Duty Lead

# Job details

|  |  |
| --- | --- |
| Job title: | Duty Lead |
| Department: | NHS Talking Therapies |
| Location: | Remote / Kent & Medway NHS Talking Therapies |
| Reporting to: (job title only) | Senior Team Lead or Service Manager |
| Accountable to: (where applicable) | Service Lead |
| Job summary:  Job purpose: | To oversee the successful operational management of the Duty team.  To work autonomously whilst facilitating and maintaining excellent relationships across service areas to ensure smooth delivery of the service aims. To problem solve and identify ways of working which will support the duty team to deliver a highly effective resource.  To proactively manage the operational running of a Duty team within a large Talking Therapies service. If the successful candidate is a psychological therapist, they would also maintain a small Talking Therapies caseload (as either an accredited Psychological Wellbeing Practitioner or High Intensity Therapist – CBT/CfD/IPT/DIT/CTfD).  The Duty system provides advice and support to our staff (Therapists, Administrative team, Assistant Psychologists and Health and Wellbeing Coaches, Employment Advisors) about all aspects of clinical risk, supporting robust risk management and safeguarding processes across the service.  This is an excellent opportunity for a Mental Health Practitioner (MH Nurse or Social Worker) or Talking Therapies Practitioner who wants to continue delivering therapy whilst adding variety to their role and developing their operational and leadership skills.  The service welcomes applicants who have significant experience of managing risk and a working knowledge of primary and secondary mental health care services. The role would also suit an individual with |

|  |  |
| --- | --- |
|  | strong organisational skills who is able to inspire and motivate colleagues.  Supporting staff wellbeing is something that VHG prides itself on; a high level of support will be provided from the service and wider organisation, along with opportunities for excellent continuing professional development.  The role is open to both remote and hybrid workers with their base being Kent & Medway area. |
| Role and Responsibilities: | **The Duty Lead ensures the smooth operational running of the Duty team, which includes:**  Managing staffing levels and rotas  Being a positive role model and ambassador for the Duty team.  Reviewing/auditing the effectiveness of the Duty system  Flagging Duty-relates issues to Senior Management  Contributing to the innovation of the Duty system so that it is more effective for patients and staff  Coordinating Duty meetings  Ensuring the Duty team is supported and working coherently, collaboratively and effectively  Identifying learning needs for the Duty team  Sharing learning from relevant incidents and complaints with Duty practitioners  Supporting senior colleagues with the review and implementation of relevant service procedures  Inducting new practitioners who will be working in the Duty team,  Liaising with other key services where necessary to improve patient journeys, build professional relationships and understand thresholds for referring on to specialist/crisis services (e.g. GPs, secondary mental health services, crisis services).  Attending system caseload meetings (Mental health integrated network team meetings) where required to represent Talking Therapies and support suitable referrals into the service.  Investigating incidents and complaints, with support from senior colleagues.  To analyse current demand and review duty shift cover. To make recommendations to SMT where relevant, on changes to required resourcing.  Any other duties as identified to support the operational running of the Duty team. |

|  |  |
| --- | --- |
|  | The Duty lead does NOT provide clinical leadership or act as risk or safeguarding lead for the service. These responsibilities sit with the Clinical Leadership team.  **The Duty Lead will spend a significant proportion of their time working as a Duty practitioner. This involves:**  Screening self-referrals and spending substantial time speaking with clients by telephone, often talking with people who may be distressed, to conduct thorough risk assessments and make referrals where appropriate into secondary mental health services.  Supporting Talking Therapies colleagues who require advice about urgent/time-sensitive aspects of risk assessment and risk management, safeguarding and disclosures of crime.  Work in line with local safeguarding policies and procedures, including sharing information and/or making referrals to safeguarding teams, as appropriate.  Screening professional referrals for suitability.  Offering support/debriefing for colleagues who are impacted by their interactions with patients.  **If the Duty Lead is a Talking Therapies qualified and accredited Practitioner at either low or high intensity level (this is not a requirement for the role), they may manage a small caseload with associated duties:**  Provide evidence-based, NICE compliant interventions to clients with common mental health problems.  Demonstrate the full range of Practitioner competencies required to deliver treatment within NHS Talking Therapies services.  Deliver treatment across a variety of platforms in line with NHS England guidance and the intensity of treatment (video, face to face or phone where applicable).  Work with people with different cultural backgrounds and ages, using interpreters when necessary.  Integrate issues surrounding employment and social isolation into the overall therapy process.  Adhere to an agreed activity contract relating to the number of client contacts offered, and clinical sessions carried out per week, in order to minimise waiting times and ensure treatment delivery remains accessible and convenient.  Participate in clinical audits which support the delivery of safe and effective care and contribute to Practitioner development.  Use clinical supervision effectively and in line with service procedures in order to enhance patient experiences, outcomes and safety. |

