Service Manager - Helpline

## Job details

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| Job title: | Operational Service Manager – EAP (Helpline) |
| Department: | Corporate Employee Assistance Programme (EAP) |
| Location: | Home Based / Remote  |
| Reporting to: | EAP Operational Lead |
| Accountable To: | Corporate Head of Mental Health Operations |
| Direct reports: | EAP Team Managers & Workforce Co-Ordinators |
| Job purpose, Roles & Responsibilities: | The Operational Service Manager will be responsible for ensuring the effective delivery of all people and operational elements of the Employee Assistance Programme suite of services, including the 24/7 Helpline. The post holder will support the delivery of interventions and additional corporate wellbeing products, where appropriate. **Main responsibilities** The post holder is responsible for: * Provide day to day management of the EAP service, and leadership to EAP Team Managers.
* Provide line management responsibility to Team Managers, and support for clinicians across the helpline service.
* 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.
	+ Manage & investigate complaints in line with the company’s complaints management, supporting the complaints process at all stages.
	+ Ensure all aspects of confidentiality and data protection relating to both the service and individuals are always maintained.
	+ Ensure Operational audits are undertaken within audit cycle and reports provided to the central governance team within deadlines.
* Maintaining an in-depth knowledge of all VHG services.

**Be accountable for the management of staff within the service:** * Work as part of the EAP Service management team to recruit the correct numbers of staff within the wider helpline setting. Assist in the development of a short, medium and long term workforce plan to meet the needs of the service, taking into account recruitment and retention factors including staff turnover and training.
* Work closely with the Operational Lead and Workforce Coordinators to ensure that there is capacity to meet demand levels for service users.
* Ensure operational KPI’s & SLA’s are met by the service including but not limited to staff utilisation, availability and pathway placement.
* Ensure that underperformance within the service is managed effectively.
* Lead on recruitment of new staff to the service.
* Set objectives and personal development plans with all direct reports and support with performance plans as and when required.
* 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.
* Adhere to, and ensure adherence to, all people management policies and procedures

**Be responsible for the management of EAP delivery within the service:** * Ensure effective and high performing service delivery that meets the needs of customers and clients accessing corporate wellbeing services.
* Ensure appropriate service structures and processes are in place to facilitate smooth operational delivery across a 24/7, 365 day service.
* Ensure team and staff rotas are in place and adhered to, to enable effective escalation of clinical & operational issues at all times.
* Support Critical Incident Initiative in line with internal processes.
* Assist in the proposal and implementation of service changes across the teams.
* Ensuring that all reports required are produced and submitted on time, providing peer review for necessary reports.
* Provide regular reports to the Operational Lead- on team activity and efficacy.
* Comply with operational service audit schedule, report on outcomes and plan any actions to ensure the quality cycle is completed.
* Ensure Quality Assurance systems are imbedded 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 GDPR regulations and Security and Confidentiality Policies.

**Training and continuing development:** * Ensure staff are appropriately skilled and trained in all operational aspects of 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.

**Contact Pathway Management & Reporting*** Call Volume Forecasting across all call lines including call volume flow throughout the day & demand forecasting.
* Using service data and metrics, including call and referral volumes, staff utilisation and HR data etc. to specify capacity staffing levels required to meet demand. Ensure daily performance of the emotional support centre is measured, monitored and performance improvement action taken where required.
* Call Centre Management of the Helpline elements of the service, ensuring inbound and outbound calls, and omnichannel delivery meets answer time targets and other KPI’s, including surge planning strategies for busy periods.
* Omnichannel management – ensuring that all customer interactions are promptly managed and functional across telephony and digital channels
* Work with the wider management team to identify training needs and performance improvement and build reports to highlight these effectively.
* Build and maintain accurate reporting for length of calls, time of calls, staff utilisation and additional information in support of full visibility of helpline demand and performance. Develop strategies to improve utilisation where needed.
* Effective management of call lines to ensure prioritisation where needed. Maintain and manage agent groups to maximise performance. Make quick and effective changes needed to meet changes to daily requirements.
* Manage out of hours resource effectively by putting in excellent support mechanisms and rota planning.
* Oversee general in house and external processes within the call centre including IT, software, systems.
* Support and plan implementation and mobilisation of new contracts.
* Build excellent understanding of phone line reporting to enable development and work with MI and IT team to create solutions for effective call routing and call reporting.

**General** * 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, Operational Lead, Head of Mental health Operations and VHG Board.
* To always deliver the service in adherence to the Policies and Procedures.
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| 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

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Evidence of significant Contact Centre & Omnichannel Management.
* Minimum of GCSE English, Maths and Science/Computer Science at Grades C / (5) or above.
* Qualification / Training in Microsoft Office Suite products including Excel.
 | * Level 4 or above qualification in Contact Centre Management or related discipline.
* Leadership & Management Qualification (CMI, ILM, NHS Leadership Academy)
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| **Experience** | * Experience of building and maintaining complex IT based systems for workforce and demand management in a contact centre environment.
* Experience of capacity management.
* Experience of managing people and resource allocation
* Experience in providing training in the workplace.
* Experience of working within multi-disciplinary and multi-cultural settings.
* Experience of generating policy and procedural working practices and implementation of these.
* Experience of undertaking evaluation.
* Experience of managing change.
 | * Experience of implementing digital solutions within a contact centre environment.
* Experience in an EAP contact centre or similar clinical contact centre environment.
* Experience of working remotely.
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| **Skills/knowledge** | * IT literate at a moderate to high level.
* Knowledge of mental health issues
* Understanding of evidence-based practice
 | * Knowledge and understanding of the roles of the various stakeholders in VHG and the corporate environment.
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| **Specialist training** | * Advanced level in Microsoft Excel
 | * Training in PowerBI suite.
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| **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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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
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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 | 20/10/2021 | Minor amends & updates to RP |
| V2.0 | 27/02/2023 | Update to remove clinical and increase Operational responsibilities. |