



Basingstoke Counselling Service, a registered charity, was founded in 1985 by a small group of local therapists wanting to provide mental health support to the local community. Since then, the Service has flourished to become a busy, vibrant counselling and training centre, managed by a talented team of clinical and non-clinical staff, dedicated to improving the emotional wellbeing of our community.

We achieve this in two ways. Firstly, we offer one-to-one and couples counselling for adults, via a team of counsellors who provide a professional and affordable service. Our counsellors are supervised and practise within the BACP Ethical Framework for the Counselling Professions.

Secondly, we provide a range of training courses for those interested in supporting others with mental health difficulties. We have a long heritage of running highly regarded courses from one-day CPD workshops through to a three-year BACP Accredited Diploma in Psychodynamic Counselling.

Based in central Basingstoke (a stone's throw from War Memorial Park and the town centre shops and transport links), we have a suite of eleven rooms used for counselling, training and administration. All of these rooms have recently been refurbished to a high standard, making BCS a very pleasant and welcoming work environment.

This is an exciting time for the Service as we are experiencing a sustained period of growth. To ensure that we continue to deliver high quality services to all our users it is imperative that we recruit talented and committed individuals to complement the current team and help us continue to develop and grow the Service.

To minimise our impact on the environment and ensure efficient work practises, all of our systems are now digital.

We understand that discrimination and inequality exist in our society. As an organisation, we aim to treat everyone with dignity and respect, and therefore challenge ourselves regularly to ensure we achieve this. We do this by listening and responding to feedback and regularly reviewing our approach to equality, diversity and inclusion.

## Clinical Services Manager Job Description

<b>Role title</b>	Clinical Services Manager
<b>Reporting to</b>	CEO
<b>Employer</b>	Basingstoke Counselling Service
<b>Location</b>	Goldings, London Road, Basingstoke, RG21 4AN (hybrid working possible)
<b>Working Hours</b>	15 hours per week, ideally including one evening (Tuesday to Thursday) until 9.15pm. The remaining hours can be worked flexibly (to be agreed in advance of starting the role).
<b>Salary</b>	£42,500 FTE per annum (£17,000 pro rata), plus contributory pension scheme. BCS works to a 37.5 hour week.
<b>Term of contract</b>	Permanent
<b>Holidays</b>	25 working days pro rata per annum plus public holiday entitlement. In addition, Christmas closure entitlement will be applied after one full year's service.
<b>Start date</b>	January 2026
<b>Closing date</b>	9am, Monday 1 <sup>st</sup> December 2025
<b>Interview dates</b>	Weeks commencing 8 <sup>th</sup> and 15 <sup>th</sup> December 2025
<b>To apply</b>	Send a CV and covering letter to <a href="mailto:gemma.campbell@basingstokecounselling.org.uk">gemma.campbell@basingstokecounselling.org.uk</a>
<b>For an informal chat about the role</b>	Please contact Julia Charlesworth or Louise Hewitson on 01256 843125, <a href="mailto:julia.charlesworth@basingstokecounselling.org.uk">julia.charlesworth@basingstokecounselling.org.uk</a> or <a href="mailto:louise.hewitson@basingstokecounselling.org.uk">louise.hewitson@basingstokecounselling.org.uk</a>

### Overview of the post

Working closely with the Chief Executive Officer, the postholder is responsible for ensuring that the Service operates to the highest standards of clinical quality, safety, and professionalism, in line with BCS policies and the BACP Ethical Framework. The postholder

will be supported by the Counselling Operations Manager, Counselling Co-ordinator, and Counselling Administrator.

In addition, the postholder is responsible for overseeing the strategic direction of the counselling arm of the service and ensuring its ongoing development. Working with the Counselling Operations Manager, the role provides oversight of operational planning and implementation to ensure that service delivery aligns with BCS's vision, values, and organisational priorities.

The role focuses on ensuring robust clinical governance, managing risk, managing counsellors and supervisors, and developing the Service to meet the evolving needs of clients and the community. The Clinical Services Manager plays a key role within the Senior Management Team, contributing to organisational strategy, planning, and development.

## **Key responsibilities**

### Leadership and Governance

- Provide overall clinical and strategic leadership for the counselling arm of the service, setting the vision and ensuring alignment with organisational goals.
- Work collaboratively with the Counselling Operations Manager to shape and implement strategic developments, enabling innovation and continuous improvement across the service.
- Ensure the Service operates in line with professional and ethical standards (BACP or equivalent).
- Represent the counselling arm of the service at Senior Management Team meetings and termly Diploma training team meetings and contribute to wider organisational strategy.
- Line manage the Counselling Operations Manager, Counselling Co-ordinator, supervisors and counsellors.
- Ensure continued collaboration between the counselling and training functions.

### Clinical Management

- Oversee the ethical delivery and quality of counselling and supervision.
- Act as the point of escalation for counsellors, supervisors and trainees regarding clinical, ethical, risk or safeguarding-related concerns, ensuring adherence to BCS policies and professional standards.
- Respond to complex client enquiries, as appropriate.
- Oversee allocation processes to ensure efficiency, fairness and clinical appropriateness.
- Support recruitment and induction of placement counsellors (in collaboration with the Counselling Operations Manager).

- Lead recruitment and induction of supervisors.
- Chair counsellor and supervisor meetings.

#### Operational Oversight

- Work closely with the Counselling Operations Manager to ensure systems and processes support safe and effective service delivery.
- Oversee the Counselling Operations Manager in identifying and implementing improvements in clinical practice and service design.
- Oversee the development of policies.
- Supervise the Counselling Operations Manager in the setting and management of budgets and cash flow.

## Clinical Services Manager Person Specification

### Training and Qualifications

#### Essential

- Professionally qualified counsellor or psychotherapist with a minimum of 450 clinical hours.
- Current membership and accreditation (or working towards accreditation) with BACP, UKCP, or another recognised professional body.
- Recognised qualification or substantial experience in clinical supervision.

#### Desirable

- Qualification or CPD in management or leadership.
- CPD in safeguarding, risk assessment.
- CPD in trauma-informed practice.

### Knowledge and Experience

#### Essential

- Significant post-qualification counselling experience.
- Experience of effective team management.
- Proven experience of supervising counsellors and/or trainees.
- Demonstrated understanding of psychodynamic counselling principles and practice.
- Experience of managing clinical risk, ethical decision-making, and safeguarding processes.
- Knowledge of professional and regulatory frameworks (e.g. BACP Ethical Framework).

#### Desirable

- Experience working within a counselling charity, training organisation, or mental health service.
- Experience of managing volunteers.
- Experience of service development.
- Familiarity with client management or CRM systems.

---

**Skills and  
Attributes**

- Essential
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills, with the ability to build trust and rapport.
- Sound clinical judgement and ability to make balanced, ethical decisions under pressure.
- Creative and strategic thinker with the ability to identify and develop service improvements.
- Organised, reliable and able to balance multiple priorities.
- Skilled in collaborative working across functions.
- Strong record-keeping and IT literacy.

---

**Values and  
Commitment****Essential**

- Commitment to the mission and values of Basingstoke Counselling Service.
  - Adherence to professional and ethical standards.
  - Respect for confidentiality and professional boundaries.
  - Commitment to equality, diversity, and inclusion.
  - Supportive and constructive approach to teamwork.
  - Reflective, self-aware and open to learning.
-