

**action
mental
health**

**Supporting Minds,
Changing Lives**



Director of Clinical Services
Information Pack

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Introduction

Dear Candidate

Thank you for your interest in the role of Director of Clinical Services at Action Mental Health. I appreciate you taking the time to learn more about our organisation and this pivotal leadership opportunity.

Action Mental Health has been supporting people across Northern Ireland on their journey to positive mental health for over 60 years. From our beginnings in Downpatrick to our current presence across the region, we have grown into a diverse, ambitious organisation delivering counselling, therapeutic, employability, wellbeing and community-based services to children, young people, adults and families.

Central to everything we do is a commitment to quality, compassion and reducing the stigma that still surrounds mental ill health.

The Director of Clinical Services is a key member of our Senior Management Team and plays a vital role in shaping the future of our counselling services. This post carries responsibility for clinical governance, safeguarding, service quality and continuous improvement, while also supporting and developing our talented clinical workforce.

It is a role that combines strategic leadership with a clear focus on people – our clients, our staff and our partners.

We are looking for an experienced, values-driven leader who shares our vision of a society that actively values and supports mental wellbeing. In return, we offer the opportunity to make a meaningful impact within a well-established organisation, working alongside committed colleagues who are passionate about making a difference. We are working with our recruitment partners Engage on the role, and they will be happy to answer any questions you might have in the first instance.

I hope this information pack gives you a sense of our purpose, our services and our ambition. If you feel inspired to be part of our journey, we would be very pleased to receive your application.

David Babington

Chief Executive Officer



Who we are

Action Mental Health: A charity Supporting Minds, Changing Lives across Northern Ireland.

Action Mental Health is one of Northern Ireland's leading mental-health charities, dedicated to improving the lives of people of all ages through specialist services that strengthen wellbeing, build skills and support recovery. For over sixty years, we have been at the heart of our communities, providing counselling, resilience programmes, training, and employability support that help individuals gain confidence and move forward with hope.

We deliver a wide range of practical, evidence-based services - including therapeutic counselling for children, young people, adults and families; emotional-wellbeing programmes in schools, colleges and universities; and vocational training, accredited qualifications and employment support for those seeking new opportunities. Our teams work with people living with mental-health challenges, long-term conditions, chronic pain and eating disorders, as well as employers and community partners, ensuring individuals can access the right support at the right time.

We believe in early intervention, empowerment and creating opportunities for real, lasting change. Every day, we work to reduce stigma, strengthen resilience and improve wellbeing across Northern Ireland.

Together, we can support minds and change lives.



What we do

Counselling

Action Mental Health provide high-quality counselling, with friendly and professional services for children, young people and adults. Thanks to the support of our funders and donors, our services are provided free of charge to our clients.

Adults

Action Mental Health offers counselling services to adults in our North and East Belfast premises as well as through outreach locations across the BHSCT and SEHSCT areas.

HOPE schools counselling

Action Mental Health works with the Education Authority to provide the HOPE counselling service in post primary Mainstream Schools and Special Schools/EOTAS. We provide individual and group counselling/therapy as well as drop-in sessions during the school year.

Postvention (supporting those impacted by suicide)

Action Mental Health offers support to families and communities (including sporting, youth, community clubs) impacted by suicide in the South Eastern and Belfast Trust areas who have been impacted by suicide.

Counselling for children and young people

Action Mental Health provides counselling services to children and young people in our North and East Belfast premises as well as through outreach locations in the SEHSCT area. We work in a child-centred way and different approaches are used depending on the age of the child or young person and the specific issues or difficulties they are experiencing.



“

Action Mental Health has changed my life for the better, I wake up each day with a purpose and love coming to the classes and have made new friends.

Client in Foyle

”

“

The service is a life saver literally as it gives me something to look forward to each day.

Client in Antrim

”

“

Attending the service has helped to improve my independence. It gives me a sense of achievement.

