



Registered Charity Number: 1045429
Office 73, 4th floor, Building 8, Vantage Point Business
Park, Mitcheldean, Glos. GL17 0DD
Phone: 01594 372777 Email: hr@ticplus.org.uk Web Site:
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Job Pack

Job Pack: Clinical Lead (Clinical Lead 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 **12:00pm Friday 21st June 2024**, however we will be reviewing and interviewing potential candidates through the application window.

TIC+ reserves the right to close this vacancy should the right candidate be identified.

Interviews will be held **Friday 5th July and Thursday 11th July 2024**

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

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

Completed applications should be sent to:

hr@ticplus.org.uk

Or by post:

HR Department
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.

Commitment to Inclusivity and Diversity

Here at TIC+ we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

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.

Keeping children, young people and families safe

TIC+ is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy 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. We are 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 declaration section of the application form must be completed.

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.

All employment offers are made subject to the following checks

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

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 hr@ticplus.org.uk

Thank you for considering applying to TIC+

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 and face-to-face for children and young people
- Family Counselling
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals
- Counselling Training courses

TIC+ has a main 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."* John 10:10.

An outworking of our Christian 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.

Our Values:



Job Detail

- Job Title:** Clinical Lead (Clinical Lead Designate*)
- Salary:** Clinical Lead Designate Grade E - £45,981 per annum
Clinical Lead Grade F - £48,555 per annum – Rate of pay whole time equivalent (pro rata for part time employees). Salary is dependent on experience.
- Reports to:** Chief Clinical Officer (CCO)
- Place of Work:** You can be based either at our offices in Mitcheldean or Gloucester and will be required to spend time at both locations. There will also be the option to do some hours from home each week. You may also be required to attend TIC+ meetings and training related to the post at various locations as required. You will not be required to work outside the UK.
- Hours of Work:** Full time 37.5 hours per week. Will consider part time of 30 hours for the right candidate. If part time you will provide cover over at least four days a week on a highly flexible basis to meet the needs of the organisation. You will be expected to work some evenings and weekends providing on call safeguarding oversight on a rota basis. You may be required to work additional hours when authorised and as necessitated by the needs of the business.
- Contract:** Permanent (subject to funding). Employment is conditional upon the post holder providing a satisfactory Disclosure and Barring Certificate (coordinated by TIC+)
- Holiday:** 5.6 weeks a year (inclusive of bank holidays) pro rata for part time employees.
- Benefits:**
- Enrolment into a direct contribution pension scheme (3% employer contribution)
 - We gift all employees the days between Christmas Day and New Year's Day excluding Bank Holidays.
 - Additional leave is awarded based on length of service up to a maximum of ten days, and this starts to accrue from day one of employment.
 - Up to three volunteering days per year
 - Enhanced company sick pay
 - Blue light discount card
 - Sight test
- Expenses:** Legitimate business expenses incurred as part of carrying out your job will be reimbursed.
- Terms:** There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed.

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Responsible to:	Chief Clinical Officer (CCO)
Job Purpose:	<p>Our vision is to enable every young person to live their best life by giving them someone to talk to when they need it most. We want every child or young person who needs it, to have quick and easy access to the most appropriate, evidenced based, high quality, therapeutic support and in doing so they will feel safe and cared for and their lives will be transformed.</p> <p>Our aim is to become a leading provider of therapeutic services for children, young people and families in the UK.</p> <p>Making a positive difference in the lives of children, young people and families is at the heart of what we do. This role is vital for ensuring the services we deliver are of high quality, safe, effective and will have a lasting impact for those we serve and the wider community.</p> <p>The Clinical Lead, is a new post formed at an exciting time of targeted growth for the organisation to meet an increasing demand for services. In collaboration with the Chief Clinical Officer the successful applicant will provide strong clinical leadership for all TIC+ services including counselling, referrals into service, parent support, anonymous helpline services and psychoeducational workshops. The Clinical Lead will ensure services are evidence based, of high quality, effective, accessible, inclusive, safe and in line with legislation, government guidelines and professional standards. We are looking for an exceptional professional with strong clinical leadership skills and experience gained by working with children, young people and families in either a voluntary or statutory sector organisational setting. This role forms part of the Senior Leadership Team.</p> <p>*Designate Role Opportunity</p> <p>Finding the right applicant for this role is a top priority for our charity. We're excited to extend the opportunity to a suitable candidate, even if they don't yet have all the necessary qualifications, skills, or experience, to join us in a designate capacity. TIC+ is committed to providing training and mentoring to bridge any gaps. Advancement to the full Clinical Lead role is not guaranteed and will be based on the achievement of the necessary qualifications, skills and experience.</p>
Main Duties:	<p>Role and Responsibilities:</p> <ul style="list-style-type: none"> ✓ Strategic Leadership <ul style="list-style-type: none"> ○ Work with the Senior Leadership Team to ensure that agreed organisational objectives and goals are implemented. ○ Clearly articulates the expected clinical standards of the service, monitors and identifies where standards are not met and takes action to address where necessary. ○ Oversight of internal clinical pathways ensuring safe, efficient and timely allocation of young people to counsellors ○ Provide clinical support and clinical supervision for the development of standard operating procedures and the ongoing service delivery for referral, allocation, and triage. ○ Proactively identifies, manages and minimises clinical risks and supports staff team to contribute to the process. ✓ System wide Partnership Working <ul style="list-style-type: none"> ○ Working in close collaboration with local system colleagues from Health, Education, Social Care, Safeguarding Board and the Voluntary Sector: <ul style="list-style-type: none"> ▪ To define the best approach to meet the mental health and emotional wellbeing needs of children, young people, parents and families.

