



Sue Lambert Trust

JOB DESCRIPTION

Job Title: Head of Clinical Governance and Safeguarding

Responsible to: Chief Executive

Location: Norwich

Hours: 27 hours per week

Salary: £36,506 per annum FTE

Background Information

Sue Lambert Trust provides kind, safe, supportive help in Norfolk to those who have ever experienced sexual abuse including domestic abuse.

We provide free, specialist support that enables people to recover, heal and build resilience to face the future. Our support is organized around a three-phased trauma informed approach. Phase One Groundwork is designed to support clients with practical issues as well as providing stabilisation in preparation for counselling. Around 200 clients per year access this service. Phase Two Counselling is the core provision and is delivered by 70+ trained counsellor volunteers working with around 300 clients weekly. Phase Three aims to build resilience and includes interventions such as self-help groups.

As Head of Clinical Governance and Safeguarding you will be key and pivotal to the development of our service support strategy ensuring that we continue to provide high quality, effective and safe therapy. As a member of the Senior Management team you will support the implementation of a new strategy, develop new services along with ensuring the voice of our clients continue to be central to everything we do.

We are funded by the Office of the Police and Crime Commissioners Office, Ministry of Justice, National Lottery and several local and national Trusts and Foundations.

With the launch of a new strategy to guide us through to 2026 it is an opportune time to be joining an organization that is ambitious in its support for its clients.

Job Title **Head of Clinical Governance and Safeguarding**

Responsible to: **Chief Executive**

Job purpose: To be collectively responsible for decision making as part of the Senior Management Team regarding the overall strategic direction of the organisation and day to day management.

To lead and hold responsibility for the clinical direction and delivery of the organisation to provide safe, high quality and effective therapeutic interventions through the development of a skilled and knowledgeable staff and volunteer team.

To lead the continued development of a safeguarding culture within the organisation.

To establish therapeutic and clinical pathways in partnership with other local statutory, third sector and other providers to the benefit of the client group

Main responsibilities:

Strategic

1. To be a member of senior management team – working with other senior team members to agree and implement plans to deliver and continually improve the service offer, effectiveness, quality and access for clients.
2. To develop and secure relationships with local statutory and other providers in establishing a coherent and effective clinical and therapeutic pathway for clients.
3. To contribute to the strategic direction of the organisation and ensure SLT continues to deliver services appropriate to our client group.
4. To develop best practice and supporting policies, guidelines and procedures to provide safe and relevant services.
5. To develop the trauma informed three phased approach – Groundwork, Therapy and Resilience.
6. To ensure that reflective practice is used to evaluate and improve services.
7. To establish a continual learning cycle within the organisation with clear lines of sight from clients to service development and strategy.

Clinical practice

1. To lead on the clinical direction aligned to the organisation's strategy.
2. To keep up to date with latest clinical thinking and practice in the areas of trauma and sexual and domestic abuse and encourage reflective practice.
3. Lead on the ongoing evaluation of the impact of services in terms of quality, effectiveness and efficiency
4. To develop and implement ongoing development for all clinical staff reflecting organisational and client's needs.
5. To develop and deliver training as required for volunteers and staff

Head of Clinical Governance and Safeguarding

6. To maintain regular contact with counselling providers, stakeholders and other agencies to develop best practice and promote partnership working

Operational

1. To ensure effective assessment of clients' needs and appropriate support and therapy is available to address these.
2. To provide clinical guidance in the development and implementation of all phases of our client's journey
3. To maintain and develop a diverse cohort of counsellor and approaches and ensure suitability reflecting client's needs.
4. To ensure all counsellors are appropriately clinically supervised.
5. To maintain contact with external clinical supervisors to monitor the quality of the service and ensure that best practice is being applied in all client work.
6. To provide guidance, support and extra clinical supervision to counsellors as required
7. To support the organisation in the collection of management information and outcomes data

Safeguarding

1. To further develop and embed a safeguarding culture within the organisation.
2. To ensure policies are regularly reviewed to ensure the continuing safety of our clients, volunteers, staff and general public.
3. To implement ongoing safeguarding training throughout the organisation including during induction.
4. To record and report on all safeguarding incidences to the CEO on a monthly basis and lead on plans to implement any learning.

Additional Responsibilities

1. To promote awareness of SLT services and to develop partnerships as appropriate.
2. To attend regular clinical supervision/external training and conferences to maintain clinical expertise ongoing.
3. To identify any health and safety issues and report accordingly
4. Any other duties as commensurate with the role

Variation of Job Description

Sue Lambert Trust reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the charity may require.

PERSON SPECIFICATION – Head of Clinical Governance and Safeguarding

Qualifications:

1. Educated to a level commensurate with the role.
2. Minimum Diploma level qualification in counselling
3. Minimum 600 hours clinically supervised counselling experience
4. Accredited by BACP or other counselling/therapy UK regulatory body.

Experience:

1. Minimum 3 years' experience of working in a senior role within a third sector or other service provider working with vulnerable people.
2. Proven experience within a counselling environment and current ongoing counselling experience
3. Management/supervision experience
4. Experience of working within a multi-agency landscape to establish protocols and partnerships to provide the best care for clients.
5. Experience of working with other agencies to support partnership working and develop best practice.
6. Experience of working with volunteers.

Skills/knowledge required:

1. Knowledge and understanding of effects of trauma in relation to sexual and domestic abuse within a professional capacity.
2. Knowledge or experience of leading and developing a safeguarding culture within an organisation.
3. Knowledge of legislation and good practice around safeguarding.
4. Sophisticated understanding of the person-centred counselling approach
5. An appreciative knowledge and understanding of the diverse therapeutic approaches and benefits within a therapeutic environment.
6. Knowledge and understanding of diversity issues – prepared and willing to offer services to all.
7. Understanding of systems to collect and analyse evidence of impact of services on clients.

Competencies and personal attributes:

1. Dynamic/can do proactive approach.
2. Exceptional communication skills, both verbal and written, with proven ability to communicate with people at all levels and to motivate others.
3. Reflective and energized management/leadership style.
4. Natural influencer and leader

Other requirements:

1. Ability to work flexibly including some unsocial hours.
2. Full driving licence or ability to travel to alternative locations in the county (for which reasonable expenses will be paid)
3. To attend clinical supervision as required by BACP.

Application Process

To apply, please send:

- a CV (not more than two pages)
- a covering letter (not more than two pages)

The closing date for applications is 9th August 2021

Please send your application to recruitment@suelamberttrust.org

Please include the title of the post you are applying for in the subject of the email.

Only complete applications will be considered.

Interviews will take place on w/c 16th August 2021

We may conduct a second round of interviews, which will be decided only after the first round of interviews has taken place.