Client in Downpatrick

”



Mental Health Recovery and Employability

Our Mental Health Recovery & Employability service operates from 10 locations across Northern Ireland, offering a range of programmes to support clients on their recovery journey. Through our New Horizons and SkillSET programmes, clients can learn new skills through personal development courses, accredited training and creative activities, while also connecting with others to build confidence and resilience.

When the time feels right, we support clients to take the next step, whether that is further training, volunteering or employment.

We also provide dedicated employment support. Through the Workable (NI) programme, we help people with disabilities and health conditions across Northern Ireland to enter and remain in work. In Belfast, our Individual Placement Support programme offers tailored support to help them find and start a job while managing their health condition.



Schools & Community Wellbeing

We offer a range of mental health awareness programmes tailored for children and young people, as well as key contacts in schools, community groups, church groups and sports clubs. These programmes help young people understand how to look after their mental health, build emotional awareness and resilience, and know where to find support when they need it.

Our programmes include Little Healthy Me (P1 – 4), Healthy Me (P5 – 7), Healthy Heroes (P7), Provoking Thought for Young People (secondary schools), Mindset, Provoking Thought, Mental Health First Aid, safeTALK (suicide alertness training for ages 15+), ASIST – Applied Suicide Intervention Skills Training (ages 18+), and YEW (Your Emotional Wellbeing).

We also provide specialist support to schools and communities in the Southern Trust through our Eating Disorders Support team, and in the Western Trust through our Pain and Condition Management team for people living with chronic pain conditions.

OUR Generation

The OUR Generation project is a project that provides a unique opportunity for communities, north and south of the Border, to work together to halt the intergenerational impact of trauma and to build emotional resilience and peace for generations to come. *(A project supported by PEACEPLUS, a programme managed by the Special EU Programmes Body 'SEUPB').*

Workplace Mental Health Training and Consultancy

We provide specialised mental wellbeing training and consultancy to tackle workplace mental ill-health. 1 in 5 NI employees are living with a diagnosed mental illness and mental ill-health continues to be the leading cause of long term absence from work. Our evidence-based prevention and early interventions are designed to equip NI workplaces with the tools to improve employee wellbeing, decrease staff absence and turnover, and create a thriving workplace.



Eating Disorders Support

At Action Mental Health, we provide one-to-one support services to people living with eating disorders throughout the Southern Health Trust area, including their family and carers.



Men's Shed

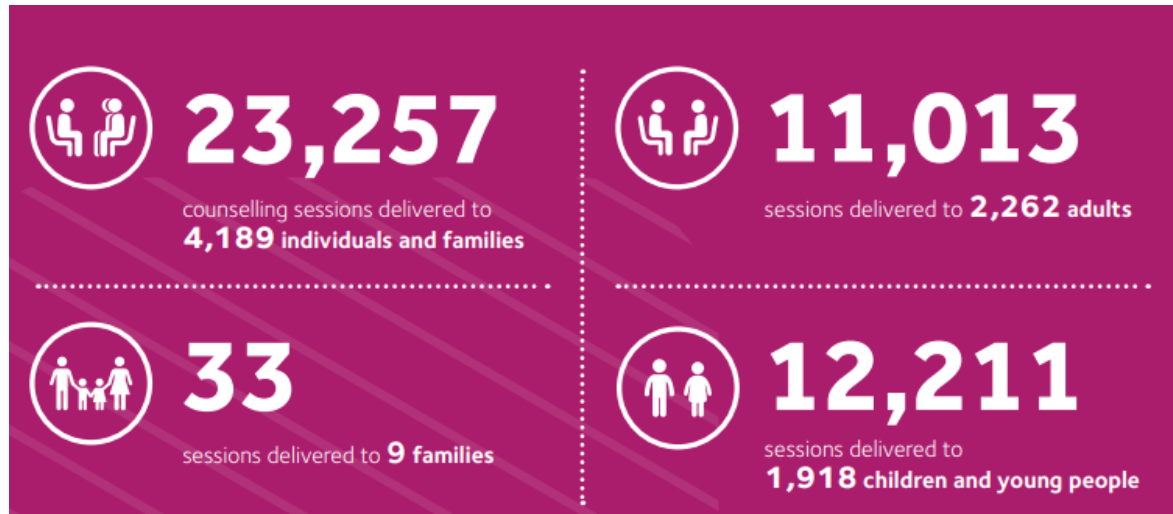
A project for men aged 50+ to share skills, socialise and connect with their wider community. Men's Shed brings together men to share their skills, have a laugh and a cup of tea while working on practical activities of their choice.