- To ensure TIC+ resource and support the development of the multi-agency front door
- To develop strong working relationships with colleagues from CAMHS Social Care and other key statutory and voluntary sector agencies
- To ensure TIC+ safeguarding policies and procedures align with local Safeguarding Children Boards.
- Deputising for the Chief Clinical Officer when required
- Represent the team at designated meetings both locally and nationally

✓ **Supervision and Line Management**

- Line management of the Coordination and Safeguarding Team Leader
- Line management of internal supervisors and key clinical team members.
- Ensure supervision is appropriate and adequate to the therapeutic task being undertaken.
- Oversight and development of TIC+ supervision model
- Oversight of quality of external supervision
- To take the lead on developing reflective practice within the clinical area.

✓ **Co-production**

- Ensure that children, young people and families are core to all clinical and service development by involving them in the planning, implementation, delivery and evaluation of all TIC+ services.

✓ **Quality and accessibility**

- Working in collaboration with the Head of Clinical Operations -contribute to ensuring that:
 - services are delivered in line with TIC+ Ethos and Values
 - services delivered are accessible, equitable and inclusive meeting the needs of vulnerable and minority groups
 - staff team are aware of, trained and adhere to clinical policies and procedures.
 - services operate in line with:
 - the BACP Ethical Framework for the Counselling Professions
 - government guidelines
 - legal frameworks
 - professional standards
 - To promote and develop the clinical use of Routine Outcome Measures
 - Using national and service level data to analyse the effectiveness of service delivery and develop plans for service improvement.

✓ **Research**

- Working in collaboration with the Clinical Advisor and Research Lead – to contribute to the development of a research culture within the charity. For example:
 - Maintain an awareness of relevant developments across the counselling literature
 - Supporting colleagues across the service to engage in research and service evaluation activities
 - To consider research questions that will help TIC+ to develop effective and high quality clinical services

✓ **Clinical Governance**

- Oversight of Clinical Governance structure including:
 - Oversight of relevant clinical policies and procedures.

	<ul style="list-style-type: none"> ▪ Ensure services delivered are evidence based and of high quality. ▪ Oversight of clinical risk and Safeguarding Children and Young People and Vulnerable adults policies and procedures ▪ Oversight and responsibility for TIC+ BACP agency accreditation. ○ Lead internal Clinical Governance Meetings. ○ Preparing monthly clinical reports for: <ul style="list-style-type: none"> ▪ Senior Leadership Team ▪ Trustee Boards ▪ NHS commissioners and other key funders ○ Supports the clinical development, policies and procedures of new services <ul style="list-style-type: none"> ▪ Initiate and lead clinical audit and ensure relevant action plans are completed
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General duties	<p>External Relationships: The Clinical Lead 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.</p> <p>Key Relationships</p> <ul style="list-style-type: none"> • Senior Leadership Team • Senior Executive Team • Coordination and Safeguarding Team • Clinical Supervisors • Clinical Advisor and Research Lead • Key funding and commissioning agencies • Key statutory and VS agencies <p>✓ Professional Practice</p> <ul style="list-style-type: none"> ○ To maintain a small TIC+ caseload of supervision and or counselling/therapeutic work with children, young people and families. ○ To maintain registration with clinical professional body and act in accordance with the code of professional conduct ○ To comply with all TIC+ policies and procedures <p>✓ Continuing Professional Development</p> <ul style="list-style-type: none"> ○ To ensure knowledge and skills are updated. ○ To undertake any training needs identified for professional and service development. ○ To engage in continued professional development through undertaking training and partaking in other learning opportunities in line with professional organisational/membership guidelines <p>✓ Personal accountability</p> <ul style="list-style-type: none"> ○ To participate in regular clinical supervision with an approved Clinical Supervisor ○ To take part in own line management and performance review. ○ The hours include your availability to take part in regular staff leadership meetings during working hours. <p>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.</p>
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Person Specification:

