
Reports To:	Head of Service – Southampton and Portsmouth
Location:	Hybrid
Hours:	18.5 hours per week (to be worked flexibly across core hours and the services operating hours with view to increasing as service develops)
Salary Range:	£17,572.50 to £19,882.50 per annum (£35,145 to £39,765 full time equivalent) – Solent Mind Band E

Purpose:

The Counselling Service Clinical Lead will ensure robust clinical governance and that the self-pay counselling service is safe, effective, and delivered to the highest professional standard in line with professional practice guidelines/BACP ethical framework.

The role is to provide support in relation to counselling for Trainee Counsellors, Associate Counsellors and Employed Counsellors

Main duties and responsibilities:

Clinical Governance

- Lead on development, implementation, training, updates and monitoring of clinical governance and safeguarding policies/practice.
- Contribute to the review/update of client referral pathway/journey.
- Review and monitor case management system (Zanda) efficiency and effectiveness as well as case files and records, ensuring quality practice and compliance with note taking guidelines.
- Oversight of initial assessments and case allocation.
- Act as point of contact for clinical practice enquiries/concerns.
- Liaise with supervisors and statutory bodies regarding practice/safeguarding concerns as appropriate.
- Ensure service delivery aligns with recognised ethical frameworks quality assurance frameworks (e.g., NICE guidance, BACP).

Monitoring Impact and Outcomes

- Oversight of assessments and outcome tools, ensuring consistency of application and use.
- Assist with regular performance reporting activity for Operational/Board Meetings.
- Ensure assessment/monitoring tools are completed at key stages of engagement and exit.
- Embed recognised outcome measures (e.g., CORE, PHQ-9, GAD-7) to evidence impact and inform service improvement.
- Work with Service Manager to analyse data trends and report outcomes to stakeholders, funders, and commissioners.

Ethical Framework

- Assist Service Manager in attaining/maintaining BACP membership/registration requirements and future organisational accreditation.

- Report learnings from clinical practice to enable service improvement.
- Keep service updated with new practice requirements.
- Monitor compliance with Ethical Framework.

Associates, Trainees, Supervisors

- Develop relationships with colleges for trainee engagement and confirm trainee requirements
- Work with Service Manager/Volunteering Manager to recruit, train, and onboard trainees.
- Support framework for Associate Counsellors.
- Assist in recruitment, induction, and support of Associates and employed counsellors.
- Provide onboarding, induction, and ongoing training/support.
- Arrange and oversee clinical supervision for trainees and qualified counsellors
- Contribute to recruitment/support of supervisors.
- Facilitate peer support groups.
- Collate training/learning needs.
- Monitor Associate Counsellors' membership, insurance, CPD.

Safeguarding and Health & Safety

- Act as part of a safeguarding team for counselling service.
- Identify, prevent, and respond to abuse in line with policy.
- Report incidents/accidents as required.
- Monitor adherence to risk assessments and health & safety requirements along with the Service Manager.
- Report any faults/defects to line manager.
- Assist the Service Manager with the monitoring of safeguarding and incident forms, ensuring timely mitigation planning and learning.

Strategic Leadership & Financial Awareness

- Work with Service Manager to ensure financial sustainability of the self-pay model, including awareness of budgets, pricing structures, and funding opportunities. As well as any agreed updates or changes.
- Contribute to long-term planning, service expansion, and innovation to meet client needs and organisational goals.
- Model resilience, anti-oppressive practice, inclusivity, and wellbeing, fostering a positive team culture and supporting staff wellbeing.

General

- Promote and ensure the good reputation of Solent Mind and the service.
- Notify line manager of absence/return to work.
- Carry out any other reasonable tasks.

Adhere to the aims, values, policies and procedures of Solent Mind, particularly safeguarding and health & safety.

This list is non exhaustive and other duties may be required to meet the needs of Solent Mind

What we are looking for	Requirement
<p>Qualifications/Education/Training:</p> <p>Recognised professional counselling/psychotherapy qualification (minimum Level 4 Diploma or equivalent).</p> <p>Accreditation or working towards accreditation with BACP, UKCP, or equivalent professional body.</p> <p>Personal Development: Applicants must show evidence of ongoing professional and personal development, including participation in further training, personal therapy, and reflective practice.</p> <p>Evidence of ongoing CPD in counselling/psychotherapy and/or clinical supervision.</p> <p>Postgraduate qualification in counselling/psychotherapy, psychology, or mental health leadership.</p> <p>Training in safeguarding (Level 3 or above) and risk management.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
<p>Experience:</p> <p>Significant post-qualification counselling/psychotherapy experience (minimum 450 hours of demonstrable supervised practice). Supervision must be provided regularly by a qualified and experienced supervisor and in line with your professional body membership).</p> <p>Demonstrable experience of working with diverse client groups, higher risk and complex cases such as addictions, domestic abuse, rape crisis, trauma/c-trauma etc.</p> <p>Experience of delivering/co-ordinating clinical supervision for counsellors and trainees.</p> <p>Experience of implementing and monitoring clinical governance frameworks.</p> <p>Experience of safeguarding practice and liaison with statutory agencies, working with Multi Disciplinary Teams (MDT) and attending MDT and safeguarding meetings</p> <p>Experience of managing caseloads, assessments, and allocation of clients.</p> <p>Experience of leading or managing a counselling service or team.</p> <p>Experience of working within a self-pay or fee-paying counselling/therapy service.</p> <p>Experience of monitoring and measuring impact and outcomes through the use of outcome measurement tools (e.g., CORE, PHQ-9, GAD-7).</p> <p>Experience of working with external stakeholders such as commissioners, funders, or partner organisations.</p> <p>Ethical Practice: Practitioners must adhere to the BACP's Ethical Framework for Good Practice in Counselling and Psychotherapy, demonstrating a commitment to ethical standards in their practice.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Knowledge/Skills/Competencies:</p> <p>Strong clinical leadership and supervisory skills.</p> <p>Ability to ensure compliance with ethical frameworks and professional standards.</p>	<p>Essential</p> <p>Essential</p>

What we are looking for	Requirement
<p>Excellent communication skills (written, verbal, and interpersonal).</p> <p>Ability to manage sensitive and complex safeguarding issues.</p> <p>Competence in using case management systems (e.g., Zanda) and digital tools.</p> <p>Ability to monitor and report on service outcomes and impact.</p> <p>Strong organisational and time management skills.</p> <p>Strategic planning and service development skills.</p> <p>Financial awareness, including understanding of budgets and sustainability in a self-pay model.</p> <p>Ability to represent the service externally and build collaborative partnerships.</p> <p>Knowledge of NICE guidelines, CQC standards, and wider quality assurance frameworks.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
<p>Other:</p> <p>Commitment Solent Mind's values and policies</p> <p>Willingness to undergo an enhanced DBS check</p> <p>Passion for improving access to counselling and supporting client wellbeing.</p> <p>Inclusive and collaborative leadership style, fostering resilience and wellbeing in the team.</p> <p>Professional integrity, accountability, and commitment to ethical practice.</p> <p>Flexible and adaptable, able to respond to service development needs.</p> <p>Innovative mindset, open to developing new models of counselling provision.</p> <p>Enthusiasm for representing the service externally and promoting its reputation.</p> <p>Commitment to continuous improvement and reflective practice</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>

Date job originated: November 2025
Date job reviewed: November 2025
Reviewing Manager: Ian Stiff

