management of own supervision case records and having an oversight of therapists' case records; advising on the allocation of clients; advising on deployment of individual therapists; and involvement in disciplinary procedures, as appropriate.
- Implement and manage Burning Nights CRPS Support's policy and process of new referrals, including client assessments, triage and allocation of clients to therapists.
- Conduct risk assessments for clients and raise any safeguarding concerns.
- Build team working, trust and transparency through regular and robust support of volunteer therapists and other team members, as required.
- Act as the appropriate point of contact should external supervisors need to liaise with the service over concerns with a volunteer therapist's practice.
- Work with the volunteer assessors within the team, to meet on triage/ screening and monitoring monthly outcomes.
- Monitor the allocation of new referrals to therapists, in line with their current caseload number and skills/experience.
- Oversee the provision of effective on-going therapeutic interventions by maintaining an overview of the work of therapists and making suitable and timely referrals out, when appropriate.
- Conduct full clinical assessments as required and quality check all volunteer clinical assessments.
- Support the Chair in recruiting and maintaining a team of volunteers to reflect the community and the needs of the service.
- Take responsibility for volunteer therapist inductions, probationary period and annual clinical performance/development review (or appraisal).
- Prepare reports or feedback on volunteer therapists as required, for example to course tutors.



- If possible (desirable but not essential), provide group supervision and, if needed, individual supervision to therapists. The role may extend to supervising therapists working with young people as the organisation responds to need.
- If possible, to maintain the capacity and flexibility to offer evening supervision depending on the organisation's supervisory needs.
- Involvement in client complaint investigations (if necessary and appropriate).
- Act as a resource for therapists and trainees by promoting high quality and ethical counselling practice at all times; sharing pertinent clinical, ethical or practical information; liaising with trainee course tutors, where needed and appropriate; and dealing with volunteer queries and concerns.
- Act promptly should you become aware of any non-compliance relating to Burning Nights CRPS Support's policies, procedures and guidance for Information Governance, GDPR/Data Protection, and Confidentiality.
- Contribute to the development of the Counselling & Therapy Service.
- Maintain skills through counselling/therapy practice outside Burning Nights CRPS Support.
- Oversee and facilitate future developments of the Counselling & Therapy Service, such as therapeutic group sessions with clients, across the organisation and externally.

Monitoring & Evaluating

- Maintain an overview of therapists' use of Tacklit IT system and monitor therapists' psychometric test activity, scores and trends.
- Ensure team use of Tacklit system is in accordance with service policies and procedure.
- Meet with therapists to discuss any problems or concerns regarding Tacklit and facilitate training and meetings relating to its use.
- Support admin staff in use of Tacklit, as necessary and appropriate.
- Evaluate the service and apply for BACP organisational membership, but to uphold the BACP ethical framework once BACP accreditation is achieved.
- Carry out statistical analysis and create monthly reports on performance of the service including psychometric testing across the service and identify and explore performance issues, especially for grant applications or Trust funders.
- Maintain the highest standards of 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 various professional membership bodies such as BACP, British Psychological Society, EMDR Society etc.
- Be responsible for ensuring that client participation in the service is enhanced by continuous audit of their views, as gathered from a variety of sources including analysis of questionnaires, testimonials and case studies.

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- Promote quality in all areas of service work. This will include auditing activity, outcome, user satisfaction and managing complaints in consultation with the Chair and, where necessary, the Designated Safeguarding Lead.

Safeguarding

- Work in conjunction with the Designated Safeguarding Lead (DSL) and/or Deputy DSL to deal quickly and effectively with all safeguarding issues in line with Burning Nights CRPS Support's policies and procedures.
- Be available through the weekdays to deal with safeguarding issues.
- Work closely with the Chair and DSL to take a lead on the annual review of Burning Nights CRPS Support's Policies and procedures.
- Ensure all safeguarding training needs and CPD needs of Burning Nights CRPS Support's volunteers are met.

Information Governance

- Abide by all policies and procedures relating to GDPR/Data Protection and Information Governance.
- Work accurately and consistently to help ensure information security and confidentiality.
- Work with the Chair on Information Governance issues.
- Take part in compliance audits, as appropriate.
- Assist in the implementation of any changes from the compliance audits.
- Assist in improving policies to support the charity's application for organisational membership with the BACP.