The person appointed will be expected to have the key essential skills and attributes listed below. The items under the heading 'desirable attributes' will also be useful. However, candidates who do not have these desirable attributes should not be deterred from submitting an application as relevant support/training can be made available for the right person.

Selection Criteria	Method of Assessment	Essential	Desirable
1 Training and Qualifications			
1.1 Have a Degree Level (Level 6/7) in Counselling/Psychotherapy	<ul style="list-style-type: none"> • Application Form • Certificate 	✓	
1.2 Be registered with BACP or other relevant/recognised counselling/psychotherapy body.	<ul style="list-style-type: none"> • BACP check 	✓	
1.3 Have a recognised Clinical Supervision qualification level 5 or above	<ul style="list-style-type: none"> • Application Form • Certificate 	✓	
1.4 Be an accredited member of BACP or other relevant/recognised counselling/psychotherapy body	<ul style="list-style-type: none"> • Application Form • BACP check 	✓	
2. Experience			
2.1 Senior clinician with at least three years' experience and over 1000 clinical hours providing services to children and young people and young adults	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
2.2 Three years' relevant experience in a management and leadership role preferably delivering services for children, young people and families.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
2.3 Experience of delivering therapeutic services digitally including web based and video/telephone support.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
2.4 Experience of supervising a team of professionals in a clinical setting	<ul style="list-style-type: none"> • Application Form • Interview 		✓
2.5 Experience of clinical risk management in an organisational setting	<ul style="list-style-type: none"> • Application Form • Interview 	✓	

2.6 Expertise in the measurement of and communicating impact / outcomes to key stakeholders	<ul style="list-style-type: none"> • Application Form • Interview 		✓
2.7 Experience of multi-agency working and a clear commitment to partnership working	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
2.8 Experience of audit process and procedures	<ul style="list-style-type: none"> • Application Form • Interview 		✓
2.9 Experience of setting team and individual goals and coaching towards high performance and continuous improvement.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
2.10 Experience reporting to & negotiating with commissioners or contract authority bodies	<ul style="list-style-type: none"> • Application Form • Interview 		✓
3. Knowledge and Skills			
3.1 An understanding of the CAMHS model and wider mental health system.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
3.2 A good working knowledge of local services for young people, safeguarding and health care pathways.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
3.3 An awareness of recent developments in Counselling Literature	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
3.4 Competent IT skills in order to collect and interpret data, present reports and compile presentations in a range of contexts.	<ul style="list-style-type: none"> • Application Form • Interview Task 	✓	
3.5 Able to represent the team and the counselling model in strategic spaces as well as to commissioners, funders, delivery partners and colleagues.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
3.6 Demonstrate a good level of competency in written and verbal communication skills.	<ul style="list-style-type: none"> • Application Form • Interview Task 	✓	
4. Personal Attributes			
4.1 A personal commitment to equality, diversity, social justice and change.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	

4.2 Willing to support the Christian ethos and the aims and objectives of the charity and can integrate them into their daily work.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
4.3 A demonstrable commitment to personal growth and development.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
4.4 A strong personal interest in and commitment to the mental health and wellbeing of children and young people.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
4.5 Have excellent interpersonal skills, and the ability to build strong collaborative, supportive working relationships with staff team and external partner agencies	<ul style="list-style-type: none"> • Application Form • Interview Task 	✓	
4.6 Able to demonstrate effective leadership through their own behaviour and interactions in the workplace towards staff, volunteers, service users and external stakeholders.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
4.7 Demonstrates resilience when responding to challenge, change and complex or difficult situations.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
4.8 Have the ability to work on own initiative and regulate own workload.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
4.9 Willingness to work flexibly, including some evenings and weekends.	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
4.10 Ability and willingness to travel as required	<ul style="list-style-type: none"> • Application Form • Interview 	✓	
4.11 Able to model good self-care	<ul style="list-style-type: none"> • Application Form • Interview 	✓	