Managing the Challenge

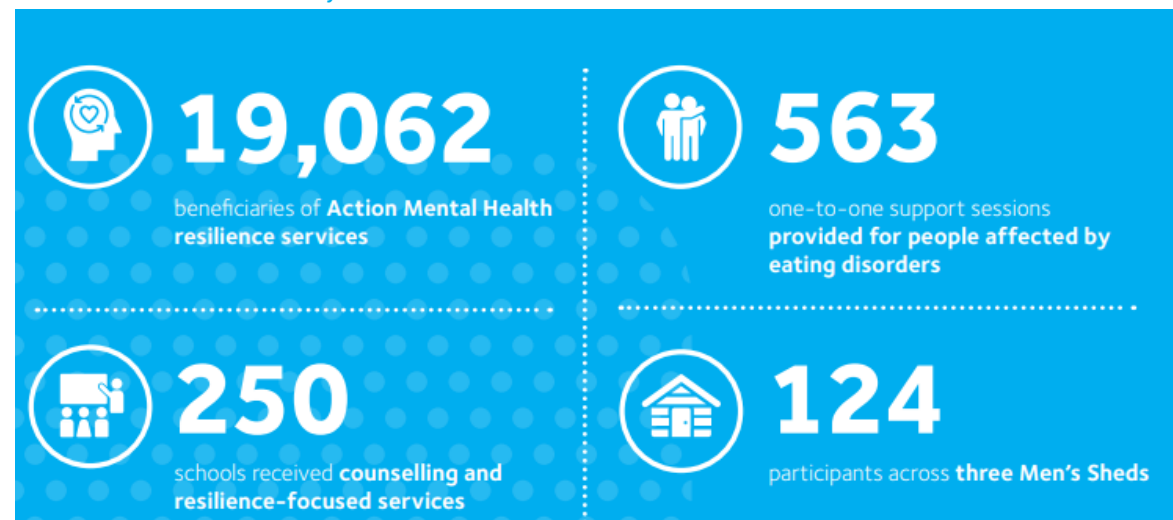
Most people with a chronic pain condition see a healthcare professional for as little as five hours per year. Our evidence-informed self-management programme helps them to support themselves in the remaining 8755 hours in the year.

