



Clinical Care Team Manager



About PIPS:

PIPS Suicide Prevention Ireland Charity is here to provide counselling and befriending support to individuals who are experiencing or have experienced suicidal thoughts or mental unwellness. PIPS Charity also provides support to families and friends who have been touched by suicide.

Our life saving services provide direct support to individuals who are in need. We offer a free, confidential counselling service, with no restriction on the number of sessions provided. We also offer a crises walk in service in Belfast and a crisis telephone service at other locations during our opening hours.

Background:

PIPS Charity seeks to deliver Suicide Prevention and Bereavement Support Services including Counselling, Crisis Support, Complementary Therapies, Befriending, one to one sessions, mentoring and support groups, sign posting to support organisations and home visits across Belfast and throughout Northern Ireland.

The organisation's origins are linked to the unfortunate tragedy of 14 young people taking their own lives over a short period of time and the coming together of a range of stakeholders compelled to try to address the issue. The organisation began, and very much remains, a community led organisation with a strong grass roots led ethos to suicide prevention and self-harm.

PIPS Charity understands that everyone is different, and we need to be able to offer an appropriate service to cater for individual needs. PIPS Charity is one of the few, if not the only suicide prevention organisation that offers an open door service with no appointment needed.

Since our foundation we have strived to combat the high levels of suicide throughout the various communities in Ireland by providing help and support to those families bereaved through a suicide or self-harm. We do this through the delivery of suicide prevention and

bereavement support services, 1 to 1 counselling, befriending services, advocacy support and complimentary therapies and our client led 'no appointment needed' service. This 'no appointment needed' approach ensures there is always someone to contact for a chat when a person might feel vulnerable, might be at risk of suicidal behaviours or is simply in need of assistance. PIPS is their light in the dark.

When a person comes to PIPS for help, they will be spoken to immediately and a stay safe/support plan will be put in place. We have an open door policy; you will not have to wait days or weeks to see a counsellor/therapist. In addition to providing this immediate support, PIPS acts as a gateway to other services. We provide a wrap-around service so that nobody feels alone.

PIPS also provide a range of bespoke training programmes in the form of workshops, which raise awareness and provide individuals with intervention tools and knowledge on topics such as suicide prevention, self-harm, eating disorders, self-care and befriending. To date, these programmes have been delivered throughout Northern Ireland to a wide range of groups, including coaches, secondary school students, universities, charities, community activists and a range of private businesses.

We're extremely lucky to be supported by the community over the years. People have carried out numerous events and fundraising activities, giving us the vital funds that allow us to keep our doors open, and continue providing these necessary life-saving services. We as a charity do not receive any core funding and are able to stay open and functioning by every person in the street who lends a hand.

As the demand for our services continues to grow, the community support and belief in our services has never waned and it is only through the generosity of members of the public and sponsors that we are able to continue our services.

Here at PIPS Charity, we can guarantee that families who have lost loved ones and people in crisis will always be at the heart of our work and their needs will always be paramount in our service delivery.

PIPS Vision & Mission

Our Vision

Our vision is to be recognized for the contribution we can make to preventing the loss of life, supporting families and helping building hope within our community and we do this by striving for a compassionate Society free from suicide.

Mission

We help individuals, families and organisations who have been affected by suicide or mental un-wellness, and we do this by:

- Providing support and counselling services in an accessible and non-judgmental space for individuals to understand themselves and to better navigate their personal path in life
- Providing a neutral, compassionate and supportive environment by offering a space for peer groups to share their experiences of emotional challenges
- Working with organisations to nurture a culture of awareness and understanding of mental wellness, by providing specialist training and volunteering opportunities
- Working with local communities and government bodies to influence societal change with the aim to advance the understanding of suicide and mental wellness within Ireland

JOB DESCRIPTION

Job Title:	Clinical Care Team Manager
Reporting to:	Chief Executive Officer
Contract Type:	Permanent
Hours:	37.5 hours per week
Shift Pattern:	Monday to Friday (9.00am to 5.00pm)
Salary:	£ 40,000 per annum

Executive Summary:

The Clinical Care Team Manager role includes 'day to day' overall responsibility and accountability for the safe, effective and efficient operation of our counselling provisions. The Clinical Manager will work closely with Chief Executive Officer and the Compliance Manager.

The role will be based at our Belfast offices; however, you may be required to travel to PIPS offices as and when required.

Key Responsibilities:

- Oversee the day-to-day operations of Head Office and regional counselling facilities, ensuring that all clients receive high-quality care and support.
- Develop and implement relevant support mechanisms and services for facility users.
- Provide clear leadership and oversee the management of all staff within their sphere of responsibility.
- Effectively manage a team and to provide advice, guidance and support as needed.
- Work closely with the senior team to develop and implement policies and procedures to ensure the smooth operation of the counselling facility.

