

SELF SPACE

Senior Clinician (Operations)

JOB DESCRIPTION

Job Title: Senior Clinician (Operations)

Days per week: 5

Contractual Terms: PAYE

Pay rate: up to £45-50k depending on experience

Location: Office based at Soho with potential for hybrid working

Responsible to: Clinical Director

Line Manager: Clinical Director

[To apply please click here](#)

Overview:

Founded in 2017, Self Space was launched to help address a growing need for accessible and contemporary mental health support. Our mission is to have a Self Space on every High Street and transform and modernise mental health culture by supporting individuals and companies to reach their full potential. Our Vision is to create a more emotionally healthy world through progressive therapy and psychoeducational. We have 5 locations throughout the UK and have plans to expand into at least two others in 2024. We deliver excellent services and we are growing, quickly so the right candidate will need to have the future not only in mind but clearly in their sights.

We live and breathe by our values and are not afraid to shout about them

Our Values are:

- We keep clients at the heart of what we do
- We're radically compassionate
- We say what needs to be said
- We're compassionately disruptive
- We take care of ourselves seriously
- We take responsibility
- We feedback generously

Who we are looking for.

We are looking for a strong manager with excellent clinical experience to help drive us to the next level of service offerings. We are looking for a qualified (Degree or higher) therapist who has experience in not only leading a team but driving an organisation forward. We are looking for someone who we feel can hold the clinical aspect of our work as well as driving performance of a clinical team to ensure they grow as much as we grow.

The successful candidate will be responsible for overseeing the operational issues within the company and line managing therapists at Borough, Manchester and virtual {this will increase as the company expands}). You will be responsible for some aspects of clinical service delivery, when required, including supporting the HR manager in staff acquisition and retention, standards adherence, pastoral care for clinicians within your area of business, safeguarding considerations, complaint resolution training and policy oversight. Together with the Clinical Director and the other Senior Clinician (clinical) you will ensure effective coverage of a rota for safeguarding escalations and other therapeutic issues when they arise.

You will line manage a team and be responsible for their service delivery in their individual areas of control. You will oversee any customer care issues, CPD, performance issues and service delivery over the whole of the organisational span. We aim to give excellent service and the post holder will be ensuring delivery of that over all areas of clinical delivery.

Main Responsibilities:

As part of the senior leadership team you will deputise for the Clinical Director when required. You will be responsible for the effective running of the duty rota to ensure effective usage of the available rooms. You will be responsible for supporting and developing areas of business where operational input is required including but not limited to site expansion, project/product development and supporting the customer success team in complaint resolution and any other aspect of service provision.

You will provide therapy at one of our locations and effectively manage a busy caseload for a proportion of your time that will be discussed with the preferred candidate. You will be responsible for the operational aspect of service delivery and be a nominated safeguarding lead for your area of the organisation and to provide coverage on an on-call rota with the other Senior Clinician (Clinical) and Clinical Director.

You will lead a team who will manage the everyday pastoral needs of the therapists within your area of business and will ensure any issues escalated from the team are managed appropriately only referring to the clinical services Manager in cases of high risk, complexity or organisational exposure.

Where required you will support other leaders in delivering projects and organisational change, deputising at times where required.

Key Responsibilities	Detail
Providing excellent therapy	You will be providing excellent therapy with a full caseload for between 1 and 3 days in the role
Support the clinical service strategy	In coordination with other teams create and deliver a strategy that covers the clinical service delivery in line with our strategic goals of expanding out fixed locations throughout the UK and beyond
Promoting and actively managing a client workload and standards	You will be responsible for the delivery of high quality service in all aspect of clinical work and ensuring standards required are met. This will include (but not limited to) checking accuracy of records, efficient use of the rooms and systems, complaint resolution in line with policy, training and professional membership and regulatory compliance (DBS/ICO etc).

Manage the recruitment and retention of clinicians	You will be the lead for ensuring all available slots on the rota are filled and line manage a part time HR and full time HR administrator in doing so.
Pastoral Care Lead	You will be responsible for supporting our clinical team as they discharge their roles in delivering excellent therapy for your area of responsibility.
Lead the team of Self Space therapists in relation to line management.	You will be required to manage a team who will be the points of contact for all therapists and will oversee any interventions, taking responsibility where the issue requires a higher level of input or ownership.
Senior leadership	Where required you will deputise for the Clinical Services Manager and will regularly lead the other Senior Leaders in meetings and training days in order to ensure the organisation functions efficiently.
To uphold and maintain Self Space values and intervene when others do not.	Whilst epitomising Self Space values and standards yourself you will at times be required to identify and action occasions where Self Space values and standards have been found to be wanting.

Personal Specification

Knowledge and Skills	Essential	Desirable
Experience in managing a personal workload	✓	
Strategic thinking	✓	
Leading a team	✓	
Providing excellent therapy and ability to maintain a caseload	✓	
Ability to make sound decisions in line with the Self Space decision-making policy	✓	
Organisational Awareness		✓
Safeguarding Experience	✓	

Location

You will be based in Soho and will operate from there (Hybrid working will be considered)

Probationary period.

The post will be confirmed following a successful reviews at months 1, 3 and 6.