Our Impact in 2024/25

Counselling with Action Mental Health



Schools and Community

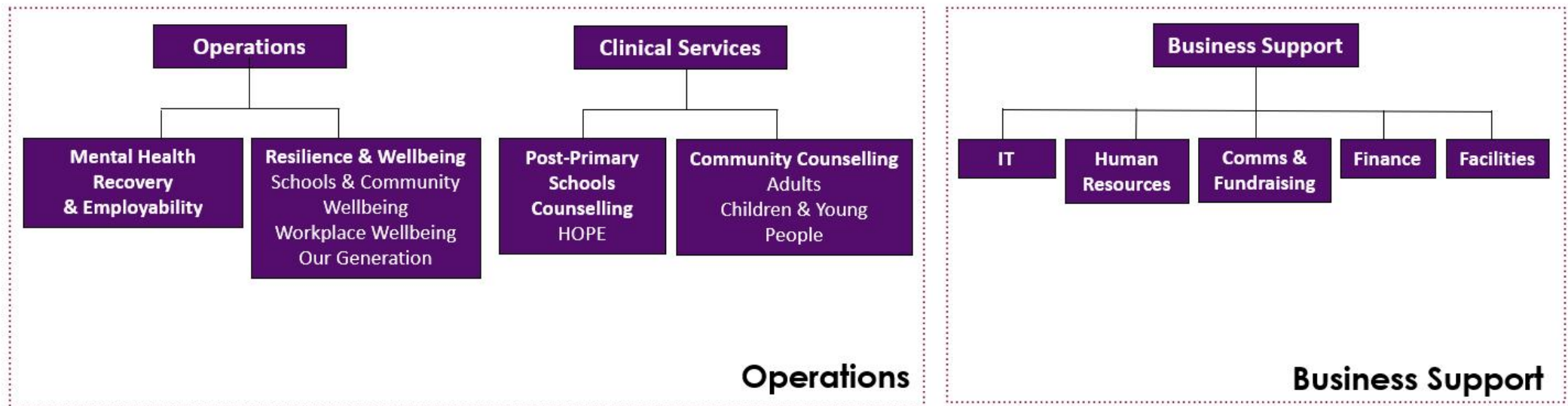


Mental Health Recovery & Employability



How we're organised

Action Mental Health Structure



Strategy

Vision statement

“A society which actively values and supports people on their journey to positive mental health.”

Mission statement

“To make a positive difference to people’s mental health and wellbeing.”



Financials

Below is a snapshot of our latest published annual income and expenditure report for March 2025. If you are reading online, you can click on the links below to access the last three years' annual accounts for more detailed information.

	Notes	Restricted Funds £	Unrestricted Funds £	Total Funds 2025 £	Total Funds 2024 £
INCOME AND ENDOWMENTS FROM:					
Charitable activities:					
Grants & contracted funding:	3				
- Rehabilitation programmes		4,026,123	-	4,026,123	4,095,012
- Welfare and education		841,739	81,439	923,178	854,995
- Therapeutic services		1,648,386	-	1,648,386	1,094,470
Other employment income	4	210,902	-	210,902	234,385
Contribution from trading activities:	4				
- Rehabilitation programmes		-	13,065	13,065	25,688
Donations and legacies	5	7,000	297,712	304,712	264,123
Gain on disposal of assets	6	-	1,127,907	1,127,907	-
Other activities	7	-	180,920	180,920	124,374
Investments	8	-	105,562	105,562	31,143
TOTAL INCOME AND ENDOWMENT		6,734,150	1,806,605	8,540,755	6,724,190
EXPENDITURE ON:					
Charitable Activities					
- Rehabilitation programmes	9	3,885,201	-	3,885,201	4,311,484
- Rehabilitation exceptional costs		-	-	-	267,763
- Employment services		245,934	-	245,934	233,805
- Welfare and education		1,098,583	132,676	1,231,259	1,093,664
- Therapeutic services		1,795,667	-	1,795,667	1,357,243
Raising funds	10	-	169,031	169,031	118,934
Other	12	-	28,064	28,064	36,097
TOTAL EXPENDITURE		(7,025,385)	(329,771)	(7,355,156)	(7,418,990)
NET (EXPENDITURE)/INCOME BEFORE OTHER RECOGNISED GAINS AND LOSSES					
		(291,235)	1,476,834	1,185,599	(694,800)
NET (LOSSES)/GAINS ON INVESTMENTS					
Realised gain on investments		-	-	-	131,724
Unrealised (loss)/gain on investments		-	(60,655)	(60,655)	230,070
NET (EXPENDITURE)/INCOME BEFORE TRANSFERS		(291,235)	1,416,179	1,124,944	(333,006)

Annual Report March 2025

Annual Report March 2024

Annual Report March 2023

Meet the Team



Chief Executive
David Babington

David is Chief Executive, a role he has held since 2010. He leads its 250 staff across 14 locations, overseeing counselling services and tailored training while promoting the organisation and its long-term sustainability.

Previously, he advised major retail clients as a consultant at Cherton Enterprises and led a large-scale resettlement programme for the Ministry of Defence.



Director of Operations
Audrey Allen

Audrey Allen has dedicated 35 years to Action Mental Health and, in her current role since 2012, has led operational teams across Recovery and Employability, Wellbeing, and Counselling. She is committed to delivering high quality, person-centred mental health services across Northern Ireland.



