Service Manager – Counselling & PWP Interventions

Job details

Job title:	Service Manager - Interventions
Department:	Corporate EAP
Location:	Home Based
Reporting to: (job title only)	EAP Service Lead
Direct reports: (job title only)	Team Leaders - Interventions
Accountable to: (where applicable)	EAP Service Lead
Responsible to: (where applicable)	EAP Clinical Lead
Job Purpose:	To work as part of the EAP leadership team providing management, co-ordination and support for the intervention's senior clinicians and team leaders. The Service Manager will be responsible for ensuring the operational and clinical delivery and effectiveness of the EAP Service - specifically all Counselling & low intensity interventions.
Role & Responsibilities:	• Provide line management responsibility to Interventions Team Leaders and support for clinicians across the service • Maintaining an in-depth knowledge of all VHG services • Provide day to day operational management of the EAP Service and support clinical duty system • Assisting with the strategic development of the service both internally and externally • Assist with the long-term planning and development of psychological therapies within VHG

• Be able to explain, discuss and market VHG services with existing and prospective customers

• Support the Account Management team on ensuring timely and appropriate involvement of other business functions in the business development process to optimise success rate, profitability, and seamless implementation

• Manage & investigate complaints in line with the company's complaints management process covering both clinical and operational aspects of the service

• Ensure all aspects of confidentiality and data protection relating to both the service and individuals are always maintained

• Ensure Clinical and Non-Clinical audits are governed within audit cycle and reports provided to the central governance team within deadlines.

• Work as part of the EAP Service management team to recruit the correct numbers of staff to provide all levels of interventions and the development of a short, medium and long term workforce plan to meet the needs of the service, taking into account recruitment and retention issues including staff turnover and training

• Work closely with the Operations Manager/Call Centre Manager to ensure that there is capacity for service users.

• Work closely with the VHG Network team to ensure robust network management and governance and capacity to manage client referrals safely

• Ensure operational KPI's & SLA's are met by the service including but not limited to utilisation & diary availability

• Ensure that underperformance within the service is managed effectively and at all levels within the EAP teams

• Ensure effective team management at all levels including team management of team leaders, and ensuring service processes and organisational policies are embedded at all levels within the Interventions team

• Lead on recruitment of new staff to the service – including ensuring accurate recruitment reporting to all relevant parties

• Set objectives and personal development plans with Team Leaders and support with performance plans as and when required

• Report all sickness absence to HR and conduct return to work interviews completing the relevant paperwork

• Ensure all staff have the correct level of supervision in line with the supervision policy ensuring that robust arrangements are in place and a solid supervisory structure is maintained for all elements of service delivery in collaboration with the Clinical Lead

The management of clinical delivery within the service:

- Ensure all elements of clinical delivery are robustly managed with clear policies and procedures in place throughout all level of the interventions teams.
- Participate in out of hours on call, out of hours risk management, or out of hours duty management systems and arrangements as required, including evening and weekends.

• Support Critical Incident Initiative in line with internal processes

• Ensure team leaders are supported for more complex cases. Provide guidance to Referral Team on the most suitable counsellors/therapists to allocate the case to

• Ensure that all affiliate counsellors, PWP therapists and Wellbeing therapists receive case management to an appropriate level

• Assist in the proposal and implementation of clinical and service changes across the team and region

• Ensure all clinical interventions are implemented in line with the latest NICE guidelines for psychological interventions as well as VHG policies & procedures

• Ensuring that Counsellors/PWP's are keeping accurate records in line with professional guidelines

• Ensuring that all reports required are produced and submitted on time, providing peer review for necessary reports

• Take an active role and accountability in all governance procedures including GQRG and GQRC as required.

• Ensure that data logging (coding) on the clinical data base is up to date and accurate with no missing data

• With the assistance of the Operations manager, provide regular reports to the Service & Clinical Lead on team activity and efficacy

• Ensure that VHG discharge and follow-up procedures are followed

• Comply with service audit schedule, report on outcomes and plan any actions to ensure the quality cycle is completed

• Assisting with the collection and recording of qualitative outcomes are as well as statistical outputs

• Ensure that all the clinical research data which is required centrally is produced in a timely manner

• Ensure Quality Assurance systems are embedded at all levels of service delivery

• Produce reports that reflect and inform the quality of the experiential aspect of the service from a client perspective

• Take responsibility for ensuring that legal obligations regarding information which is processed for both patients and staff is kept

	accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies • Ensure staff are appropriately skilled and trained to deliver the service • Ensure that the staff team maintain training profiles appropriate to their roles in order to provide a high-quality compliant service • Ensure all staff are participating in CPD, based on self-assessment of therapeutic competences and their appraisals • Take responsibility for own health and safety and the health of safety of colleagues, clients and the general public • Not abuse their official position for personal gain, to seek advantage of further private business or other interests during their official duties • To undertake other such duties consistent with the post, as jointly agreed between the post holder, Service Lead and VHG Board • To always deliver the service in line with and adhere to the Policies and Procedures.
Role and Responsibilities:	Any other reasonable request as required
Additional information:	Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. This role requires out of hours escalation on call commitment to be shared with other senior clinicians.

Person specification

	Essential	Desirable
Qualifications	Degree level qualification in health, social care or related field. Experience to supervise Evidence of continuous professional development	Leadership & Management Qualification (CMI, ILM, NHS Leadership Academy) Accreditation membership of BABCP, UKCP, BACP or BPS Mental health Professional with a core profession (HCPC/NMC)
Experience	Experience of working with a range of mental health issues both from clinical and social perspective Well-developed experience of working with a wide range of psychological problems within a therapeutic model Experience of capacity management Experience of supervising people and resource allocation Experience in providing training/ overseeing students Experience in line management and supervision of clinical staff Experience of working within multi-disciplinary and multi-cultural settings Experience of generating policy and procedural working practices Experience of undertaking evaluation	Experience of teaching and training in therapeutic theory and skills to other professional and non-professional groups Experience of implementing HR procedures and performance management
Skills/knowledge	IT literate – intermediate level minimum	Knowledge of key stages of change management

	Knowledge of mental health issues Knowledge of the Return to Work Agenda Knowledge and understanding of the roles of the various stakeholders in VHG and the corporate environment Understanding of evidence based practice	Advanced IT literacy including MS Office Excellent written and verbal presentation skills
Specialist training		Supervision Qualification
Personal competencies and qualities	Excellent verbal and written communication skills High level of enthusiasm and motivation Ability to work individually or within a team and foster good working relationships An awareness of and commitment to supporting and facilitating diversity and inclusion Ability to work under pressure Excellent time management skills	

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Version Control

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Version:	Date:	Summary of Changes
V1.1	03.12.19	Document copied onto authorised VHG branded Policy Template (original had no coding)
V1.2	06/08/20	Updated to include diversity and inclusion statement
V1.3	07/09/2021	Updated by Service Lead