



## Job Description: Clinical Director

### Main Focus

The main focus of this role is to set the strategy and direction for Riverside Counselling service, ensure that high standards of clinical provision are maintained, develop Riverside as a supportive, sustainable organisation and act as an ambassador externally.

### Key Responsibilities

- 1. Putting clients first: Ensure that Riverside maintains high standards of clinical provision and striving for continuous improvement.**
  - Working through the Clinical Leads, Clinical Managers and other members of the Senior Management Team (SMT), ensure that the end-to-end clinical process is robust; from the handling of referrals, through to initial consultation, the allocations process, the management and supervision of clinical work, patient outcomes and their feedback. Encourage and support the SMT in identifying and implementing opportunities for continuous improvement.
  - Safeguarding – ensure that the organisation’s safeguarding policy is fit for purpose and is understood and adhered to throughout the organisation. Hold an overview of policies and procedures ensuring that they are compatible with the service ethos and support the smooth running of the service and high clinical standards.
  - Work through the SMT to maintain high standards for counsellors recruited into the service, ensuring that all are either already accredited by a recognised professional body, or are undergoing an accredited training programme within a reputable institution or organisation.
  - Encourage the SMT to evolve supporting tools, administrative processes and procedures to ensure smooth and efficient operations.
  - Provide leadership for the SMT, including direct line management for the Clinical Leads and Operational Lead.
  - Together with the SMT, ensure that Riverside’s clinical service provision maintains the highest possible ethical standards, complying with the requirements of leading professional bodies and the ethos of the service.

## 2. Setting Strategy and Direction for Riverside Counselling Service

- Understand the charitable purposes of the organisation. Evaluate the direction that the organisation needs to follow, in order to carry out those charitable purposes and maintain and increase its relevance over the medium to long term and ensure the Trustees are fully informed by providing regular reports.
- Develop a broad familiarity with the direction of overall mental health service provision, in both the locality and nationally, to enable evaluation of the service's relevance. Establish a wide spectrum of connections with whom ongoing discussions about these topics can be held.
- Ensure a clear understanding of the financial underpinnings of the charity, and ensure the organisation operates within budget, delivering maximum impact whilst ensuring the financial security of the organisation is never compromised.
- Working closely together with the SMT, Fundraising team, Treasurer, Chair and other Trustees, think creatively and look for opportunities to maintain and strengthen the financial position of the organisation.
- Maintain a clear view on the current status of Riverside service provision through regular analysis of service statistics and feedback from team members including the annual report.
- Working with the Clinical Leads, stay abreast of evolving requirements of professional bodies and their guidelines and recommendations for best practice.
- Working with the SMT and trustees, take the lead on developing a 1 – 3 year strategic plan for the organisation that is updated annually and reflects the financial and organisational realities, looking at risk mitigation.

## 3. Maintaining and developing Riverside as a supportive, sustainable organisation for all those who work within the service

- Act as a key member of the Management Committee (MC), acting as a key interface between the SMT and the Trustees.
- As leader of the SMT, ensure that the service's crucial non-clinical activities remain aligned with and support the service's overall ethos and its clinical work including operations and fundraising.
- Empower and enable the SMT to perform their critical roles through effective delegation, providing advice and guidance and supporting them when required.



- Working through the SMT, enable the clinical and professional development of counsellors within the service through the provision of high quality clinical management and supervision with the highest clinical standards.
- Working with the Operational Lead, ensure that the administrative burden on service members is kept to a minimum through the provision of efficient administration and tools
- Ensure the ongoing sustainability of the service through considering succession planning for all key roles, balance resources with the forecast workload of the service, maintain a risk register and ensure that the service operates within the budget approved by the Treasurer on behalf of the Trustees.
- Ensure that Riverside is operating reflectively, taking into account the feedback from counsellors and the management team, and evolving practice appropriately to ensure all within the service feel adequately supported.
- Encourage transparency and openness, building in opportunities for discussion and reflection.

**4. Act as an effective ambassador for Riverside, developing connections and fostering fruitful partnerships with external organisations and individuals.**

- Work through the Clinical Leads, Clinical Managers and Operational Lead to maintain good relationships with GP's and other professionals who may refer clients into the service.
- Ensure that Riverside maintains good relationships with training establishments and professional institutions who may be a source of placement students.
- Alongside the fundraising co-ordinator, trustees and other service members, raise the profile of Riverside amongst other external audiences including potential patrons, community groups and other services, potential trustees, as well as the general public.



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