**Job Description & Person Specification**

**CLINICAL DIRECTOR  
Listening Ear**

**Job title** Clinical Director

**Hours of Work** Full time (35hrs)

**Working Days** Monday to Friday (to include some evenings and Weekends)

**Employer** Listening Ear

**Base** Hybrid office based, with optional working from home (2 or 3 days a week)

**Reporting to**  CEO

# Salary £50,733 - £52,867

**Summary**

The Clinical Director will provide strategic leadership and operational oversight for Listening Ear’s counselling and AMPARO services, ensuring the effective, safe, and high quality delivery of therapeutic counselling and Postvention support. They will drive service excellence through continuous evaluation, innovation, and alignment with organizational priorities.

The role is subject to receiving satisfactory references and a probationary period.

# Key Working Relationships

* Listening Ear Senior Management Team, Board Members, Staff, Bank Workers, and Volunteers
* Referral agencies and external stakeholders
* Clients & Beneficiaries

# Job Purpose

* The Clinical Director will hold strategic accountability for performance management and annual appraisals of the heads of counselling and AMPARO services, ensuring leadership effectiveness, alignment with service objectives, and continuous professional development.
* The clinical Director will champion and embed an inclusive, values driven, and high-performance culture across Listening Ear, fostering psychological safety, staff wellbeing, and a shared commitment to excellence and continuous improvement.
* Provide strategic oversight and facilitation of regular team meetings to ensure alignment with organisational priorities, foster cross-team collaboration, and drive continuous service improvement.
* Provide strategic clinical leadership and expert consultation to ensure the delivery of a high-quality, evidence-informed mental health care for adults, children, young people, and families, addressing a broad spectrum of complex needs and presenting issues.
* Drive the development and continuous improvement of therapeutic services and client pathways by providing expert clinical insight, ensuring services are responsive, outcomes-focused, and aligned with best practice and organisational strategy.
* Provide proactive leadership in the management of HR matters within the Clinical Director’s team, working collaboratively with the HR manager to ensure timely, fair, and effective resolution aligned with organisational policies and a culture of accountability and support.
* Provide proactive leadership in driving service development and innovation across Counselling and AMPARO services, leading effective change management, and ensuring clear communication and successful implementation of new projects, procedures, and processes aligned with organisational policies.
* Provide senior oversight and decision making on safeguarding and complex clinical issues, ensuring timely and appropriate responses. Hold strategic responsibility for risk management within Listening Ear’s Safeguarding and Child Protection Team, ensuring robust governance, compliance, and safe outcomes for clients.
* Demonstrate flexibility and adaptability in providing leadership presence across remote, office-based, and outreach locations, ensuring consistent support, visibility, and continuity of service delivery in line with organisational needs.
* Lead the recruitment, selection and induction of external supervisors onto Listening Ear’s authorised supervisor list, ensuring high standards of clinical governance. Oversee compliance with monthly external supervision requirements for all clinical staff to maintain safe, ethical, and reflective practice.
* Demonstrate creativity and strategic foresight in shaping and delivering innovative approaches that advance Listening Ear’s vision and mission, ensuring services remain impactful, responsive, and aligned with evolving community needs.
* Lead strategic planning and policy development to support the ongoing growth and governance of Listening Ear, actively contributing as a key member of the Senior Management Team. Maintain oversight of changes to BACP standards and relevant legal frameworks, ensuring timely updates and alignment across clinical practice.
* Provide informed contributions to Board meetings when requested, offering strategic insight and clinical expertise to support governance, decision making, and the achievement of organisational objectives.
* Provide high quality written reports and data analysis to evidence service impact, identifying emerging issues, and inform decision-making. Develop and implement strategic action plans to address challenges and enhance service outcomes. Ensure all records are managed and stored in compliance with Listening Ear’s GDPR policy and data protection standards.

**Overview of Responsibilities**

**Maintaining** **an Accessible Service**

* Drive the promotion and reach of Listening Ear’s services within underserved and marginalised communities. Ensuring access and representation across all service areas.
* Lead the development and implementation of client feedback mechanisms, actively gathering insights to identify systemic barriers and inform strategic improvements in service delivery and accessibility.
* Act as the primary liaison with volunteers, and referral partners across local communities, fostering strong, collaborative relationships to enhance engagement and referral pathways.
* Oversee and embed inclusive policies and practices, ensuring all service delivery aligns with principles of equity, diversity, and inclusion, and supports Listening Ear’s commitment to accessible care.

**Premises and Physical Resources**

* Ensure organisational compliance with all relevant health and safety legislation, embedding a culture of safety and risk awareness across Listening Ear’s operations.
* Oversee the effective maintenance and security of premises and equipment, ensuring safe, functional, and professional environments for staff, clients, and visitors.
* Demonstrate personal accountability for health and safety, actively contributing to a safe working environment and promoting the wellbeing of colleagues and service users.

