



a safe place to talk

**Clinic Manager, Initial
Consultation, Time Limited &
Group Therapies Clinics**

**Clinic Manager, Psychodynamic
Psychotherapy Training Clinic**

**Candidate Information
Pack**

February 2021

Thank you for your interest in joining our team.

This is an exciting time to join WPF Therapy as we look ahead to finding new ways to best meet the needs of our clients and trainees in a changing global context.

Founded in 1969, WPF Therapy has much to be proud of in over 50 years history, having a reputation built on delivering high quality psychotherapy that has been made accessible to thousands of clients through affordable pricing and inclusive practice. The charity has worked through and adapted to major social change and this year, as a society and as individuals, we have all faced new challenges due to the pandemic. I am incredibly proud and impressed by how our community has responded in prioritising our support to clients and trainees through remote delivery.

We are as committed as ever to making sure that good therapy is accessible to those that need our help and we are confident that our updated modes of delivery and contemporary content on our clinical qualification provide the right foundation for therapists in a changing future.

The success of WPF Therapy is directly related to the skills and engagement of our employees and our work environment. We are a community committed to lifelong learning and development which means you will have the opportunity to develop professionally and personally whilst working with us. Our services are based in the principle of being open and accessible to all so we want to ensure that we use our collective expertise in developing and delivering our services. Our work is done in the service of others to help them grow and we engage in that work with partners and the wider profession to support the development, utilisation and application of the psychodynamic model.

We are looking for skilled and resilient people to join us, who share our values and commitment to accessible therapy through multi-channel delivery. You will be open to innovation and proactive in contributing ideas and collaborating with colleagues to deliver excellent client experiences.

It is my privilege to be Chief Executive of this great charity, I hope you feel inspired to apply to join us.

A handwritten signature in black ink, appearing to read 'S Downie', written in a cursive style.

Sam Downie

Chief Executive

About WPF Therapy

WPF Therapy provides therapy services for more than 400 clients every week and we provide training and professional courses in counselling and psychotherapy for over 1,000 people every year. Our services are delivered face to face both in our building and online.

We provide:

- high-quality, affordable counselling and psychotherapy
- a variety of therapies, individual and group, short and long term, to help people with different needs
- professional training and CPD in psychotherapy
- training in counselling skills for people who work with people

More about [Our therapy options](#).

We provide training at both a foundation level and a qualifying level. Trainees can start with our Foundation Certificate courses and progress to the Clinical Qualification in Psychodynamic Psychotherapy. For those trainees who are looking for a more intense model they can continue their development on our Psychoanalytic Psychotherapy training. We run a wide-ranging programme of specialist CPD courses for qualified counsellors and psychotherapists. These include a Post-Qualifying Certificate in Supervision and a Certificate in Clinical Assessment Skills as well as a full programme of workshops and lectures. WPF Therapy uses multi-channel delivery which means that some sessions are delivered remotely.

More about [our courses](#)

Our Clinics

Our clinics all work within the psychodynamic mode of therapy providing initial consultation, time-limited therapy and group therapy services. We also have a training clinic delivering long term psychodynamic psychotherapy provided by therapists in training on our clinical qualification courses.

We provide clinics from 8am-9pm Monday to Friday and 8p-4pm on Saturdays.

Currently we have 11 therapists and 5 honorary therapists working within our clinics and more than 90 therapists in training working within the training clinic. We see in excess of 400 clients per week across the service. Our clinics are currently being delivered on-line due to the Covid restrictions, and we plan to bring some services back into the building as soon as it is safe to do so.

Our Vision

A safe space that empowers individuals to manage their own lives and flourish

Our Mission:

As a charity, our mission is to advance mental health and wellbeing for the benefit of society and everyone.

We do this in four ways:

- by providing affordable **therapeutic services** to promote mental and emotional well-being
- by providing **training and educational opportunities** for therapists, and those involved in the caring professions, in order to ensure a skilled workforce is available to deliver effective treatments
- by supporting, promoting and engaging in **research** into mental health and its treatment
- by raising **awareness** of mental health issues and treatments

Our Values:

- Community
- Learning
- Openness
- Expertise
- Professionalism
- Compassion

Our Structure

WPF's Executive Teams consists of:

- Sam Downie, Chief Executive
- Yetunde Aroloye, Director of Resources
- Lynsey Hotchkies, Director of Studies
- Fran Bristow, Interim Director, Director of Clinical Practice

Each Director is responsible to the Board of Trustees and the relevant sub committees for the services they head up. The Executive Team, through the Chief Executive, is responsible to the Board of Trustees for major strategy and policy development. The Executive Team also coordinates corporate management policies and activities across WPF's range of services.

