

Clinical Assistant Job Description

Job Title: Clinical Assistant

Type: Paid staff

Reports to: CEO and Clinical Manager

Salary: £28,000 per annum FTE

Hours: Part time – 2-3 days/14-21 hours per week, 1 hour unpaid lunch hour per day

Location: Remote with requirement to attend occasional in-person meetings and events in London

Main purpose of role: To support the clinical management of the service

About Help

[Help Counselling](#) is well-established mental health charity. We believe everyone deserves access to quality mental health support, and have been providing affordable, short- and long-term talking therapies for over 50 years.

Whether clients are seeking relief from anxiety, stress, depression or other challenges, we are here to help. We offer counselling services to those over 18, both face-to-face in central and west London and online. Our approach is client-led and holistic with no reliance on algorithms for client allocation. Instead, we take care to achieve the best match possible between client and counsellor.

We are a placement provider: providing training placements for clinical supervisors, counsellors and psychotherapists who need to gain clinical experience to qualify (or further qualify) and be registered with one of the industry professional bodies such as, BACP or UKCP.

The work undertaken by trainee counsellors and psychotherapists is unpaid - they volunteer their time. This volunteer-driven model enables Help Counselling to fulfil its mission of offering affordable counselling services to those in need.

We also cater for clients who prefer to engage with a qualified counsellor through our [Help Counselling Plus](#) service for quality therapy at a fraction of the cost of private practice fees. This service is typically delivered by newly qualified counsellors and provides a supported transition into private practice.

We have a small staff team of 5, a diverse team of circa 100 trainee and qualified counsellors and a team of supervisors and assessors. We support around 200 clients at any time with weekly sessions.

About the role

The Clinical Assistant will support the Clinical Manager in the running of our counselling service. The role will primarily involve managing our trainee counsellor placements including providing professional support and guidance to our trainees. However, the role extends to all aspects of the clinical service as required including safeguarding. Drawing on clinical experience will be central to being able to provide support and guidance to our trainee counsellors. Therefore, the successful candidate will not only be a qualified counsellor or psychotherapist but will have at least 3 years' experience practising in this field.

Role Responsibilities:

- Manage the recruitment, onboarding and offboarding of suitable trainee counsellors for volunteer placements in accordance with agreed standards and controls and Help policies and procedures. To include candidate selection, interview, onboarding, induction and training.
- Manage forecasting to ensure counsellor numbers satisfy client demand and consulting room availability.
- With support from the Administrator, ensure all records and reports are managed appropriately throughout the counsellor placement.
- Keep the Counsellors Online Hub up to date, liaising with Administrator and Clinical Manager as necessary.
- In conjunction with Clinical Manager, provide clinical support and expertise to the Help CEO and team as required.
- In conjunction with Clinical Manager, provide support to trainee counsellors throughout their placement as required.
- Support Clinical Manager with client/counsellor allocations and reallocations as necessary.
- Support Clinical Manager in managing consulting room bookings and sourcing alternative consulting rooms when required.
- Support Clinical Manager in relation to client queries (including clinical queries) arising from assessments or generally.
- Support the Clinical Manager and CEO with questions of a safeguarding nature as necessary.
- Be the main point of contact for training organisations. Proactively develop and maintain relationships in conjunction with CEO.
- Support CEO in developing and maintaining relationships with community networks and partners to include attendance at networking events and presentations as required.

The above is not an exhaustive and you will be expected to perform different tasks in line with the overall business objectives and your skills/experience.

Candidate profile:

Please note the essential criteria and particularly the first three. Candidates will not be shortlisted if they cannot satisfy these.

Essential:

- **Counselling or Psychotherapy Qualification.**
- **BACP or UKCP professional membership.**
- **3-5 years' post-qualification experience.**
- Excellent facilitation skills.
- Strong task and time management.
- High standard of verbal and written communication skills.
- Highly organised.
- Ability to provide challenging feedback to others, managing and responding professionally and appropriately to conflict and risk.
- Interpersonal and influencing skills, especially the ability to engage with counsellors.
- Stakeholder management.
- Adaptability.
- Analytical and problem-solving skills
- Good IT skills including knowledge of MS Office suite, CRM systems and common IT platforms. Ability to learn new systems quickly.

Desirable:

- Experience of working within a training environment within the same industry.
- Prior experience of working in the charity sector.
- Working understanding of HR-related policies and procedures including EDI and working with competency frameworks.
- Location in or around West or Central London would be highly advantageous.

We are committed to being an equal opportunity employer and creating a workplace where everyone feels valued and included. We welcome applications from people of all backgrounds and identities and believe that diversity strengthens our work and the communities we serve. If you need any adjustments during the recruitment process, please let us know so we can support you.

To apply please send your CV with a covering letter of no more than 2 pages to recruitment@helpcounsellingcentre.com.

Closing date: 28 June 2026. We reserve the right to close the recruitment process early if a suitable candidate is found.

27.05.2026