CBT Service Manager

## Job details

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| **Job title:** | CBT Service Manager |
| **Department:** | Corporate Mental Health Psychological Therapy Service |
| **Location:** | Remote/Homeworking |
| **Reporting to:** **(job title only)** | PTS Service Lead |
| **Clinically accountable to: (job title only)** | PTS Clinical Lead |
| **Direct reports:** **(job title only)** | HIT Team Leaders/Seniors |
| **Job purpose:** | To be part of a psychological therapy service providing assessments and high intensity interventions.Lead & manage the Step 3 service & team consisting of High Intensity Therapist Team Leaders whom each have HIT therapists reporting into them, to deliver evidence-based services to employees/patients nationwide remotely |
| **Role and Responsibilities:** | * Work closely with the Capacity Manager/Admin Lead to ensure that there is capacity for Assessments and Step 3 interventions for service users.
* Ensure operational KPI’s & SLA’s are met by the Step 3 service including but not limited to utilisation & diary availability
* Work as part of the management team to ensure that the delivery of service meets NICE guidelines and is in line with guidelines
* Ensure the Step 3 team adhere to clinical and referral protocols, ensuring unsuitable service users receive a warm onward referral to the most appropriate external service
* Ensure that underperformance within the Step 3 team is managed effectively and to the benefit of Service Users.
* Working with the Step 3 Seniors, support, develop and train the Step 3 Team, ensuring that all practices are in line with agreed protocols.
* Work closely with the customer success team to support with queries and customer meetings
* Undertake clinical supervision for Senior HIT’s including the use of performance dashboards ensuring that they adhere to an agreed activity plan in line with operational & clinical standards
* Offer evidence-based CBT therapies, including CCBT, psycho-educational groups and individual self-help in line with service model.
* Ensure that the Step 3 team deliver in line with service users’ needs.
* Carry a clinical caseload
* Provide Line management and clinical supervision to Senior HIT’s ensuring that supervision and management records are kept up to date
* As agreed with Service Lead and/or Clinical Lead, represent Vita Health Group at external meetings.
* Coordinate and plan the Step 3 Service Provision.
* Oversee all Step 3 recruitment requirements including submitting vacancy requests, writing job descriptions & adverts, conducting screening calls and interviews and onboarding processes as agreed with the Service Lead.
* Undertake Audit and Feedback on clinical performance in line with Vita Health Group Standards reporting back to the Clinical Lead
* Ensure all clinical records for the Step 3 Team are maintained and are in line with best practice
* To complete & support ‘Duty Risk’ cover, following duty risk protocols and acting as an accountable point of contact across the business during these periods of cover
* Ensure Step-up/down procedures are appropriate and used for the benefit of service users
* Ensure that all Step 3 therapists have appropriate objectives and these are monitored quarterly and appraised annually.
* Participate in service improvement by highlighting issues and implement changes in practice in line with the Service & Clinical Lead.
* Collaborate with the Service Lead, Deputy Service Lead, Capacity Manager & Administration Manager as required to meet service objectives

Any other reasonable duties as required. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * BABCP accreditation or evidence of eligibility and willingness to gain accreditation
* Recognised HI supervisor training e.g. IAPT
 | * Leadership & Management qualifications (CMI/ILM or other recognised body)
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| **Experience** | * Experience of risk-management (e.g. suicidal users and users which self-arm)
* Undertaking Clinical Audit, including action planning
* Experience of supervising other High Intensity Therapists
 | * Understanding of Bluezinc Caseflow system
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| **Skills/knowledge** | * Collegiate working for the benefit of Service Users
* Networking and engaging with external stakeholders
* Good IT skills
* Evidence based CBT interventions
* IAPT National Standards
* Outcome measures and their use for clinical and audit purposes.
 | * Supervising a team to deliver evidence-based interventions
* Working with diverse user group
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| **Personal competencies and qualities** | * Team player
* Challenges the status quo
* Able to manage performance
* Motivational
* Model behaviours in line with organisational values
* Patience and resilience
* Adaptive to change
* Commitment to improving and striving for clinical excellence and customer service
* Good judgement and decision-making skills
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# Version Control

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| Owner: | Tom Stenning | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Tom Stenning | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 09/07/2020 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 09/07/2020 |  |
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