



Registered Charity Number: 1045429

Office 73, 4th floor, Building 8, Vantage Point Business Park,
Mitcheldean, Glos. GL17 0DD

Phone: 01594 372777 Email: admin@ticplus.org.uk Web Site: www.ticplus.org.uk

Job Pack: Clinical Manager Designate

Thank you for your interest in working for TIC+. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About TIC+ and the role
- Job Description/Person Specification

The closing date for applications is Monday 11th February 2024

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

Interviews will be held week commencing: Monday 18th February 2024

If you do not hear from us by the interview date it unfortunately does mean that we have not been able to include you on our shortlist.

**Completed applications should be emailed to: hr@ticplus.org.uk
or sent by post to:**

Office 73, 4th floor, Building 8
Vantage Point Business Park
Mitcheldean
Gloucestershire
GL17 0DD

Guidance Notes

Filling in the application form

- Please complete all parts of the application form. **(CVs will not be accepted in place of an application form).**
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- TIC+ does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Candidates with disabilities

TIC+ welcomes applications from candidates with disabilities. Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Safer Recruitment

TIC+ is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. You must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification. All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service;
- satisfactory references
- right to work check
- satisfactory health check

The declaration section of the application form must be completed. TIC+ is an organisation that provides services for children young people and families and operates a Safer Recruitment Policy. You will appreciate therefore, that TIC+ must be particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The post is exempt from the Rehabilitation of Offenders Act 1974, therefore, all convictions, cautions and bind-overs, including those regarded as 'spent' must be declared. Details of any criminal record should be submitted with your application form in a sealed envelope marked 'Confidential'.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about TIC+ please contact a member of our Human Resources Department 01594 372777 or email recruitment@ticplus.org.uk

Thank you for considering applying to TIC+

Job Detail

Job Title: **Clinical Manager (Designate)**

Salary: **£35,919** per annum for full time employees. Pro rata for part time employees.

This equates to £18.82 per hour, increasing to £19.60 (£38,220.50 FTE) upon successful completion of the 6 month designate period.

Contract: **A permanent contract** from 1st March 2024 (subject to funding).

Place of work/hours: You will be required to work 15 hours a week.
It will be expected these hours can be delivered flexibly across the week.

You may be required to work additional hours when authorised and necessitated by the needs of the business.

The base for this role will be at GL1 1PX (TIC+ Gloucester offices, Eastgate House).

You will be required to travel to attend meetings and meet counsellors and other external stakeholders at mutually convenient locations across Gloucestershire including TIC+ head offices in Mitcheldean.
You will be overseeing a team of counsellors based in the Gloucester area.

You will not be required to work outside the UK.

You will receive a holiday entitlement of 5.6 weeks inclusive of public/bank holidays (pro-rata for part time employees). In addition to this entitlement we also gift all employees the days between Christmas Eve and New Year's Day excluding Bank Holidays. Additional holiday is accrued after one year's service.

TIC+ operates a Safer Recruitment Policy.

CV applications are not accepted.

TIC+ is committed to safeguarding and promoting the welfare of children.

You must be willing to undergo child protection screening appropriate to the post.

All employment offers are made subject to satisfactory references.

Successful candidates will need to support the Christian Ethos of the charity.

About TIC+

TIC+ is a charity established in 1993 serving Gloucestershire and surrounding areas. TIC+ reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling – online, remote (video & phone) and face-to-face for children and young people
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals

TIC+ has a head office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

Our Mission, Ethos and Values:

TIC+ is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."*

The Christian faith is not explicit in any of the services we provide. An outworking of our ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.



Clinical Manager – Job Description

General Description

To lead and oversee our clinical staff, providing effective line management and fostering a supportive, collaborative and growth-oriented team environment. This role holds the responsibility for both the line management of clinical personnel and the facilitation of team meetings, ensuring our team operates cohesively, efficiently, and in alignment with organisational goals.

The designate position is a 6 month probationary period to offer the successful candidate the support, mentoring and training necessary for the role. Upon a successful 6 month review, the designate title will be removed and the rate of pay increased in line with the TIC+ pay and reward policy.

Reports to:

Head of Clinical Operations

Internal Relationships:

The Clinical Manager needs to develop strong working links with all staff within TIC+; in particular:

- Clinical Operations Management Team
- Internal Supervisors
- IT & Reporting
- HR Coordinator
- Counselling co-ordination and Safeguarding Team

External Relationships:

The Clinical Team Manager will be responsible, with the TIC+ team, for establishing and maintaining caring, professional, ethical and effective working relationships with service users and professionals from a wide range of organisations including the statutory and voluntary sector.

Terms:

Permanent

Post:

You will be required to work 15 hours a week, delivered flexibly around the needs of your team.

You may be required to work additional hours when authorised and as necessitated by the needs of the business.

Place:

- The base for this role will be at GL1 1PX (TIC+ Gloucester offices, Eastgate House)
 - A workspace will be provided for days/times required at Eastgate House. On site car parking is available at certain times.
- The successful candidate will:
 - be required to travel to attend meetings and meet counsellors and other external stakeholders at mutually convenient locations across Gloucestershire including TIC+ head offices in Mitcheldean.
 - not be required to work outside the UK.

Use of vehicle:

- The Clinical Manager post requires you to hold a valid UK driving license.

