



CLINICAL OPERATIONS LEADER

Organisation

Cork Counselling Services is a progressive community-based charity and social enterprise that has responded to social need in an equitable and inclusive way since 1982. We are committed to providing counselling and psychotherapy of the highest ethical and professional standards to all members of society on an equal access and affordable basis. At the Cork Counselling Services Training Institute we also train students to attain professional counselling standards reflecting best practice nationally and internationally, under Coventry University and IACP accreditation / validation. See www.corkcounsellingservices.ie for details.

Vacancy

We have an exciting opportunity for a Clinical Operations Leader on a fixed term contract, four-day-a-week basis, subject to a six-month probationary period. The work will be based at our offices on 7, Fr Mathew St, Cork. Working from home may be considered from time to time.

Job Description

Clinical Operations Leader is a developmental role with a medium term pathway to the more responsible role of Head of Clinical Practice for our service.

It initially reports to the current Head of Clinical Practice for a minimum of twelve months, being responsible to self and colleagues on the Clinical Team and to the Management Team. Cork Counselling Services (CCS) will provide 1:1 professional external supervision for this role and group supervision for the Clinical Team in which it is situated.

The role holder will work closely with the Head of Clinical Practice, the CCS Management Team and the Clinical Team to manage and develop our clinical work in line with our ethos and mission statement and with our Humanistic Integrative approach. They will demonstrate this philosophy and way of being in their work with clients and trainee counsellors. They will understand the role of a community counselling service and the model under which the organisation exists. They will

be an ambassador for the organisation and be fully aware of its not-for-profit status. This includes participation in fund-raising events, if required.

The Clinical Operations Leader will work in accordance with the Code of Ethics and Practice of the IACP and the Ethical Framework for the Counselling Professions of the BACP. They will be open to exploring their own process in their work and be an effective team member.

Job Requirements

The minimum requirements for applying for this job are:

- Qualification in counselling / psychotherapy with a minimum of 3 years current counselling experience post-accreditation and strong clinical expertise
- Full, accredited membership with IACP or equivalent
- Experience in supporting counsellors and trainee counsellors
- Strong ethical standing and experience in safeguarding issues
- Management and leadership capabilities
- A vision for service development
- Garda Síochána Vetting clearance of any criminal convictions that would prevent working safely with clients or trainee counsellors.
- Satisfactory references

Person Specification

The Clinical Operations Leader needs to be a team member who is responsible, reliable, creative, authentic and transparent in their communication with clients, trainee counsellors, colleagues and admin staff. As team members they need to be supportive and challenging of themselves and fellow team members. They will:

- be open to ideas and suggestions from colleagues
- trust, support and challenge other team members
- be prepared to share matters of house keeping
- acknowledge and work through conflict openly and directly
- be inclusive and tolerant of individual differences
- be able to take risks and work creatively, inviting feedback on their work
- strive with other team members to provide a high-quality service and work consistently towards best professional practice
- share knowledge and professional experience generously with colleagues

Responsibilities

There are seven main areas of responsibility in this job

1. **Ethos & Oversight**

The Clinical Operations Leader, together with all staff of Cork Counselling Services, will be responsible for practicing, highlighting and nurturing the ethos, philosophy and practice of Humanistic Integrative Counselling. Together with all counsellors of Cork Counselling Services the Clinical Operations Leader is responsible for upholding, protecting and promoting:

- rights of clients
- Children First policy
- proper professional standards, ethics and supervision
- confidentiality, contracting and complaints procedure
- professional competence and commitment
- role-clarity of counselling staff
- peer support among counsellors
- congruence between model of counselling and life of the organisation
- commitment to anti-oppressive practice, empowerment and emancipation as goals in working with socially disadvantaged groups
- embracing of diversity, flexibility and institutional change

2. **Policies & Administration**

The Clinical Operations Leader will oversee the maintenance and development of Clinical Policies in line with legislation and advances in professional knowledge and will working in accordance with them. They will commit to and maintain confidentiality. They will provision so that they are not working alone in the building. They will conduct administrative work associated with the role, establishing and maintaining records, monitoring and evaluation systems.

3. **Counselling**

The Clinical Operations Leader will maintain an agreed number of ongoing counselling sessions working in line with the job description for Counsellors in Cork Counselling Services. The role will manage client risk and will provide overall clinical leadership to the Clinical Team, to include:

- being aware and overseeing care for clients at risk, in crisis, minor in age and/or who are otherwise vulnerable, informing the Head of Clinical Practice of same
- facilitating clinical reviews of clients engaged in long-term contracts
- ensuring that nominated Clinical Leads are available on site each working day
- offering times where counsellors and trainee counsellors can consult for advice and support regarding client risk and CCS Clinical policies
- being the Designated Child Protection Officer/ Tusla Liaison Person
- supporting reports and/or referrals to other services, where appropriate

overseeing the management of client progression by the client co-ordinator

- overseeing the efficient use of counselling rooms

4. Supervision

The Clinical Operations Leader will ensure the provision of appropriate external clinical supervision for the Clinical Team and ensure the provision of appropriate internal clinical supervision for trainee counsellors on placement. Where needed, they will ensure the provision of appropriate support, mentoring, reviews and consultation forums for counsellors, trainee counsellors and administrators. If formal supervision is not available, the Clinical Operations Leader is responsible for requesting peer supervision. The role will always look to attend individual and group clinical supervision and assess their own supervision needs.

5. Reviews and Audits

The Clinical Operations Leader will:

- facilitate regular Clinical Team meetings, and provide leadership, management and support for the Clinical Administration Team

facilitate both individual and team Clinical Reviews in order to foster a constructive and supportive team atmosphere

- oversee file management in line with GDPR, data protection and confidentiality
- conduct bi-annual clinical file audits

6. Professional Development & Wellbeing

The Clinical Operations Leader will:

- attend ongoing professional/ organisational/ personal development opportunities as required by their accrediting professional body and approved by the management team
- support the personal and professional career development of clinical staff
- resource, study and recommend professional literature and research which is relevant to clinical practice
- support the research and publication endeavours of the Clinical Team

highlight the danger of burn-out for self and others

alert the Clinical and/or Management Team if concerned about a client, student or colleague

support opportunities for fun and relaxation to counterbalance the stress inherent in the clinical work

7. Service Development

The Clinical Operations Leader will:

- ensure the service recruits and maintains a sufficient number of suitable counsellors, trainee counsellors, supervisors and support staff
- develop and deliver induction training for incoming clinical staff, ensuring their integration and understanding

- design feedback structures and review feedback from all stakeholders
- review, assess, change and expand on clinical work in the organisation
- contribute to strategic funding decisions
- lead clinical development and planning meetings

Remuneration available on request.

Applications

Application by CV and Cover Letter only to info@corkcounsellingservices.ie by 12pm, Thursday, 17th October, 2024. Suitable candidates will be invited to interview.

Enquiries

Enquiries to Acting Head of Clinical Practice, Laura Maybury laura@corkcounsellingservices.ie

Equal Opportunity: Cork Counselling Services is an Equal Opportunities Employer and particularly welcomes applications from minority or disadvantaged backgrounds.