

Service Level Agreement

Mental Health and Wellbeing

Clinical Supervision

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Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between METRO Charity and the Clinical Supervisor for the provision of clinical supervision services of counselling staff, counselling volunteers and frontline workers within groups and/or in a one to one setting.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the METRO Charity and *SUPERVISOR*. This Agreement outlines the parameters of the role the Supervisor undertakes, as they are mutually understood by the METRO Charity and *SUPERVISOR*.

Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent clinical supervision support and delivery to METRO Charity by the Clinical Supervisor.

The objectives of this Agreement are to:

- Provide clear reference to service responsibility, accountability.
- Present a clear, concise and measurable description of service provision both parties.
- Match perceptions of expected service provision with actual service support & delivery.

Role

Role:	Clinical Supervisor
Pay Rate:	£45 per hour
Hours:	Varied
Responsible to:	Head of Mental Health and Wellbeing
Responsible for:	Clinical Supervision
Job Location:	Woolwich and Vauxhall, with requirements to work across all METRO office locations (and other agreed locations).

METRO Charity operates multiple counselling services and regularly has more than ten volunteer counsellors in addition to our five staff counsellors. As a charity, we provide more than 50 hours of individual therapy a week across our services in London and Essex. Additionally, some staff at METRO face intensive and challenging work and therefore group support has been identified as a suitable space to explore and manage the personal impact this may have.



The Clinical Supervisor will be responsible for the delivery of clinical supervision of counselling services and provide frontline workers with group supervision involving evening and day work, as well as via telephone for pre-arranged contact with supervisees, as required. They will participate in regular meetings with the clinical services management team at METRO, reviewing volunteers (in particular during probation), casework, METRO policies and practice.

Functions/ Responsibilities

The METRO Clinical Supervisor will work with the clinical leadership team working toward three distinct areas of focus; clinical, supportive and access.

Clinical

As a METRO Clinical Supervisor, you will lead by example, supporting the growth of our volunteers, student volunteer counsellors, and other front-line workers through the effective modelling of clinical competencies.

The clinical role includes;

- Evaluation of clinical interactions through group supervision (one to one sessions when needed) and review of clinical notes (when identified by METRO Counselling services Manager).
- Identification and reinforcement of effective interventions by the supervisee during sessions.
- Offer and demonstrate effective techniques, tools and modalities with supervision.
- Explain the rationale of strategies and interventions.
- Support practitioners to interpret significant events in their work.
- Constructively, challenge the supervisee.
- Offer and demonstrate knowledge of METO policies to ensure supervisees are working within guidelines appropriate to their respective service.

Supportive

Clinical supervision is a mandated part of counselling work and valuable source of support, learning and reinforcement for practitioners.

Your role as a supporter is to facilitate the supervisee's growth by:

- Creating a safe space for the supervisee to recognise their limitations, protecting the welfare of both the client and supervisee.
- Ensuring an environment that allows for self-exploration, growth and understanding of ability and confidence.
- Being aware of, and helping the supervisee deal with situations such as: stressful events, role ambiguity, career development and skill use.



Assess

The supervisor's role as an assessor is to:

- Monitor the practitioners working practices by reviewing counsellors' relationships and psychotherapeutic process with the clients.
- Clarify performance standards based on BACP Ethical Framework and METRO policies.
- With individual line managers, develop appropriate strategies to address staff performance and skills deficits. In the form of a monthly meeting with the therapeutic management team.
- Assisting supervisees to assess and monitor safeguarding risks, and taking a key role in reporting and managing these risks

Other duties

- Adhere to METRO policies and procedure at all times.
- Represent METRO externally within a professional capacity and build strong networks and partnerships.
- Ensure quality standards in operational guidelines for the service including health and safety, safeguarding, confidentiality, data protection and information governance and to keep accurate records.
- In line with METRO's policy on Information Governance (IG), confidentiality and data handling you will be expected to undertake, pass and maintain the required IG models, and regular safeguarding training.
- Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act and METRO's Information Governance Policies.
- Provide as necessary, reports on supervision groups or supervisees or to an agreed schedule.
- Any other duties as may be reasonably required and negotiated with the line manager and a flexible approach to shifting contract targets.
- Attend team and full staff meetings, for both METRO, and to undertake appropriate training as agreed.
- Attend regular formal, informal, and clinical supervision.

Qualifications and Experience:

- Counselling/Psychotherapy Qualification at graduate level and be BACP/UKCP Registered
- BACP/UKCP recognised clinical supervision or equivalent (5 years clinical supervision experience).
- At least five years' experience post qualification of counselling work.
- At least 5 years' experience of working in the 3rd sector.
- Experience of monitoring ongoing risk.

Knowledge, Ability and Skill:

- An in-depth understanding and knowledge of the following as relevant to the role;



- lesbian, gay, bisexual and transgender issues as well as an awareness of issues for those questioning their sexual orientation and or gender identity.
- HIV – living with, or being affected by
- Children and young people
- Sexual Health
- Knowledge of the national policy context and current issues for services users including in young people.
- Extensive knowledge of safeguarding and child protection.
- Ability to offer advice, information and informal support both face to face and by telephone in a sensitive, non-judgmental manner.
- Ability to work on own initiative, as well as an ability to work as part of a team.
- Excellent communication skills, presentation and negotiation skills both with service users, multi-agency colleagues, and proven experience of networking with professionals.
- Excellent organisational & facilitation skills. Confident with I.T. including the ability to use MS packages.
- Skilled at working and communicating at multiple levels within an organisation (with staff, managers, senior managers and Board members) and able to manage the complexities and conflicts that may arise.

Signed by: Volunteer/Worker/Associate Date: ___/___/___

Name: _____ Signature: _____

Signed on behalf of METRO by: Date: ___/___/___

Name: _____ Signature: _____