Other General Duties

This job description is an outline of the main duties of the post. The post holder will be required to undertake other duties consistent with the role and as directed by the Chair.

- Recognise and accept the need to learn from experience, to change where necessary, develop new skills and keep up to date with current practice and undertake training, as directed by the Board and/or your supervisor.
- Actively participate in own monthly clinical supervision in order to ensure competence, fitness to practice and to comply with professional standards.
- Work in accordance with Burning Nights CRPS Support's Vision, Mission, Values, Aims and Objectives.

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- Promote positive understanding, awareness and attitudes towards mental health and wellbeing as part of day-to-day duties.
- Be responsible for respecting and maintaining personal and professional boundaries concerning relationships with volunteers and staff.
- Work at all times to promote equality, diversity and individual rights.
- Participate in and actively contribute to team meetings; attend staff/volunteer meetings and organisational events, as required.
- Work within and implement all of Burning Nights CRPS Support's policies and procedures including Confidentiality, GDPR, Health and Safety, and Equal Opportunities.
- In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.

Job Criteria

Education & Qualifications

Essential:

- Professional Level 4 (minimum) Counselling Qualification and working towards BACP accreditation Qualified at Level 4* diploma (or above) with three years or more of post-qualified experience.
- Registration with a Professional Membership Body such as HCPC and BACP, UKCP, BABCP, BPS, EMDRS etc, where applicable.
- An excellent knowledge of a wide range of therapeutic approaches, including Person-Centred approaches.
- Proven leadership skills.
- Ability to train and lead counselling/therapy students and volunteers to support service users, utilising a variety of interventions.

Desirable:

- Qualification or working towards a diploma in Therapeutic Counselling Supervision or equivalent that adheres to BACP ethical principles.
- Further specialism (i.e. CBT, EMDR etc).
- Clinical supervision skills to work with counsellors or therapists and/or therapists on placement.
- Other relevant qualification in Counselling/Clinical Psychology.

Work Experience

Essential:

- Knowledge and experience of triage, assessment, allocation of clients.
- Demonstrable experience supervising a therapy team.
- Demonstrable skills and experience in relation to conducting clinical assessments, including the management of risk.
- Demonstrable previous management of a team.

Desirable:

- Knowledge and experience of providing therapy to clients with chronic pain.
- Experience working within a mental health setting as part of a MDT.
- Conflict management experience.
- Prior experience within a private healthcare environment.
- Experience managing HR processes, such as performance management.

Skills, Knowledge & Aptitude

Essential:

- Well-developed aptitude for self-awareness and demonstrable self-reflexive practice, enabling the candidate to work calmly under pressure.
- Ability to deal with a very challenging client group in a positive manner.
- Ability to identify and manage stressful situations.
- Excellent verbal and written communication skills.
- Ability to balance team working with independent initiative.
- Good interpersonal skills to work collaboratively within the wider charity teams.
- Readiness to accept direction.
- The ability to be self-motivating, work under pressure and manage time effectively, prioritising different areas of work according to need.
- The ability to understand and implement professional boundaries and work within the BACP Code of Ethics.
- The ability to actively contribute ideas and suggestions that improve the quality of service.
- An understanding of mental health issues and the needs of people with mental health issues is essential for this post.
- A good knowledge and understanding of therapeutic services.



- A commitment to aims and objectives of the organisation.
- Knowledge of GDPR, confidentiality and privacy.
- Ability to identify when discrimination is taking place in service delivery or in the work-place and take appropriate action where discrimination is identified.
- A commitment to equality of opportunity and a positive approach to diversity.
- Good IT skills.

Desirable:

- The ability to initiate and maintain constructive relations with clients, colleagues and other professionals from a wide variety of cultural and social backgrounds.
- Experience of recruitment and line management support to volunteer therapists and/or supervisors.
- Ability to develop and manage a service.
- Knowledge and understanding of BACP Code of Ethics.

Impact on Others

Essential:

- High level of self-confidence.
- Motivational leadership style.
- Effective interpersonal skills and relationship building.

Job Description Agreement

The Job Description is not exhaustive and is subject to change considering service developments, work, priorities, or any other requirements. Such change will be discussed and consulted on with the post holder. Burning Nights CRPS Support reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the organisation.

