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| **Job Specification; Sample Content**  **Director of Counselling, National Counselling Service (3027)** | |
| **The following template provides sample content for the above role.**  **Please refer to the latest National Job Specification Template on the HSE Job Specification Repository to create your full and final version.** | |
| **Reporting Relationship** | ***For Example:***  The post holder will report to the Head of Service, Mental Health. |
| **Purpose of the Post** | ***For Example:***  To manage the clinical and operational delivery of the HSE National Counselling Service (NCS) across the designated Community Healthcare area(s). |
| **Principal Duties and Responsibilities** | ***For Example:***  *The Director of Counselling (National Counselling Service) will:*  **Strategic & Operational**   * Manage the clinical and operational delivery of HSE Adult Counselling / Psychotherapy Services in keeping with good professional practice, agreed policy, organisation objectives and priorities. * Provide strategic and clinical leadership to ensure development and delivery of an effective, efficient, client centred service. * Participate in and contribute to service planning and development. * Work collaboratively with other Directors of Counselling on national operational and strategic issues. * Link with other relevant agencies, service providers and representatives of service users to ensure integrated and comprehensive service provision. * Provide a consultative role in relation to clinical governance arrangements of external agencies providing adult counselling in designated area as appropriate. * Contribute to and safeguard the good reputation of the service in all dealings with external agencies. * Operate within the scope of Counsellor and Psychotherapy practice as per IACP requirements (CORU when the register comes live). * Work in accordance with the principles and values of recovery as described in the National Framework for Recovery for Irish Mental Health Services 2018-2020. * Maintain service standards to ensure they comply with current professional standards and code of ethics and as laid down by the HSE. * Ensure clinical practice of staff is compliant with relevant legislation and guidance. * Foster a culture of evidence informed practice to enhance service development and ensure effective practice. * Be responsible for the development, implementation, monitoring and review of departmental standards, policies, procedures, protocols and guidelines, in accordance with professional standards, to ensure optimal client care. * Keep updated on current and impending legislation and the perceived impact on practice. * Manage the service within the allocated budget and financial and controls assurance regulations; appraise the Head of Service Mental Health and other relevant managers as appropriate as to the adequacy of resources. * Advise the Head of Service Mental Health regarding service needs and areas for development. Monitor and evaluate the development of the service and its effectiveness. * Participate with internal or external evaluation of the service as appropriate. * Monitor and develop clinical audit and quality initiatives including client feedback and clinical outcome evaluation. * Provide service Delivery reports as required.   **Clinical**   * Retain a clinical remit as required. * Oversee provision of counselling and psychotherapy services including individual and group work, assessment, formulation and short, medium and long term therapy contracts to adults. * Make clinical judgements on the allocation and prioritisation of cases. * Assign, monitor and supervise the workload of Counsellor / Therapist staff. * Ensure clinical supervision of all clinical staff. * Attend for regular clinical and managerial supervision in line with the NCS supervision policy. * Monitor, maintain and develop an appropriate clinical governance framework for the service. * Ensure staff practice according to their code of professional conduct and maintain professional standards and guidelines.   **Education and Training**   * Attend mandatory training programmes and ensure staff attend. * Be informed of advances in professional knowledge and practice and ensure their dissemination within the service. * Maintain a portfolio of Continuous Professional Development as it relates to the NCS. * Support clinical training and the continued professional training of NCS staff. * Ensure compliance with statutory registration requirements. * Research and review new developments and encourage and support research activities; promote awareness of ongoing and current research. * Liaise with relevant third level institutions / course providers and offer clinical placements for trainee counsellor / therapists in the context of available resources, where required. Provide support to supervising Counsellor / Therapists. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.   **Risk Management, Health & Safety**   * Contribute to the development of health and safety policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards and ensure that staff under their remit comply with these. * Ensure that management of health, safety and welfare is integrated into all activities undertaken within the area of responsibility. * Be aware of the principles of risk management; adequately identify, assess, manage and monitor risks within their area of responsibility. * Observe, report and take appropriate action on any matter which may be detrimental to client care or well-being. * Inform the Head of Mental Health of any critical incidents, and consult with them or another representative of their office where necessary. * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **Management & Administration**   * Ensure appropriate line management of NCS staff. * Maintain an awareness of HR policies and procedures. * Participate in recruitment of clinical and administrative staff to the National Counselling Service and / or to other services of the HSE, as required. * Be responsible for the planning, induction and assessment of staff during probation. * Ensure staff records are maintained including attendance and absenteeism management. * Manage and support NCS staff, supporting good working relationships, staff morale, ensuring adequate supervision, mentoring, coaching and formal development training as appropriate. * Ensure anti-discriminatory practice at individual and service levels. * Ensure the maintenance of a high standard of service user records and statistics in accordance and compliance with HSE requirements and local guidelines, Freedom of Information Act, Data Protection Acts (GDPR), Children First Act and other relevant legislation. * Respond to complaints as per HSE complaints procedures. * Lead the development and implementation of ICT initiatives within their area of responsibility. * Keep up to date with national and organisational developments within the Irish Health Service. * Act as spokesperson for the Organisation as required. * Demonstrate pro-active commitment to all communications with internal and external stakeholders.   **The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.** |
| **Sample**  **Post Specific Requirements** | ***For Example:***   * Demonstrate depth and breadth of management experience as relevant to the role, including experience of supervising and/or case managing counsellor/ therapists, trainees or other relevant professionals working with adults in a variety of settings. * Demonstrate depth and breadth of experience of service development as relevant to the role. * Demonstrate depth and breadth of experience providing counselling/ psychotherapy with adults in a variety of clinical contexts as relevant to the role.   **Post Specific Requirements are not additional qualifications. It is not possible to include other qualifications in this section, without engaging in having those qualifications recognised as an essential part of the role. Essential requirements form part of the Eligibility Criteria. Eligibility Criteria must be agreed with National HR and are applied to all roles at this grade, not a job in a particular site or service.** |
| **Skills, competencies and/or knowledge** | ***For Example:***  *The candidate must demonstrate*  **Professional Knowledge / Experience**  *For example:*   * Required clinical knowledge to carry out the duties and the responsibilities of the role including but not limited to: * Clinical knowledge of assessment and treatment of adults with psychological problems and/or history of abuse/trauma * Knowledge of the impacts of childhood trauma on adults * Knowledge of a range of counselling and psychotherapy models that can be applied in short, medium and long term counselling / therapy contracts * Competence in delivering a quality, professional, person-centred counselling and psychotherapy service utilising resources effectively * Awareness of the HSE and key stakeholders in the internal / external environment as they relate to the provision of Counselling Services * An up-to-date knowledge of the Irish health sector including current national strategies as they relate to the role * Knowledge of legislation relevant to the role * A commitment to continuing professional development * Competence in utilising IT skills relevant to the role.   **Critical Analysis & Decision Making**  *For example:*   * Adequately identifies, manages and reports on risk within area of responsibility * Ability to evaluate clinical and service outcomes * Understanding of professional ethics and awareness of current professional issues * Ability to apply and integrate evidence based practice in service delivery * The ability to effectively evaluate information and make appropriate decisions at operational, clinical and strategic levels.   **Managing and Delivering Results (Operational Excellence)**  *For Example:*   * Ability to prepare service plans and reports * Effective management skills including staff supervision, budgetary control, service planning, strategic planning and risk management abilities. * Ability to organise at a strategic and operational level the necessary people and resources so that objectives can be met within budget, to quality standards and within timescales * Flexibility and openness to change.   **Leadership & Direction**  *For Example:*   * The capacity to lead, organise and motivate staff to function effectively in a complex changing environment * Ability to build and maintain relationships with staff, key stakeholders and a strong capacity to work with other professionals / teams * Ability to treat service users and others with empathy, dignity and respect * Ability to provide effective supervision / case management * Committed to the continuous professional development of staff and self   **Personal Commitment and Motivation**  *For Example:*   * Is self-motivated and shows a desire to continuously perform to a high standard. * The ability to pay close attention to detail in personal work and to create an open culture where high standards are valued and respected * A willingness to learn from experience and to identify opportunities for further growth and development.   **Communication & Interpersonal Skills**  *For Example:*   * Effective communication skills (verbal & written) to carry out the duties and responsibilities of the role * Effective interpersonal skills including the ability to collaborate with colleagues, stakeholders and service users. * Interpersonal skills to facilitate working effectively in and across teams. |