**Information Management and Technology**

* Optimise the use of IT systems, including Lamplight, to enhance service delivery, streamline processes, and support data-driven decision making across the organisation.
* Identify and communicate gaps in IT proficiency through supervision, enabling Listening Ear to implement targeted training and build digital capability across the workforce.

**Communications**

* Foster and maintain positive, long-term partnerships with key stakeholders, representing Listening Ear at quarterly review meetings to support collaboration, accountability, and shared strategic goals.
* Prepare and deliver high quality written reports and relevant information as required, ensuring accuracy, insight, and alignment with organisational objectives and stakeholder expectations.
* Communicate effectively and professionally with internal colleagues, including volunteers, fostering a collaborative and inclusive team culture that supports wellbeing, mutual respect, and high performance.
* Consistently represent Listening Ear with professionalism and integrity, acting as a positive ambassador for the organisation. Raise any concerns through the appropriate channels with your line manager during working hours, in line with organisational policies and values.
* Attend all required meetings fully prepared, actively contributing to discussions, and ensuring timely follow-up on agreed actions to support effective decision making and service delivery.
* Ensure effective liaison and communication between yourself, relevant agencies, and clients, fostering strong partnerships and seamless coordination to support high
* quality, client centred service delivery.

**Service Development**

* Remain professionally current by engaging in ongoing training and development, aligned with evolving best practice, identified through supervision and personal development training.
* Collaborate with colleagues and strategic partners to co-develop and enhance services, fostering innovation and integrated working across relevant agencies to meet community needs and organisational goals.

**General**

The post-holder will be expected to carry out responsibilities aligned with the evolving needs of Listening Ear, in line with the scope and seniority of the role. This job description is not exhaustive and will be subject to ongoing review, reflecting the organisations growth and the post holders skills, experience, and potential to contribute to strategic priorities.

**Person Specification: Clinical Director**

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| **No** | **Criteria** | **Essential** | **Desirable** |
| 1 | Level 6 qualification in Counselling or equivalent | E |  |
| 2 | Accredited member of the BACP or equivalent and be on the BACP Register of Counsellors and Psychotherapists (or equivalent) | E |  |
| 3 | Minimum 1000 supervised client hours with adults | E |  |
| 4 | Minimum 1000 supervised client hours with Children and young people aged 4 to 18 years inclusive | E |  |
| 5 | 3 years post qualification working | E |  |
| 6 | Holds a positive attitude to work and has an ability to embed this positive attitude throughout a team | E |  |
| 7 | Experience of line managing staff/volunteers in a supportive and collaborative way that promotes belonging, trust, feeling valued and a positive outlook to achieving business goals | E |  |
| 8 | Experience of developing significant strategic partnerships | E |  |
| 9 | Ability to develop and build a strong and well-informed team through clear and meaningful communication, cascading information from Management Teams meetings regularly | E |  |
| 10 | Dealing with any identified HR issues immediately and one-to-one with staff members ensuring that issues do not escalate amongst a wider group | E |  |
| 11 | Degree level education or equivalent in a field relevant to drive a service in a third sector mental health organisation |  | D |
| 12 | Either holds a recognised management qualification, can evidence management experience in a professional setting | E |  |
| 13 | Evidence of working therapeutically within a range of professional settings and with a broad range of presenting issues | E |  |
| 14 | Experience of recruiting, inducting and providing training to staff/volunteers | E |  |
| 15 | Evidence of continuing CPD and an excellent knowledge of safeguarding and child protection practices | E |  |
| 16 | Demonstrate high levels of resilience and ability to self-monitor | E |  |
| 17 | An ability to effectively monitor and evaluate services and support teams to ensure accuracy within the recording of information | E |  |
| 18 | An understanding of mental health services in the voluntary sector |  | D |
| 19 | Experience of attending Multi-disciplinary and Panel meetings |  | D |
| 20 | Flexible working to include evenings and weekends | E |  |
| 21 | Full, clean driving licence and access to a car |  | D |
| 22 | Excellent administrative skills, with the ability to prioritise work and to manage a number of cases and priorities | E |  |

**Why Listening Ear?**

* Full induction and a warm welcome provided at our headquarters in the Northwest to meet colleagues and welcome you to Listening Ear
* Values-driven organisation supporting vulnerable people across England.
* Work within a BACP-Accredited Organisation that delivers support recognized by the Support After Suicide Partnership and Public Health England as best practice.
* We support flexible home working practices, and you will be supplied with a work phone and laptop, plus a DSE Assessment during induction to support safe and comfortable home working.
* Access to free and confidential counselling provided through LE’s Insurance Provider, to support staff welfare.
* Pension contribution at 3%
* Daily informal communications with colleagues via remote platforms

You’ll be joining Listening Ear at an exciting time of growth and development, with the support needed to succeed alongside the autonomy to shape our marketing function within the organisation.