- You are required to have the use of a vehicle to travel for work purposes.
- It is your responsibility to inform your insurance company that you use your car for work.

Travel Expenses:

The base for this role is TIC+ Gloucester offices, Eastgate House, GL1 1PX. You will be expected to work from here at least one day a week for which travel expenses will not be paid.

Travel expenses will be paid in accordance with the TIC+ Travel Policy.

It is the responsibility of the Clinical Manager to coordinate as many meetings as possible at the same venue on the same day in order to keep travel and mileage costs to a minimum.

Mileage will be reimbursed at 45p per mile.

Role and Responsibilities:

Counselling staff oversight and support:

- To provide pastoral support and employment related oversight of our team of qualified counsellors and placement students ensuring legal, ethical, data protection, and other non-clinical policies are adhered to at all times.
- To ensure relevant policy updates are communicated and recorded when read.
- Providing line management support to counsellors - meeting with each counsellor two to four times per year for an agency review (one of which will be an annual appraisal) in accordance with number of counsellor contract hours.
- To meet placement students once for an agency review in their first year, twice for some with larger placement agreements.
- Attend weekly counsellor team meetings. For larger teams where there may be multiple weekly meetings taking place, the Clinical Manager would ideally attend each one in rotation.
 - For the Gloucester team, these meetings take place on a Friday morning.
- Collate an annual agency report for each counsellor to include an agency review and supervision report.
- To monitor the use of supervision ensuring adequate levels according to counsellor workload.
- Ensure counsellors are meeting their contractual obligations for number of client hours.
- Ensure placement students complete placement hours within given timeframe.
- Support counsellors' administrative requirements, including:
 - Submitting monthly timesheets
 - Providing outcome measures
- Handle counselling team absence, annual leave, sickness, disciplinary action and changes to contractual employment.

- Ensure counsellors and placement students attend mandatory training in accordance with their contracts (e.g. safeguarding training).
- Provide a monthly team report for Head of Clinical Operations.

Counsellor Team Meetings

- Lead and facilitate weekly team meetings, ensuring an inclusive and participatory environment.
- Communicate organisational goals, policies, and changes effectively to the clinical team.
- Skilfully guide discussions to cover organisational news and feedback sessions.
- Collaborate with relevant stakeholders to establish meeting agendas that address pertinent topics.
- Manage logistical aspects such as venue arrangements, technology setup, and materials distribution.
- Create adequate time for counsellors to receive peer supervision, fostering continuous professional growth. Clinical Managers may find it helpful to join this peer supervision, remaining in the role of facilitator.
- Cultivate a safe atmosphere where team members feel comfortable sharing their insights, concerns, and suggestions.
- Establish a structured framework for counsellors to provide constructive feedback to the organisation.
- Act as a liaison between clinical staff and Senior Leadership Team, conveying feedback and insights.

Community Building:

- Play a pivotal role in nurturing a cohesive and supportive community among team members.
- Promote collaboration, knowledge sharing, and mutual respect within the counselling team.

Performance Improvement:

- Identify opportunities for process improvement within the clinical team, enhancing efficiency and quality of care.
- Develop and implement strategies to address challenges and enhance team performance.
- Monitor key performance indicators and drive initiatives to achieve and exceed targets

Staff training administration

- To identify counselling staff training and development needs in conjunction with the Head of Clinical Operations, and the Director of Clinical Services.

Counselling staff recruitment

- To assist the Head of Clinical Operations with the recruitment and induction of new counselling staff.

Personal Accountability/Support

- Engage in and recognise the importance of line management.

- The hours include your availability to take part in regular staff leadership and other organisational meetings during working hours:
 - Clinical Governance meetings, approx. once every 3 months.
 - Clinical Operations Management Team, monthly.
 - TIC+ Staff Advisory Group Engagement meetings, 3 per year.
 - 1-1s with Head of Clinical Operations, once every six weeks.
 - Summer Celebration, annually.
 - AGM, annually.
 - Clinical Manager meetings, weekly.
 - These meetings take place on a Monday morning.
- To carry out such other duties as may be required in line with the nature of the post of Clinical Manager.
- To engage in continued professional development through undertaking training and partaking in other learning opportunities in line with professional organisational/membership guidelines.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Qualifications and Experience:

The Clinical Manager Designate will ideally:

- have direct experience of supporting and managing or supervising a team of professionals (not necessarily counsellors) and an understanding of employment legislation and related issues.
- have experience conducting staff annual appraisals/reviews.
- have experience writing analysing and writing reports.
- possess excellent organisational, administrative and IT skills including a good knowledge of Microsoft Office suite applications.
- have experience managing in a clinical setting or managing professionals working with children, young people or families (not essential).

Personal Specification:

The Clinical Manager Designate will:

- have excellent interpersonal skills, and the ability to build strong working relationships with internal stakeholders and external partner agencies.
- be able to respond positively in a crisis situation.
- have the ability to work on own initiative and regulate own workload.
- a commitment to the personal and professional development of counsellors.
- able to plan, organise and prioritise your own workload, and manage your time effectively.
- to demonstrate a commitment to equal opportunities and anti-oppressive / anti-discriminatory practice.
- to support the Christian ethos and the aims and objectives of the charity.