



# Mind Garden Therapy Ltd

Counselling • Psychotherapy • Psychology

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**Job Title:** Centre Manager

**Reporting To:** The Co-Directors

**Remuneration:** £50 per hour, self-employed basis.

**Benefits:** Consulting room use for your own private practice up to 6 hours weekly (value of about £300 per month). Parking for one day per week (value of around £75 per month). Free access to Mind Garden-sponsored professional development webinars and workshops.

**Working Hours:** Responsive role on an as-needed basis within Monday to Friday business hours, capped at 30 hours per month.

**Location:** Working from home with ability to travel to Reading to be on-site as needed (usually not more than once per week).

**Start Date:** Early 2022

**About Mind Garden:** The centre was founded in 2010 by Angela Atack & Ann-Marie James in response to local demand for a therapist-run facility. Originally located on Queens Road, the business established itself at 56 London Street in 2011 and has been a successful going concern for the past 12 years.

The centre is home to approximately 30 fully qualified professional therapists and provides around 500 sessions of therapy per month to the local community. The centre's values are Receptivity, Responsivity & Opportunity. We seek to offer a unique private practice opportunity to highly skilled therapists, and an outstanding therapeutic environment to clients and therapists alike. We seek to raise the standards for counselling & psychotherapy by providing clients with vetted therapists, a high-spec environment, and the oversight of directors who are psychotherapists themselves, with nearly 50 years' combined experience.

To reduce workload for the directors, the centre is currently looking for a Centre Manager on a self-employed basis.

## **Job Description:**

### **Duties & Responsibilities:**

1. Maintain efficient and effective operation of the centre day to day.
2. Manage & assign incoming referrals to suitable therapists using sound clinical judgement. Referral volume varies between 6 and 10 referrals per day, weekdays.
3. Manage a team of 30 self-employed therapists.
4. Ensure ethical standards for best practice are met, preferably exceeded, as per BACP/UKCP/NCS/BPS codes of ethics.
5. Ensure compliance with regulatory requirements, e.g. GDPR and safeguarding.
6. Manage operation of the building including liaising with landlords and organising maintenance.
7. Manage an administrative / support team of four professionals including a virtual secretary, web site manager, and housekeeper.
8. Maintain fluid and efficient communication with the co-directors as needed.
9. Respond to incoming enquiries around clinical matters (insurance companies, social services, etc.)
10. Monitor therapists' conversion rates to ensure healthy client uptake, report any concerns to management.
11. Ensure policies and procedures are adhered to (locking up building, referral management).
12. Support marketing of the centre through LinkedIn, Facebook, Google Business & email communications.

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## Person Specification

### Training and qualifications

#### **Essential**

1. Accredited / Registered counsellor/psychotherapist/psychologist with the BACP, UKCP, BPS or NCS.
2. Minimum 5 years clinical experience, at least 3 years of which should be in private practice.
3. Capacity to make decisions independently based on clear values anchored in the BACP/UKCP etc ethical codes.
4. Alignment with Mind Garden's values: **Receptivity, Responsivity & Opportunity**
5. Intermediate to advanced computer/ICT skills (High level of competence with Zoom, email platforms, remote working, WhatsApp, iMessage, Google Calendar, productivity apps).
6. Ability to learn & use new ICT-based tools with speed & ease.
7. History of effective & sensitive clinical judgement.
8. History of dealing effectively with ethical dilemmas.
9. History of setting healthy boundaries with colleagues and clients and understanding of the challenges involved in this.\*
10. Advanced written & spoken communication skills, fully fluent in English both written & spoken.
11. Ability to organise self and others administratively and use time effectively.
12. Willingness to participate in a hands-on manner in the business (tidying up, purchasing supplies, etc) in the event of support staff being unavailable.

#### **Desirable:**

1. Experience with web & marketing software such as WordPress, MailChimp, Wufoo
2. Experience of managing a team
3. Counselling service management experience
4. Experience with leasing/maintaining a commercial property & liaising with landlords

#### **General Description:**

The post involves being available on a day to day basis to respond to team queries, clinical matters, and operational issues. Typically the role takes one to two hours per day to include checking emails and responding to questions. The role is responsive and therefore the right candidate is expected to have flexibility in their schedule to allow for urgent or time-sensitive matters which might temporarily increase the amount of hours worked in a given day.

The position can flex around the skill set of the right candidate. For instance, a marketing background would be very valuable but is not critical. Equally, a background in clinical supervision is valuable but not critical.

\*In order to minimise the possibility of dual relationships, the candidate needs to have no existing relationship to Mind Garden or any close relationship with any of its current therapists.

**To Apply:** Please send a letter of interest & CV to [mindgarden@reading-counselling.co.uk](mailto:mindgarden@reading-counselling.co.uk) with subject line 'Centre Manager.'

**Closing Date:** 7 January 2022