

Job Description

Meeting Minds Practice Manager

Reports to:	Head of Clinical Services
Location:	Bristol Mind Offices
Hours:	21 hours per week, see more details below
Salary:	FTE salary £35,745, pro-rata on 21 hours per week £20,288 plus 6% pension
Contract Type:	Permanent office based
Start Date:	As soon as possible

Background and Purpose

Bristol Mind is a local and independent charity working at the heart of our community to offer equity-based, inclusive and accessible mental health and wellbeing support. We work with over 2,000 service-users and 75 volunteers each year, delivering a range of services including:

- InfoLine telephone information and advice service
- MindLine confidential telephone listening support
- Meeting Minds 121 counselling, with LGBTQIA & Neurodivergence streams
- Community Wellbeing: targeted services for refugees and victims of hate crime

Bristol Mind is co-located with the Citizen's Advice Bristol building on Fairfax Street in Central Bristol. This is a busy and dynamic environment and both organisations are working to ensure service-users can benefit from our collective services.

Meeting Minds is a busy low-cost counselling provision and one of a growing element of Bristol Mind's services. Our online and face-to-face talking therapy is delivered by both trainee and qualified counsellors for adults aged 18+ for up to 16 sessions, and includes Humanistic, Psychodynamic, TA and Gestalt approaches. Our placement counsellors come from a wide range of training providers such as BCPC, UWE as well as Metanoia and the Berne Institute. In addition, we have some trainees on Doctorate programmes in Counselling Psychology in London, Newport and Bristol. All our counselling staff and volunteers are fully supported with regular clinical supervision and management, and feedback from both counsellors and clients is excellent.

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With NHS services overstretched and affordable counselling out of reach for many households, we are seeing increasing demand for Meeting Minds. To meet the need of an expanding service and to ensure we continue to offer a high quality and efficient service, we are seeking an experienced Practice Manager to join our team.

The ideal candidate will have a mixed skills set including clinical experience, strong organisational and excellent interpersonal skills. We need a motivated, diligent person with a track record of supportive management for our team of volunteer and placement counsellors. Working closely with the Head of Clinical Services and the Clinical Manager, you will manage a busy counselling service, ensuring both high quality delivery and efficiency so that the service operates at full income/ room capacity and can meet demand from clients in need of a timely and accessible service. Experience with designing/ improving systems and attention to detail is vital, as well as the ability to prioritise areas of work according to service deadlines and team workload.

This role is for 21 hours per week, over 3 days. Working days can be negotiated but will include all day Friday. (Ideally Monday and Thursday)

Specific Duties and Responsibilities

Counsellor Management and Support (in tandem with head of Clinical Services):

- Provide regular 1-1 wellbeing meetings, check-ins for the counsellor team, escalating to Head of Clinical where necessary.
- Respond to general queries regarding individuals looking for placements.
- Respond to general enquiries from existing counsellors re their volunteering or placement arrangements.
- Support Head of Clinical Services with administration of recruitment of trainee counsellors including forms, references and inductions.

Monitoring and Evaluation (in tandem with Clinical Manager)

- Ensure counsellors are completing their required placement administration on SharePoint.
- Ensure staff and counsellors update Beacon / CRM on all relevant aspects of the service and processes including checking PHQ9 GAD7 data is recorded & ready for analysis on a quarterly basis with Head of Clinical Services and the Clinical Manager.
- Maintain a record of feedback from counsellors and counselling clients.
- Work with the management team and staff to extract qualitative and quantitative data for quarterly/ annual data reports and reports to funders, where applicable.

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Staff management and supervision responsibilities:

- Line management supervision of 2 part time Clinical Administrators, overseeing the following:
 - Ensure payments are being recorded accurately including unpaid transactions followed up.
 - Ensure the building, equipment and counselling rooms are fit-for-purpose and report any issues to the building manager.
 - Support and oversee the admin teamwork streams, enabling them to deliver timely communication to potential clients,
 - Implement and manage a team process for prompt information about the service and how to access it/ availability/ timeframes/ assessments.
 - Future planning: oversee enquiries vs capacity, ensuring the assessments booking system is optimised and new clients are ready to start when spaces come up.
- Hold a weekly Admin Team meeting with clear actions/ follow-up.
- Cover Clinical Administration staff absences to ensure uninterrupted service delivery.
- Support Clinical Administrators to ensure that the waiting area, clinical rooms and equipment are fit-for-purpose and report any issues to SMT/ CAB (landlord).
- Safeguarding: Ensure any concerns raised by counsellors or staff are appropriately documented and are reported to the Head of Clinical services in line with Safeguarding procedures.

Overall running of Bristol Mind

- Ensure that the views of staff, volunteers and service users are shared with the CEO and SMT to inform service development.
- Carry out work in accordance with Bristol Mind's policies and procedures, current legislation, and quality standards.
- Ensure that the organisation is presented in a professional manner to its beneficiaries, members and stakeholders.
- Take responsibility for your own safety and that of colleagues and visitors in the workplace.
- Contribute to events and activities that improve the visibility of and raise the profile of Bristol Mind as a whole.
- Attend staff meetings, supervision, appraisal, and training as agreed with your line manager.
- Undertake other tasks which may not be included in this job description, but which fall within the scope of this post.

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Person Specification

	ESSENTIAL	DESIRABLE
Qualifications / Education	3 year post Qualification in a min level 5 in Counselling	
Knowledge & Experience	<ol style="list-style-type: none"> 1. Competent use of Microsoft 365 (inc. SharePoint, Teams, Outlook) 2. Experience (paid or voluntary) within a Mental Health charity or business, in a management or senior administration role. 3. Experience of devising and/ or managing systems and processes which improve service efficiency and communications. 4. Experience of communicating with clients directly via phone, email and in person in a similar role or as a private therapist. 	<ol style="list-style-type: none"> 14. Experience of working or volunteering in a counselling service. 15. Knowledge of other statutory or voluntary counselling services in Bristol
Skills & Ability	<ol style="list-style-type: none"> 5. Strong awareness of mental health theory and/ or trauma-informed practice with proven track record or using this to support staff and volunteers. 6. Ability to manage others with a clear, warm and collaborative approach. 7. Ability to concentrate in busy environments, pay attention to detail, prioritise and work to deadlines. 8. Excellent written English and IT skills. 9. Excellent interpersonal and counselling skills, able to respond to clients with sensitivity and compassion. 	<ol style="list-style-type: none"> 16. Good financial acumen with experience in an income-generating service or business

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	10. Good financial acumen with experience in working to agreed targets within an income-generating service or business	
Personal Attributes	11. Self-motivated, independent approach. Takes accountability for delivery of the service. 12. Commitment to the rights and self-determination of all people. 13. Commitment to equity, diversity, and inclusion with a passion for anti-discriminatory and anti-racist practice.	

To apply

To apply Bristol Mind is committed to developing our workforce in line with equitable principles. We openly encourage applications from people with lived experience of mental health issues and from people from minoritised groups who are under-represented within our services. This includes people who identify as from a Global Majority, refugee or migrant, neurodivergent or LGBTQIA+ group, or who are disabled or have faced discrimination based on any protected characteristic.

Please read the job description and person specification carefully. Fill in the application form by answering each point on the person specification form, using examples from paid or voluntary experience.

If you would like an informal conversation about the role, please contact Liz Sorapure on Liz.sorapure@bristolmind.org.uk.

Applications should be emailed to Liz Sorapure, Head of Clinical Services by the deadline of Monday 23rd March at 9am

Late applications will not be accepted and we regret that we will only be able to notify applicants who reach interview stage.