|  |  |
| --- | --- |
|  | Maintain and adhere to the necessary professional registration body where applicable, including continued professional development (CPD) requirements.  Keep accurate and up-to-date records of all clinical activity in line with service protocols.  Maintain and protect client confidentiality at all times, in line with the Data Protection Act.  Be aware of and adhere to all VHG Policies and Procedures.  Keep up-to-date on recommendations/guidelines set by the  Department of Health (e.g. NHS plan, National Service Framework,  NICE, etc.) and advances in psychological therapies.  Ensure mandatory training is maintained.  Participate in individual performance reviews, including annual appraisal and respond to agreed objectives to support professional development.  Attend all team meetings and external events as required.  Adhere to VHG values and behaviours.  **Equal Opportunities**  VHG provides a range of services for a diverse population. As an employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.  **Safeguarding**  The post holder will require an Enhanced DBS (Disclosure and Barring Service check).  **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.  Be aware of the impact of your behaviour on others  Ensure that others are treated with fairness, dignity and respect  Maintain and develop your knowledge about what EDI is and  why it is important  Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team  Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice  Be prepared to speak up for others if you witness bias, discrimination or prejudice |

|  |  |
| --- | --- |
|  | Any other reasonable request as required |
| Additional information: | Some flexibility of working hours to cover the service (8am-8pm Mon- Wed; 8am-5pm Thursday and Friday) including 1 evening shift per week. |

# Person specification

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | Either:  Qualified & Registered Mental Health Nurse, Social Worker or Occupational Therapist with MH specialism  OR  Completed an accredited Talking Therapies training course at high intensity level.  Evidence of ongoing professional development and training to the equivalent of safeguarding Level 3 | Completed an accredited Talking Therapies training course at either low intensity or high intensity level.  Individual accreditation with a professional/accrediting body (e.g. BABCP, BPS, BACP, UKCP, NCPS)  HCPC registration Talking Therapies Supervision  training. |
| **Experience** | Knowledge of local and national policies relating to safeguarding children and adults at risk, relevant professional and NHS policy initiatives.  Experience of assessing multiple presentations of risk.  Evidence of team working.  Experience of working with people in acute mental distress.  Experience of supporting, supervising and/or managing colleagues within a clinical team. | Evidence of working within both secondary and community healthcare settings.  Experience of delivering risk/ safeguarding supervision.  Experience and knowledge of multi-agency and multidisciplinary working.  Specialist knowledge of adult safeguarding practice and legislation.  Experience of implementing and coordinating risk procedures within a team.  Experience of auditing and the development of service policy/procedure. |

|  |  |  |
| --- | --- | --- |
| **Skills/knowledge** | IT literate – intermediate level minimum  Excellent organizational skills. |  |
| **Specialist training** | Not applicable. |  |
| **Personal competencies and qualities** | Excellent verbal and written communication skills and ability to communicate clearly and empathically with clients in distress including suicidal clients and angry clients.  High level of enthusiasm and motivation  Ability to work individually and within a team to foster good working relationships  Able to motivate and lead colleagues within a high pressure environment  An awareness of and commitment to supporting and facilitating diversity and inclusion  Ability to work under pressure, to prioritise, work flexibly and to tight deadlines.  Excellent time management and organisation skills  Open minded, treats colleagues with dignity and respect. |  |

**Version Control**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

|  |  |  |
| --- | --- | --- |
| 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 |
|  |  |  |