

<b>Job Title:</b>	Counselling Service Manager
<b>Reports to:</b>	Chief Executive Professional Management support from CEO
<b>Location:</b>	The post holder will work across IFPA sites and have a base in the Irish Family Planning Association Head Office.
<b>Key Relationships:</b>	Medical Director Chief Executive Clinical Operations Manager Director of Advocacy and Communications Financial Controller
<b>Line Management:</b>	All counselling staff

## Job Summary

- This post is responsible for ensuring that the IFPA counselling service is well led, operates efficiently, and delivers the required client volumes and financial performance.
- The client must be at the centre of all care, and counselling services should achieve exceptional levels of client care and satisfaction.
- The post holder is responsible for leading the development and establishment of new counselling services.
- The post holder will contribute to the IFPA strategic development and overall mission, ensuring that IFPA counselling services are tailored to provide personalized reproductive care for clients with diverse needs.

## Key Responsibilities

### Service Planning and Development

- Contribute to the development of IFPA specialist pregnancy counselling services in response to local and national priorities.
- Ensure that the IFPA counselling team remains responsive to the varied and changing needs of clients, particularly those clients with additional needs.
- Lead projects which improve the quality of services to clients and creates an enabling environment for clients who experience an unintended pregnancy.
- Play a key role in the development and execution of strategic planning for counselling service development in collaboration with the Senior Management Team.
- Working closely with the Financial Controller and the Chief Executive, be responsible for the co-ordination of the annual business plan for IFPA counselling services, lead the development of the Association's annual provider plan with the HSE, and ensure that targets agreed as part of the service level agreement are met.
- Be responsible for the identification of cost improvements, service developments, and income generation opportunities.
- Implement proven business processes including management technologies to strengthen

performance and enhance the IFPA's reputation with service users, the general public, General Practitioners, the HSE, and other healthcare professionals.

## **Operational Management**

- Work with the Clinical Services and Development Team to ensure the efficient and effective running of the counselling service whilst maintaining a high standard of counselling outcomes.
- Work closely with administrative staff to:
  - Maximise diary capacity, ensuring that client volumes are optimised with minimal DNAs/DNPs and empty slots.
  - Ensure efficient running of daily counselling lists, leading to the achievement of operational targets.
  - Ensure staff rotas are maintained and sufficient staff are available to deliver the lists proposed.
  - Maintain client confidentiality in all aspects of their interaction with clinics and wider IFPA at all times.
  - Continually review and report on the productivity and efficiency of the relevant counselling centres and take appropriate actions to maximise and improve ways of working.
  - Oversee and monitor the health and safety standards for the relevant counselling centres. Ensure all required health and safety documentation is completed consistently and audits are conducted. Take appropriate action where standards drop below the agreed performance.
  - Manage counselling sites in collaboration with the Financial Controller and Chief Executive and the respective administrative teams.
  - Co-ordinate delivery of IT improvements and supports to develop and improve existing services. Participate in wider IFPA IT projects as required.

## **Front of House and Client Access to Specialist Pregnancy Counselling**

- Support the Clinical Services and Development Team to ensure that:
  - The reception services are well kept, efficient, and deliver the highest levels of customer care, empathy, and confidentiality.
  - Telephones are answered promptly and that calls are handled swiftly and with expert/technical knowledge where required.
  - Filing and archiving is well organised and kept up to date.
  - Client reporting statistics are correctly recorded and processed accurately.
  - Patient referral pathways are consistent with the IFPA model of care and ensure ease of access to those requiring specialist sexual health and reproductive services.
  - Patient Records System (HELIX) and booking systems are updated accurately.
- Co-ordinate the maintenance and development of counselling administrative equipment including computers, printers, software and phone systems.
- Lead the monitoring and evaluation of all counselling functions with appropriate members of

the Senior Management Team and the Clinic Services and Development Team.

- Identify and implement efficiencies across areas of responsibility and standardise administration processes that will enhance the client experience and organisational efficiency.
- Play a key role in the development of an online booking system in collaboration with Clinical Operations Manager.

### **Financial Management and Performance**

- Monitor, control, and report on counselling activity and income and expenditure, working closely with the Medical Director, the Financial Controller, and the Chief Executive.
- Act as a budget manager for counselling services, managing any resources devolved for purposes such as service upgrades, minor capital works, etc.
- Be accountable for the effective use of resources, alerting the Financial Controller in respect of imminent budgetary overspends and ensuring that all the IFPA's standing financial instructions and standing orders are adhered to.
- Work with the Financial Controller to ensure cost savings are realised.
- Work with the senior management team to develop a series of performance indicators for counsellors which support the achievement of counselling priorities.
- Collaborate with functional and professional heads to develop mechanisms to ensure that counselling activity is measured accurately and fully costed where appropriate.
- Monitor and track performance targets and develop internal and external comparative performance monitoring information to support and inform decision-making within the wider organisation.

### **People Management**

- Provide direct line management to counsellors and ensure that supervision systems are in place for all members of the Counselling team.
- Ensure that IFPA Counselling staff implement an integrated person-centred approach to service delivery, and that the multi-disciplinary team members work together to sustain this holistic approach.
- Engage and motivate team members so that they understand and work to achieve counselling services objectives and feel that their role makes a positive contribution to the overall successes and role of the IFPA.
- Undertake performance reviews for Counselling team members and ensure all team members are appropriately inducted, trained, and assessed as competent to be able to fulfil their roles.
- Participate in immediate and appropriate action in the event of misconduct or serious underperformance of team members, seeking support from HR as required and ensuring action is in line with IFPA HR policies.
- Plan, supervise, and assign the workload undertaken by counselling staff with a view to maintaining the highest level of administration and service to clients. Lead staff counselling

performance and strategy meetings.