Director of Business Support
Ingrid Gallen

Ingrid is an FCA chartered accountant with over 30 years' experience of managing public finances in a variety of sectors. She trained with PwC and has been with Action Mental Health since 2009 supporting growth and development both internally and through the medium of partnership working with some of NI's largest charities. She was previously a Director on the Board of RNID.

Board Members

Susan Ella Cooke	Paul Frederick Corr	Angela Craigan	Leeanne Violet Fleck	Roisin Kelly
Henry William Robert Kohner	Dr Gerard Lynch	Jonathan McAdams	Damien Patrick McAuley	William Allen McKeown
	Kevin Michael McParland	Jonathan Morgan Fergus O'Brien	Roger John Pannell	

Job Description

Job Title	Director of Clinical Services
Responsible to	Chief Executive
Hours	Full-time (35 hours per week)
Location	Belfast (Ardoyne or Bloomfield House), hybrid working available
Salary Scale	£62,466–£71,715 Increment awarded following confirmation in post 6% employer pension contribution (5% employee contribution)
Contract	Permanent
Annual Leave	38 days rising to 43 days (inclusive of customary and closure days)
Employee Benefits	Bupa Cash Plan Death in service (4 x salary) Income protection

Purpose

The Director of Clinical Services is a critical leadership role within the organisation, holding overall responsibility for the quality, safety and effectiveness of our growing counselling service. As a key member of the Senior Management Team, the postholder contributes to strategic decision-making, organisational leadership and the delivery of organisational objectives.

The role is pivotal in shaping and advancing counselling services in line with organisational strategy, funder requirements, and best practice, while ensuring the highest standards of clinical governance and risk management. A key part of the role is creating an environment on which counselling staff are supported to develop their skills, grow their confidence and progress their careers.

Key Responsibilities

Clinical Governance:

- Provide senior clinical leadership across all counselling services, ensuring robust clinical governance arrangements and the consistent monitoring of standards of care and clinical excellence.
- Provide leadership in clinical decision making, risk management and client safeguarding, ensuring compliance with statutory and regulatory guidance and BACP Ethical Framework for Best Practice in Counselling and Psychotherapy.
- Ensure effective clinical supervision arrangements are in place, including the approval of clinical supervisors and monitoring adherence to organisational policies and procedures, making recommendations for improvement, where required.
- Prepare clinical governance reports for the Chief Executive, Service Delivery and Development Committee and the Action Mental Health Board, as required.
- Ensure service quality supports the maintenance of BACP service accreditation and lead on the annual BACP assessment submission.

Service Delivery and Development:

- Contribute to organisational strategy through exploration of opportunities for service development and expansion.
- Provide strategic oversight of client referrals, waiting list management and session delivery in line with demand, capacity and planning arrangements.
- Ensure effective management oversight is in place to support timely and accurate activity reporting to funders through the bespoke management information system.
- Ensure appropriate evaluation frameworks are in place to evidence clinical outcomes, service effectiveness and service user feedback, using findings to inform continuous service improvement.
- Ensure adherence to confidentiality, GDPR and legislative responsibilities including Subject Access Requests.
- Ensure counselling service policies, procedures and guidelines remain fit for purpose, compliant with statutory and contractual requirements and aligned with best practice.
- Contribute to the identification of funding opportunities and support the drafting and submission of counselling tenders and grants.
- Work collaboratively with other service leads to develop approaches that strengthen service user involvement in service design, delivery and evaluation.
- Undertake an Appointed Safeguarding Manager role and provide leadership and assurance that Children's and Adult Safeguarding policies, procedures and practices are consistently implemented.

Business Outcomes:

- Be accountable for the achievement of annual operational targets in line with contract and funder requirements, including service user outputs and outcomes and income generation, where applicable.
- Ensure accurate and timely contract monitoring and performance reporting.
- Lead the preparation of the annual counselling budget in accordance with agreed timescales.
- Provide ongoing financial oversight to ensure delivery within agreed service and project budgets.

