

## JOB DESCRIPTION

**Job title:** Clinical Services Manager- MindCHWF Talking Therapies for Anxiety and Depression

**Department:** Talking Therapies for Anxiety and Depression (formerly IAPT)

**Responsible to:** Deputy Director Psychological Therapies and Wellbeing Services

**Salary:** Starting salary is £40110.23 per year (Full-time equivalent), (P02-SP38)

**Hours:** 22.5 hrs (3 days) per week

**Contract type:** Fixed Term until 31 March 2026

**Location:** 12 Orsman Road, London, N1 5QJ

### **About Mind in the City, Hackney and Waltham Forest (Mind CHWF):**

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

### **Our values are:**

**Connected:** Creating a compassionate and supportive community.

**Fair:** We strive for equity- no-one's needs should go unmet.

**Brave:** We walk with people, offering help by doing what works - proven or new.

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

All staff, trainees and volunteers have opportunities to participate in a wide range of in-house and external trainings through our networks.

At Mind CHWF, we offer significant personal and professional development opportunities, encourage innovation and initiative from our committed and talented practitioners, and offer skill-building and experience of working across multiple projects and modalities in an award-winning mental health organisation.

Those with lived experience of Mental Health struggles are encouraged to apply. DBS clearance at Enhanced (with Barring) is required for this role.

#### **About the service:**

We are a culturally responsive Talking Therapies service providing evidence-based psychological interventions for adults experiencing anxiety and depression. Our service works primarily with people from African, Caribbean & Heritage (ACH), Global Majority, and LGBTQ+ communities, many of whom face structural barriers to accessing traditional mental health provision.

Our approach is rooted in equity, anti-racist practice, cultural humility, and LGBTQ+ affirmative care. We recognise the impact of trauma, discrimination, and social inequality on mental health and are committed to delivering psychologically informed, community-centred care.

#### **Introduction and Purpose of the post:**

We are seeking an experienced, values-driven Clinical Services Manager to provide clinical leadership, operational oversight, and strategic development for our Talking Therapies for Anxiety and Depression service.

You will be responsible for ensuring the delivery of safe, effective, high-quality, and culturally responsive psychological therapies, while supporting and developing a multidisciplinary clinical team.

This role combines clinical leadership, service management, workforce development, and quality assurance, with a strong emphasis on inclusive practice and community accountability.

#### **Main duties and responsibilities:**

##### **Clinical & Professional Leadership**

- Provide senior clinical leadership across the service, ensuring safe and ethical practice in line with professional, legal, and organisational standards.
- Maintain oversight of clinical risk, safeguarding, and governance arrangements.
- Promote culturally responsive, anti-oppressive, and LGBTQ+ affirmative clinical practice.

##### **Service Management & Development**

- Lead day-to-day operational management of the Talking Therapies for Anxiety and Depression service
- Oversee access, waiting times, outcomes, and service performance

- Use data, feedback, and community insight to drive service improvement
- Contribute to service development, innovation, and funding or commissioning requirements

## Workforce Leadership & Supervision

- Line manage clinical staff, including therapists, supervisors, and trainees
- Ensure high-quality clinical supervision, reflective practice, and CPD opportunities.
- Foster a supportive, psychologically safe, and inclusive team culture
- Provide training, supervision, guidance, and consultation to other professionals who directly contribute to the formulation and treatment of individual patients, including those in other teams within the organisation.

## Equity, Inclusion & Community Engagement

- Embed anti-racist, culturally informed, and LGBTQ+ inclusive frameworks across the service.
- Work collaboratively with community organisations and stakeholders
- Champion the voices and experiences of ACH, Global Majority, and LGBTQ+ service users

## Personal specification

The remaining sections outlines what criteria will be used to appoint the suitable candidate. Criteria are marked as (E) are essential and (D) desirable. (I) would indicate which criteria shall be evaluated at the interview.

## Experience, Knowledge, Skills, Abilities - Values and Motivations:

Connected: Creating a compassionate and supportive community.

- Ability to build trusting relationships with staff, service users, and external partners (E, I)
- Experience of collaborative, multidisciplinary team working (E, I)
- Strong communication skills, including the ability to engage sensitively across cultural, racial, and LGBTQ+ identities (E, I)
- Commitment to reflective practice, supervision, and staff development (E, I)
- Experience of engaging with service user feedback to inform service delivery (E, I)
- Experience working in partnership with community organisations, voluntary sector, or grassroots groups (D)
- Lived or professional experience working closely with ACH, Global Majority, and/or LGBTQ+ communities (D)
- Experience co-producing services or pathways with service users and communities (D)

Fair: We strive for equity - no-one's needs should go unmet.

- Strong commitment to equity, diversity, and inclusion in mental health services (E, I)
- Understanding of structural inequalities and their impact on mental health and access to care (E, I)
- Experience delivering or overseeing culturally responsive and LGBTQ+ affirmative psychological therapies (E, I)
- Knowledge of safeguarding, ethical practice, and clinical governance frameworks (E, I)

- Commitment to fair, transparent, and supportive people management practices (E, I)
- Formal training in anti-racist practice, cultural humility, or inclusive leadership (D)
- Experience using data to identify and address disparities in access, outcomes, or experience (D)
- Contribution to organisational equity strategies or inclusion-focused initiatives (D)

Brave: We walk with people, offering help by doing what works - proven or new.

- Demonstrated clinical leadership experience, including managing complex clinical risk and decision-making (E, I)
- Confidence in leading change, service improvement, and innovation within mental health services (E, I)
- Willingness and ability to challenge discriminatory, exclusionary, or unsafe practices (E, I)
- Strong professional integrity and accountability in clinical and managerial decision-making (E, I)
- Experience working with complexity, uncertainty, and high-demand service (E, I)
- Experience leading service redesign or transformation (D)
- Evidence of advocating for marginalised communities within systems or commissioning contexts (D)
- Training or experience in trauma-informed, anti-oppressive, or decolonised approaches to therapy (D)

## Qualifications

- Core professional qualification in a recognised mental health discipline
- Current registration with an appropriate professional body (HCPC, BACP, NMC, BACP, UKCP, or equivalent)
- Significant post-qualification experience delivering psychological therapies for anxiety and depression