The statements contained in this description reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

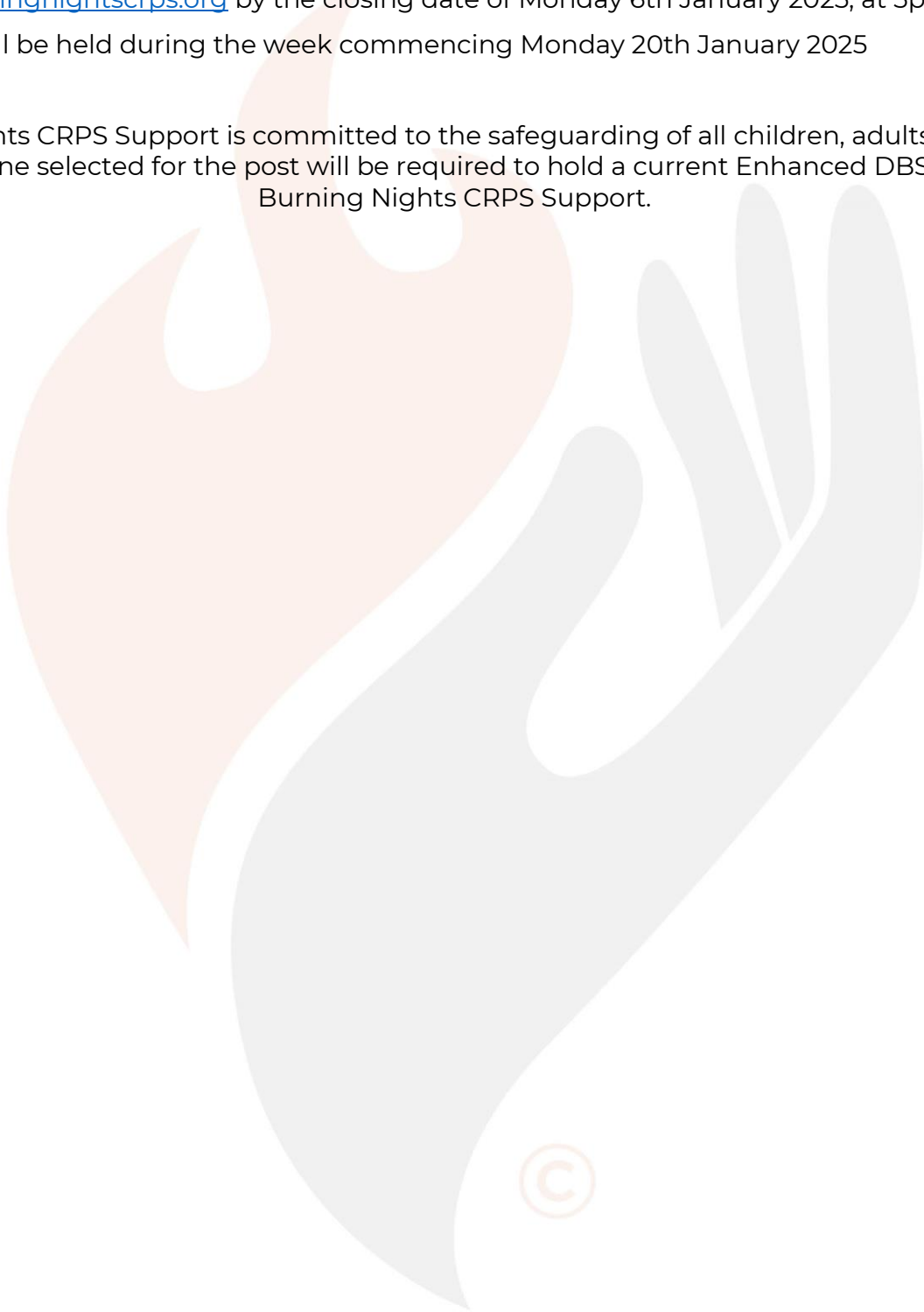


How To Apply

Please send your CV and covering letter by email For the Attention of (FAO) Chair of Trustees to admin@burningnightscrps.org by the closing date of Monday 6th January 2025, at 5pm.

Interviews will be held during the week commencing Monday 20th January 2025

Burning Nights CRPS Support is committed to the safeguarding of all children, adults and young people. Anyone selected for the post will be required to hold a current Enhanced DBS check with Burning Nights CRPS Support.



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