Management/Leadership and Staff Development:

- Provide visible, values-led leadership to managers and staff empowering them to deliver outstanding services and reach their full potential.
- Line manage designated staff and managers, providing clear direction, support and accountability.
- Undertake Personal Development Reviews and support staff development through coaching, mentoring and on-the-job learning.
- Build and sustain a positive working environment that promotes organisational values, employee engagement, motivation and development.

Personal Training, Development and Practice:

- Participate in supervision, Personal Development Reviews, learning and development processes in line with Action Mental Health's Staff Learning and Development processes.
- Take personal responsibility for maintaining continuing personal and professional development and a current CPD portfolio.
- Consistently demonstrate Action Mental Health's Core Values and Corporate Behaviours.

The postholder will be expected to demonstrate flexibility in discharging these duties and may be required to undertake other reasonable tasks aligned to the role in response to changing organisational priorities.

Person Specification

Essential Experience

- Recognised third level qualification in counselling, psychotherapy or other relevant discipline
- Accreditation with a relevant professional body e.g. BACP, UKCP, HCPC, IACP or equivalent
- Substantial relevant experience in a senior management role with a clear track record of leading services, teams and change
- Strong financial/contract management experience
- A proven track record in managing/co-ordinating clinical services, with a proficient knowledge of therapeutic disciplines
- Proven ability to lead, support and manage teams effectively
- Strong ability to influence, collaborate and work in partnership with funders and key stakeholders
- Excellent communication skills, with the ability to represent the organisation externally and influence a wide range of audiences

Essential Attributes

- Strong organisational and administrative skills including use of IT systems, monitoring, evaluation and report writing
- Strong commitment to quality assurance, continuous improvement and clinical excellence
- Ability to ensure services are managed in accordance with organisational, legislative and contractual standards
- Ability to contribute to and support delivery of organisational strategy and operational targets
- Knowledge of strategic issues affecting mental health services within the community & voluntary sector
- A full current driving licence and access to a car. Consideration will be given to alternative travel arrangements for applicants with a disability who are unable to hold a licence
- Willingness to undertake additional reasonable duties aligned to the needs of the organisation and service users
- The successful candidate will be required to undergo an AccessNI check prior to commencement of employment

Desirable Criteria

- Clinical supervision qualification

How to apply

Please forward a **CV, maximum three A4 sides**, together with a completed **Supplementary Questions form** available from www.engageexec.co.uk, ensuring you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with from the recruitment timetable. You will also be asked to submit a separate **equality form** (see below).

The deadline is **Noon on Tuesday 5 May 2026**. Applications should be made by email to: apply@engageexec.co.uk

Contact Lesley Dugan-Clarke on 07734 378618 lesley@co3.org.uk if you have any queries about the role or the application process.

Equality Monitoring and Criminal Convictions Disclosure

Along with the CV and Form, you will be asked to complete and return the Equal Opportunities Monitoring and Criminal Convictions Disclosure Form in a separate document. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Lesley Dugan-Clarke so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

Action Mental Health is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

By submitting an application for this position, you are consenting for your personal information to be processed and used for the duration of this recruitment campaign.

Timeline

CV, Supplementary Questions and Equality Monitoring and Criminal Convictions forms to be submitted

Noon, Tuesday 5 May 2026

First Interviews

Thursday 14 and Friday 15 May 2026

Second Interviews (may include a seen or unseen task)

Thursday 21 May 2026

Final Interviews

Friday 29 May 2026





**Supporting Minds,
Changing Lives**

Please address any enquiries relating to the advertised position to Action Mental Health's recruitment partners:

Lesley Dugan-Clarke



Tel: 07734 378618

Email: lesley@co3.org.uk

Enquiries unrelated to this recruitment can be addressed to:

Action Mental Health

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27 Jubilee Road
Newtownards
Co Down
BT23 4YH

T 028 9182 8494

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