- Be responsible for ensuring that services fully meet professional regulation, organisational and governance standards.
- Ensure appropriate systems are developed and operational to facilitate dissemination of information across areas of responsibility.
- Develop and maintain relationships with key stakeholders, other healthcare professionals, further education establishments and community organisations.
- Establish and maintain a network of referral agencies.
- Organise professional outreach services at key locations.
- Monitor and report on the performance of the counselling service, using data to identify areas for improvement and implement changes as needed.
- Lead Safeguarding processes and conduct serious incident reviews.
- Ensure that all counselling staff are adequately trained maintaining their practice through regular audit, updates and supervision.
- Benchmark with other agencies to deliver best practice counselling provision.
- Contribute to the vision, strategic and operational plans and policies for identified services and ensure they are communicated to all staff for whom the post holder has responsibility.
- Conduct regular analysis of data to ensure informed decision making and identification of risk.
- Coordinate learning recommendations from external bodies and funders requirements and promote, develop and facilitate a learning culture within the clinical areas.
- Lead on service complaints and report findings and corrective actions to Executive Director.
- Maintain good morale amongst the staff under his/her leadership through effective feedback, positive relationships and effective role modelling.
- Development of a Referral Protocol System in line with organisational policies and procedures.
- Proactive as the organisation's primary Bereavement Liaison Officer for families and Corporates who have lost a loved one/colleague to suicide.
- Weekly review of categorisation of high/medium/low risk assessments.

Training

- Liaise with Universities and Stakeholders for supervision to support students and volunteers.
- Actively participate in events to promote awareness of suicide and self-harm.

Governance and Practices

- Work with external provider to develop a comprehensive confidential case recording system in line with BACP requirements and data protection legislation.
- Develop, monitor, audit and report on quality assurance standards for service delivery.

Representation and Lobbying

- Represent the organisation at appropriate meetings, forums and networks.
- Assist in the planning and preparation of meetings, attending when required and reporting when necessary.
- Promoting the success of PIPS model to other organisations.
- Support Executive Director with funding provider meeting.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> A qualified and accredited practitioner with a minimum level 7 qualification in counselling. <p><u>Or</u></p> <ul style="list-style-type: none"> A BPS/HPC recognised qualification in Clinical or Counselling Psychology. <p><u>Or</u></p> <ul style="list-style-type: none"> A Masters degree or Doctoral Qualification in Psychiatry. 	
Professional Accreditation	Must be an active participant in a professional body such as, BACP, BABCP, IACO or NCPS.	
Experience	<ul style="list-style-type: none"> Minimum of 5 years' post-qualification supervised clinical practice (accumulating to at least 500 hours post-qualifying practice experience). Minimum of 3 years' experience in a managerial capacity gained within the last 5 years. Proven organisational ability and ability to co-ordinate diverse activities and tasks. Experience of working in/with and talking to groups. Experience and proficient with administrative systems including use of databases and Microsoft Office. Recent experience and proficiency in managing a comprehensive database system. Experience in working with statutory and voluntary agencies. 	Experience of working in a charity.
Skills and Attitudes	<ul style="list-style-type: none"> Demonstrable leadership skills. Ability to plan, manage, monitor and self-motivate and to build good working relationships with individuals and organisations. Excellent communication skills. Personal enthusiasm and a realistically positive attitude. Capacity for innovation and problem solving. Ability to work as a member of a team. 	

	<ul style="list-style-type: none"> • Ability to maintain strict confidentiality and appropriate boundaries in all matters related to their work. • Flexible attitude towards working hours to meet clients' needs and as demanded by requirements of the job. 	
Driving	To apply for this role, you must have a full driving licence and access to a motor vehicle.	

Application Details

The closing date for Application Forms is **28th February 2025 at 12 noon**. Applications received after this will not be considered.

Completed Application Forms along the Monitoring Form should either be emailed to liz@pipscharity.com or sent by post, or delivered by hand to:

PIPS
279 Antrim Road
Belfast
BT15 2GZ

We offer you:

- **Competitive Salary**
- **Enhanced Sick Pay – 6 Months full Pay & 6 Months Half Pay**
- **28 Days Annual Leave**
- **11 Paid Bank & Public Holidays**
- **Carryover of 5 Annual Leave Days**
- **TOIL**
- **Compassionate & Bereavement Leave**
- **Occupational Health Service**
- **Employer Pension Contributions**
- **Private Health Care**
- **Flexible Working Hours**
- **Comprehensive Induction & Support**
- **On The Job Learning**
- **Car Mileage Scheme**
- **Family Friendly Policies**
- **Free External Counselling Service**
- **Learning and Development Opportunities**
- **External Paid Training**