- Assist in the recruitment and retention of the highest calibre of staff with appropriate qualifications in accordance with their professional regulatory bodies.
- Take responsibility for the co-ordination of staff induction, staff development opportunities, and provide support, problem solving advice, and necessary coaching for all staff.
- Take a lead role in managing counselling staff, including managing rotas, time off in lieu, annual leave, sick leave, overtime, etc., in order to ensure sufficient staffing available at all times to run the relevant counselling services.
- Create the conditions to further embed a culture of respect, transparency, and team-based support that will bolster an inclusive 'can-do' environment.

### **Quality, Safety, Risk Management**

- Work alongside the Clinical Services and Development Team to ensure consistent and high-quality standards of care and governance throughout all counselling services.
- Be responsible for ensuring that child and vulnerable adult safeguarding procedures within the Association are in line with good practice and are followed by all staff.
- In conjunction with the Medical Director and Clinical Operations Manager, ensure compliance with legislation and regulations related to healthcare clinics.
- Maintain current knowledge of professional registrations and scope of practice requirements for counselling staff, ensuring that staff maintain required registration and qualifications.
- Provide leadership and follow up with regard to incidents, errors, and other client service issues as needed.
- Ensure that learning is fed back to the staff in the clinics in a supportive and developmental way.
- With the Medical Director and Clinical Operations Manager, support implementation of clinical policies and protocols and documentation of clinic processes.
- Oversee appropriate actions related to safety and emergency preparedness.
- Ensure systems are in place for the accurate and timely collation of risk management data and work closely with the Chief Executive to ensure that the Risk Register is maintained for counselling services and accurately reflects high level risks within the counselling services.

### **Person Specification**

#### **Experience**

- A minimum of 5 years extensive counselling experience post-accreditation.
- Experience of managing high client volumes and responding to changes in client demand.
- Proven track record of leadership and experience in managing multidisciplinary teams to include identifying people, developing potential (via constructive feedback, capacity-

building and encouragement) and performance management.

- Exposure to safeguarding issues in a reproductive healthcare setting, experience as a designated liaison person preferred.
- Experience with Electronic Health Records system or client database.

### **Education/Qualifications**

- Relevant counselling/psychotherapy qualification
- Accredited membership of a relevant body (supervisory counselling accreditation preferred)
- Professional management/business qualification or a minimum of 5 years' experience working as a manager in a healthcare/counselling environment.

### **Knowledge/Competencies**

- Knowledge of health management and regulatory compliance (essential).
- Strong business acumen with sound commercial judgement.
- Strong people management and teamwork skills.
- Strong organizational skills and ability to manage multiple projects, and coordinate schedules.
- Ability to work independently utilizing a high degree of problem-solving skills.
- Strong computer and software skills.
- Ability to maintain client confidentiality.
- Ability to work effectively in a mission-driven agency whose clients and staff exhibit significant diversity with respect to race, ethnicity, sexual orientation, gender identity, socio-economic status, nationality, and religion.
- Ability to think strategically about the organization, its mission, and operations.
- Ability to work effectively with external agencies and vendors.
- Ability to deal effectively with complaints from clients and the general public.
- Ability to working as part of a multi-disciplinary management team.
- Ability and willingness to learn about the Irish Family Planning Association, sexual and reproductive health and related context/issues which impact on service delivery and sustainability.

### **Personal Attributes**

- Resilience.
- Excellent communication skills, both verbal and written.
- Strong leadership and motivational skills
- Organised with good planning, prioritising, and time management skills.
- Attention to detail with a commitment to high service standards.
- Self-motivated, creative, can-do approach.
- Passionate about providing excellent services.
- Driven by placing the client at the centre of services and ways of working.
- Willing to grow and develop own skills to meet the needs of the business.

### **IFPA Values and Behaviours**

*The IFPA believes:*

- In full access to high quality information, education and health services regarding sex, sexuality, conception, contraception, safe abortion and sexually transmitted infections.
- In the right to decide freely on the number and spacing of children, so that every pregnancy is a wanted pregnancy.
- That abortion services should be accessible as early as possible and as late as necessary.
- In equal rights for all people and their empowerment in obtaining full participation in, and benefit from, social, political and economic development.
- In the right to enjoy a fulfilling, positive and healthy sexual life.
- In working in alliance with all those who share our aims and in co-operation with interested governmental and non-governmental bodies.
- In high performance, ethical standards and transparency throughout our organisation.

**The IFPA expects all staff:**

- To work together to demonstrate ethical, professional behaviours at all times.
- To communicate with honesty, openness, and be inclusive of ideas and opinions from all colleagues when making decisions.
- To be accountable for their actions and act with professionalism and integrity so that all contributions are recognised and valued.
- To value genuine and long-term relationships so that innovation is encouraged, and respect and diversity are valued as vital to success.
- To evolve as an inclusive, 'can do' team environment where all staff bring their skills, competencies, passion and creativity to our ongoing work of change and restoration.

**Terms & Conditions**

Full time position (35-hour week) salary scale is €51,528 – €60,000 based on skills and experience.