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**Job Description: Clinical Coordinator**

**Position Summary:**  
The Clinical Coordinator will lead and oversee the effective delivery of clinical services within Relate NI, ensuring alignment with Relate NI’s goals and clinical governance standards. This role encompasses direct supervision of counsellors, service development, stakeholder engagement, and safeguarding responsibilities, contributing to the organisation's growth and excellence in service provision.

**Key Responsibilities:**

**Clinical Service Delivery and Oversight**

* **Referral Management:** Review referrals for clinical appropriateness, assessing risk and suitability for Relate NI services.
* **Service Planning:** Coordinate service delivery by liaising with internal teams, referral agents, and social workers to meet client needs effectively.
* **Team Leadership:** Provide direct line management and professional development for a team of counsellors, fostering a supportive and high-performing environment.
* **Operational Efficiency:** Monitor service demand, waiting times, and resources, implementing strategies to improve efficiency and reduce delays in service delivery.

**Program Development and Stakeholder Collaboration**

* **Service Growth:** Drive the expansion and enhancement of the Family Therapy service in line with organisational objectives.
* **Stakeholder Engagement:** Build and maintain strong relationships with external partners, agencies, and community organisations to strengthen service delivery and outreach.
* **Community Representation:** Attend and actively participate in working groups, stakeholder meetings, and relevant forums to advocate for Relate NI's mission and services.
* **Innovation:** Provide input on new service initiatives, procurement opportunities, and strategic projects, ensuring clinical perspectives inform decision-making.
* **Training:** Drive the growth of Relate NI as a leading training organisation, offering specialised programs for counsellors and students in the fields of family, individual, and couples therapy, including placement opportunities.

**Clinical Governance and Safeguarding**

* **Policy Implementation:** Ensure robust adherence to clinical policies and procedures, including safeguarding measures. Assisting in updating and creation of clinical policies
* **Deputy Safeguarding Role:** Act as Deputy Safeguarding Lead, addressing safeguarding concerns with diligence and in accordance with Relate NI policies.
* **Risk Management:** Provide clinical consultation to address complex cases, ensuring risks are managed effectively and ethically.
* **Audit and Quality Assurance:** Conduct regular audits of clinical services to uphold high standards and identify opportunities for improvement.
* **Complaint Resolution:** Collaborate on investigations into client complaints, offering timely and constructive solutions.

**Organisational Contribution**

* **Strategic Planning:** Contribute to the development and execution of strategic and operational plans, aligning clinical services with organisational goals.
* **Performance Reporting:** Prepare and present comprehensive reports on service outcomes, team performance, and project developments.
* **Team Collaboration:** Actively participate in team meetings, training sessions, and supervision, fostering a culture of collaboration and professional growth.
* **Value Alignment:** Uphold and model Relate NI's values in interactions with colleagues, clients, and external partners.

**Essential Qualifications and Skills:**

* **Education:** Degree or level 5 diploma in counselling, psychotherapy, social work, psychology, or a related field. Postgraduate qualification preferred.
* **Experience:** Demonstrated experience in clinical coordination, counselling, or therapy, with a strong background in team management and service delivery.
* **Knowledge:** Deep understanding of safeguarding practices, clinical governance, and quality assurance frameworks.
* **Leadership:** Proven ability to lead, supervise, and develop clinical teams effectively.
* **Stakeholder Management:** Strong skills in building relationships with diverse stakeholders, including community organisations, referral agents, and social care professionals.
* **Communication:** Excellent written and verbal communication skills, with the ability to produce high-quality reports and presentations.

**Desirable Attributes:**

* **Specialised Expertise:** Training or experience in Family Therapy or a similar therapeutic approach.
* **Project Management:** Familiarity with tendering processes and service development in health or social care sectors.
* **Community Knowledge:** Experience working within community hubs or similar integrated service environments.

**Work Location:** Belfast  
**Salary:**

**Relate NI is an equal opportunity employer, committed to fostering diversity and inclusivity in the workplace.**