We are currently a team of about 80 people, many staff work part time.

Post lockdown we expect most roles will be undertaken as a combination of office and remote working.

Our Governance

The Board of Trustees plays a very important role in making sure that as a charity, WPF is run in the interests of the people it is there to support. They strategically oversee the management and administration of the organisation and that its work and goals are in line with its vision.

Trustees are not involved in the day-to-day running of WPF. The Board has delegated authority to the Chief Executive and Executive Team to manage operations. Instead, they play the role of a 'critical friend' to the Chief Executive by giving support and by challenging – in a supportive way – to help them manage effectively.

The Trustee Boards meet between four to eight times a year. Trustees also sit on a number of sub-committees that focus on particular areas of work or projects.

[Current WPF Trustees](#)

How we value our people

- We are committed to supporting our staff through a variety of methods including coaching, mentoring, e-learning, shadowing and individual courses. Each staff member has an annual appraisal and agrees a learning and development plan that is reviewed annually.
- We are committed to supporting our staff to achieve a good work-life balance and offer flexible working options wherever we reasonably can.
- 30 days holiday plus bank holidays, pro rata for part time staff. Teaching staff are expected to take holiday outside of term time.
- Membership of a contributory pension scheme with Aviva, employee contribution is 5%, WPF contribution is 5%, contributions can be made via salary sacrifice
- WPF has an employee assistance programme provided by Health Assured. It offers free confidential, independent help, information and guidance to all employees and their immediate family 24 hours a day. It also allows for face-to-face counselling sessions, offered near the employee's home or place of work.
- Season ticket loan after successful probationary period
- Company sick pay after three months' employment
- Family Friendly Policies which includes flexible working, maternity, paternity, adoption and shared parental leave.

The Vacancies

Clinic Manager – Initial Consultation, Time Limited and Group Therapies Clinics

Clinic Manager –Psychodynamic Psychotherapy Training Clinics

Salary: £35,111.00 per annum (Full time equivalent £43,889.00 per annum).

Hours: 28 hours per week over 4 days. Our clinics operate Monday to Saturdays. Working pattern to be discussed at interview.

Location: Our London Bridge office with option for regular remote working.

The Role

You will be an experienced manager able to work within a busy and dynamic team. You will have a proven track record of providing leadership and management of services within a health or social care service or an equivalent setting.

You will be responsible for the day to day operational management for these clinics and the line management of the clinic teams and therefore you will have proven people management skills, capable of building and leading high performing teams.

You will be able to work effectively and proactively with team off-site, requiring excellent interpersonal and communication skills, as the post holder is expected to liaise effectively and sensitively with a wide range of people, including senior management, clinicians, clients and external stakeholders. You will have excellent attention to detail when working with electronic clinical records and reporting systems to provide accurate reports to monitor and develop those services.

You will bring a positive 'can do' attitude to the role and be able to demonstrate drive, determination and ability to overcome ambiguity and the daily challenges of 'management'.

As well as genuine opportunities for personal development you will have a voice in shaping our clinic services going forward leading, providing greater access for mental health support.

As a Clinic Manager your key responsibilities include:

- Full responsibility and accountability for assigned clinics, for the daily operational and clinical management, in order to meet care and quality outcomes for care excellence and achievement of financial performance.
- Accountability for the clinic's compliance with all organisational policies, procedures, guidelines and regulations.
- The instigation of continuous improvement activities at clinic and management levels.
- Developing and promoting excellent working relationships between the service and third-party stakeholders, working closely with others to develop them through performance management.
- Minimising the occurrence of customer complaints through improved customer care and quality of service. To resolve any complaints quickly, efficiently and professionally.

How to apply

To apply for either role, please submit:

- A comprehensive CV
- A detailed supporting statement that fully addresses the essential criteria as set out in the Person Specification.
- Details of two referees whom we would be able to contact at shortlist stage.

The Job Description and Person Specification can be found at the end of this pack.

