Service Level Agreement
Mental Health and Wellbeing

**Counselling Clinical Supervisor**

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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 paid staff and volunteers, 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This Agreement remains valid until superseded by a revised agreement mutually endorsed by the METRO Charity and SUPERVISOR.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 - 55 per hour dependent upon experience
Hours: 6-10 hours per month
Responsible to: Head of HIV, Mental Health and Wellbeing
Responsible for: Clinical Supervision
Job Location: Vauxhall & Woolwich METRO offices.

Background

METRO is an equality and diversity charity, providing health, community and youth services in England. METRO’s vision is for a world where diversity is celebrated, difference respected and valued, and where optimum health and wellbeing for all is a collective goal. We promote health and wellbeing through our transformative services to anyone experiencing issues relating to sexuality, gender, equality, diversity and identity, and use our unique insight from these transformative services and our diverse heritage to influence decision makers and to effect positive change.

Our counselling services have a long history of supporting people across London and the South East, currently, we are particularly focused on supporting people in the South and West London boroughs of Lewisham, Greenwich, Merton, Sutton, Richmond, Wandsworth, Kingston, Croydon, Hammersmith & Fulham, Kensington & Chelsea, and Westminster. We support people around
issues to do with living with HIV, sexual health, sexual orientation and gender identity. We also support particularly children and families around issues to do with deprivation, immigration, drugs and alcohol and early intervention with children to prevent involvement in gangs and knife crime.

As a charity, we provide more than 40 hours of individual counselling a week across our services in London. Our staff and volunteers are a team of 7 paid staff counsellors and over 10 volunteers, and are a mixture of qualified counsellors, and those in training for BACP/UKCP accreditations and qualifications.

This role will particularly focus on supporting our volunteer counsellors in our services focusing on people living with HIV, and people from LGBTQ backgrounds.

The Clinical Supervisor will be responsible for the delivery of clinical supervision of counselling services and the main method of providing support to our counsellors will be through regular small group supervision, usually consisting of groups of 3 or 4 people.

**Functions/ Responsibilities**

The METRO Clinical Supervisor will work with the clinical leadership team to ensure that our counsellors are provided with support around clinical practice and decision making, and can work to develop their learning and skills, ensuring that we provide a high quality of service to all our service users. In particular the role will focus in three ways; through attention to the clinical, supportive and assessment aspects of the role.

**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 METRO 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 and be BACP/UKCP Registered.
• BACP/UKPC recognised clinical supervision or equivalent (5 years clinical supervision experience).
• At least 5 years’ experience post qualification of counselling work.
• At least 5 years’ experience of working in the third sector.
• Experience of monitoring ongoing risk.

Knowledge, Ability and Skill:
• An in-depth understanding and knowledge of the following as relevant to the role:
  o Awareness and knowledge of supporting people who are lesbian, gay, bisexual and transgender, questioning (LGBTQ)
  o Awareness and knowledge of supporting people who are living with HIV and/or affected by HIV issues
  o Knowledge and awareness of issues for LGBTQ children and young people, and those children and young people affected by a range of issues in South London boroughs, such as family instability, deprivation, mental health and wellbeing issues, HIV and sexual health issues.
  o Awareness and knowledge of supporting people who have a range of issues around sexual health and HIV.
• 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.

Notice of Cancellation of sessions

This contract is subject to one month’s notice in advance of cancellation of clinical supervision sessions for either party.

Termination of Contract

In the event that either party wishes to terminate this contract, both parties will be subject to giving notice in writing a month in advance from the date on which the supervision session are to be terminated.

Signed by: Counselling Supervisor: ________________________________
Name: ____________________________  Date: ___/___/___

Signed on behalf of METRO by: Head of HIV, Mental Health and Wellbeing:

Signature: __________________________

Name: ____________________________  Date: ___/___/___