Please state which role you wish to be considered for/and or if you are interested in both roles.

As part of the online application process, you will be asked to complete an equal opportunities monitoring **form**. The information on this page will be treated as confidential and used for statistical purposes only. This information will not be treated as part of your application.

The closing date for applications is **5pm, Tuesday 2nd March 2021**

Applications should be sent to humanresources@wpcf.org.uk

Interviews

Panel interviews for this post will be undertaken remotely via video conferencing on Microsoft Teams.

There will be an assessment process as part of the interview which will be held online as well as a panel interview.

Interview Date: **12 March 2021**

If you have any queries in relation to the application process, or you experience difficulties uploading your application, please do not hesitate to contact humanresources@wpcf.org.uk

DBS

All teaching and clinical roles are subject to an enhanced Disclosure & Barring Service (DBS) check by the Disclosure & Barring Service and offers of employment are subject to satisfactory receipt of these.

Clinic Manager – Initial Consultation, Time Limited and Group Psychodynamic Psychotherapy Clinics

Job Description

Reports to: Director of Clinical Services

Hours: 28 hours across 4 days

Location: The role is based is at London Bridge with the option for regular homeworking

Job Purpose

- To co-ordinate and manage the day to day running of the clinics ensuring that the work of the clinics is carried out in accordance with quality guidelines and operational procedures
- To provide managerial and administrative support to Administrators, Clinical Leads and Therapists in relation to their work within the clinic
- To provide routine and ad hoc reports on the activity of the clinic and therapists within the clinic against agreed key performance and quality indicators and contractual requirements
- To support WPF Therapy in making psychotherapy accessible to a wide range of clients liaising with clients and therapists to ensure the smooth running of the clinic.

Main Accountabilities:

- To provide leadership to and operational management of the clinic
- To develop, produce, analyse and disseminate routine and ad hoc clinic reports to demonstrate performance against agreed indicators. Develop, agree and implement plans to address under and over performance
- To work closely with the Director of Clinical Services to review and develop the service, including clinical governance initiatives, clinic policies and guidelines and implement agreed service developments following from reviews
- To provide line management support and supervision of administrative staff in line with WPF Therapy policy and procedures. This includes working together

with external HR consultants to manage day to-day HR processes in relation to the full employee life-cycle from recruitment, training and development, performance management to exit processes and to ensure all procedures and HR documentation are kept up to date and effectively implemented in line with legal requirements and best practice

- To provide line management, support and management supervision of therapists including honorary therapist working in the clinics in line with WPF Therapy policy and procedures as above for administrative staff.
- To manage the clinic quality systems, including case management and client allocation in liaison with the Clinical Supervisors and Lead Clinicians
- To work with Therapists to ensure that clinical work is carried out according with the requirements and guidelines within which the clinic operates
- To take responsibility for the data quality, maintenance and management of clinical records in line with data protection requirements. Facilitate internal/external audits and inspections as required
- To monitor and respond to client queries and feedback and ensure excellent customer service is provided to clients and other stakeholders
- To work closely with organisations contracting clinic services including regular meetings and provision of activity, financial and quality data as agreed within the contact
- To ensure the clinics are correctly represented on the organisation's website. This includes updating the clinics webpages as agreed
- To follow the organisation's Complaints Policy to resolve complaints and to manage potentially contentious situations, providing evidence and supporting staff as required
- To work closely with Clinic Manager colleagues to ensure cross cover and development of cross clinic/organisation wide initiatives and rotas.
- To act as Departmental lead for health and safety including attendance at and participation in organisational Health and Safety Committee meetings
- To deputise for the Director of Clinical Services as required
- To undertake any other duties as required.

This is a description of the job as it is presently constituted. It is the practice of the WPF Therapy to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

Person Specification

To be demonstrated in recruitment: A=Application, Amt=Assessment, I=Interview

Experience and Knowledge:

- Undergraduate degree or other relevant qualification or equivalent work experience (A)
- Significant experience in management of similar services preferably within a clinical/healthcare-related organisation, however experience within other sectors with a client focus with the general public would be considered (A)
- Experience of managing a team of staff (A)
- Knowledge of negotiating contracts and subsequent contract monitoring and management (A)
- Knowledge on safeguarding and GDPR, ensure legal and regulatory requirements are met (A & I)

Skills and Personal Qualities:

- Excellent interpersonal and communication skills, both oral and written. (A & Amt)
- Ability to build effective and professional working relationships both internally and externally (A & Amt)
- Ability to lead, motivate and support professional staff and volunteers, some full-time, most part-time and to challenge performance and behaviour when appropriate (Amt)
- Creative and innovative in approach. Skilled in leading and managing change (A & Amt)
- Strong project management skills (planning, budgets, resource management) (A, Amt)
- An understanding of the dynamics of organisations and of small and large groups. (Amt)

- Excellent organisational skills (A & Amt)
- Strong team ethos. Flexible in approach. Highly resilient and able to work effectively under pressure. (A,Amt,I)
- Strong attention to detail (A&Amt)
- Good IT skills, including Office365, Excel, Access, Outlook and PowerPoint (A & Amt)
- Enthusiasm for developing the organisation and its services to meet changes, driven by market developments and other factors external to the organisation (A, I)
- Commitment to promoting and maintaining high professional standards whilst upholding the charity's vision and values (I)

Abilities:

- Collaborative outlook, looking for opportunities to work together across multiple teams to deliver multiple objectives across the organisation. (Amt)
- The ability to use and analyse all data, including qualitative and numerical data from a wide variety of sources, to develop evidence-based practices and decision making (Amt)

Equalities

WPF Therapy is committed to equality of opportunity. All staff must support this and, wherever possible contribute to the development of this aim.

January 2021

Job Description

Clinic Manager - Psychodynamic Psychotherapy Training Clinic

Reports to: Director of Clinical Services

Hours: 28 hours across 4 days

Location: The role is based is at London Bridge with the option for regular homeworking

Job Purpose

- To co-ordinate and manage the day to day running of the clinic ensuring that the work of the clinic is carried out in accordance with quality guidelines and operational procedures.
- To provide managerial and administrative support to administrators, supervisors and trainees in relation to their work within the clinic
- To provide routine and ad hoc reports on the activity of the clinic and trainees within the clinic against agreed key performance and quality indicators and contractual and training requirements
- To support WPF Therapy in making psychotherapy accessible to a wide range of clients liaising with clients, therapists in training and training supervisors to ensure the smooth running of the clinic.

Main Accountabilities:

- To provide leadership to and operational management of the clinic
- To develop, produce, analyse and disseminate routine and ad hoc clinic reports to demonstrate performance against agreed indicators and develop, agree and implement plans to address under and over performance.
- To work closely with the Director of Clinical Services to review and develop the service, including clinical governance initiatives, clinic policies and guidelines and implement agreed service developments following from reviews.
- To provide line management support and supervision of administrative staff in line with WPF Therapy policy and procedure. This includes working together with external HR consultants to manage day to day HR processes in relation to the full employee life-cycle from recruitment, training and development, performance management to exit processes and to ensure all procedures and

HR documentation are kept up to date and effectively implemented in line with legal requirements and best practice.

- To manage the clinic quality systems, including case management and client allocation in liaison with the clinical supervisors and lead clinicians.
- To work with supervisors and lead clinicians to ensure that clinical work is carried out according to the requirements and guidelines within which the service operates.
- To take responsibility for the data quality, maintenance and management of clinical records in line with data protection requirements. Facilitate internal/external audits and inspection as required.
- Act as departmental lead for the electronic client record system, including provision of training to new users and providing expert advice both verbally and written guidance to therapists, administrators and managers and the distribution of required fobs to new users.
- To monitor and respond to client queries and feedback and ensure excellent customer service is provided to clients and other stakeholders.
- To work closely with the training department and the training supervisors to provide activity data and data quality reports as required.
- To maintain the client waiting list for clinic, liaising with the Director of Clinical Services, supervisors and clinical leads to ensure timely and appropriate allocation of clients to therapists in training
- To follow the organisation's Complaints Policy to resolve complaints and to manage potentially contentious situations, providing evidence and supporting staff as required.
- To work closely with clinic manager colleagues to ensure cross cover and development of cross clinic/organisation wide initiatives and rotas
- To act as departmental lead for safeguarding, including attendance at and participation in organisational safeguarding meetings, maintaining and monitoring reporting systems where safeguarding incidents are reported.
- To Deputise for the Director of Clinical Services as required
- To undertake any other duties as required

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