Long Term Conditions Lead

## Job details

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| Job title: | Long Term Conditions Lead |
| Department: | NHS Talking Therapies, BNSSG |
| Location: | Bristol, North Somerset and South Gloucestershire |
| Salary: | £48,000 - £50,056 (depending on experience) |
| Reporting to:  (job title only) | Clinical Lead |
| Direct reports:  (job title only) | Yes - High Intensity Therapists |
| Job purpose: | NHS Talking Therapies is expecting two thirds of its uplift in patient referrals to come from Long Term Conditions (LTC) cohorts. This role is vital to ensure that physical healthcare and mental health care is integrated and aligned.  You will have a special interest, knowledge and experience of LTC and be a BABCP accredited CBT Practitioner.  You will be accountable for the development and oversight of referral pathways between physical healthcare services and Talking Therapies. You will also have responsibility for overseeing internal LTC pathways, LTC waiting lists and for supporting the delivery of high quality, evidence-based treatment for patients in LTC pathways in order to ultimately improve patient outcomes including recovery rates. This will mean:   * + Developing strong relationships with your physical healthcare colleagues.   + Attending relevant system multi-disciplinary/caseload meetings.   + Promoting and advocating for Talking Therapies, ensuring other services have a clear understanding of what we offer in order to support appropriate referring practices.   + Educating relevant healthcare professionals on the links between LTCs and depression and anxiety disorders, and the benefits Talking Therapies can provide those with LTCs.   + Ensure that people who are currently receiving treatment for LTCs in an existing general healthcare pathway are made aware of Talking Therapies.   + Ensuring people with LTCs are involved in relevant aspects of service development.   + Managing and tracking referrals and waiting lists to ensure waiting times are managed and Talking Therapies-LTC protocols are followed to reach maximum recovery.   + Holding a mixed caseload of patients (both LTC and non-LTC)   + Developing and innovating the LTC offer within Talking Therapies in order to enhance patient experiences and outcomes.   + Providing professional support, guidance, supervision and training for the Talking Therapies teams and ensuring resources are available are utilised effectively for the day to day Mental Health management of patients with LTCs. |
| Role and Responsibilities: | **The LTC Lead will have a varied set of roles and responsibilities which cover system, service and individual levels, and cover both clinical and operational aspects.**  **Clinical:**  The LTC Lead will have specific clinical responsibilities for patients requiring LTC-specific pathways and treatments within the Talking Therapies service:   * Identify, assess and manage pathways of patients with complex long term conditions and medically unexplained symptoms. * Ensure all LTC patients within the service are in receipt of NICE approved treatment, including correct problem identification, correct pathway placement, and disorder specific measures being utilised. * Offer clinical practice advice and guidance to the wider Talking Therapies team. * Ensure adequate supervisory arrangements are in place to meet the needs of therapists delivering LTC/MUS work. * Ensure that all clinicians treating this patient group have completed the relevant mandatory clinical training. * Ensure the LTC/MUS-related professional learning and development needs of the wider team are addressed, including the delivery of training and identification of suitable CPD programmes. * Conduct research and undertake internal audits in order to develop and implement action plans focused on improving professional practices and patient outcomes relevant to LTC/MUS. * Lead a multi-agency and multi-professional approach to service delivery; ensuring pathways and referrals to other agencies are appropriate, timely and effective.   **Operational:**  **The LTC Lead will balance clinical with operational responsibilities in order to maintain and improve LTC pathways.**   * Collaborate with Service Managers, Clinical Leads and other colleagues to review and develop services. * Develop close working relationships with the ICB in order to promote Talking Therapies, understand system needs and inform service development. * Provide detailed analysis of performance data as required, ensuring all data is up to date and submitted on time. * Be responsible for driving forward improvements in LTC patient experiences and outcomes, taking into account relevant Key Performance Indicators. This will involve managing key Action Plans to drive forward improvements. * Escalate/feedback to Senior Management key data and information about LTC pathways. * Have continual oversight of LTC waiting lists and take responsibility for managing issues as they arise and for escalating concerns to senior colleagues.   **Leadership**  **The LTC Lead will need to inspire, lead and support the staff team in their treatment of patients with LTC. All of our PWPs and HITs are trained to deliver LTC work, so this leadership reach is wide across the clinical team.**   * Responsibility for developing/shaping/informing the strategic direction for LTC in the service whilst horizon scanning for best practice in order to inform service improvements. * To contribute to LTC service development with a proactive, organised and methodical approach, presenting options appraisals where appropriate. * Be consistently informed by data and the core evidence base. * Manage key documents and policies relating to LTC provision in line with document control requirements. * Be accessible, open and compassionate as a leader. * Seek to empower colleagues to lead and use their own initiative. * Investigate complaints and incidents in line with relevant service procedures. * Attend relevant service meetings and forums to represent LTC patients, highlighting key guidance/documents/health agendas to inform internal discussions and decision making. * Represent BNSSG Talking Therapies in both internal and external settings   **Individual:**  **The LTC Lead will manage a small individual caseload with associated duties:**   * Provide evidence-based, NICE compliant interventions to clients with common mental health problems and LTC/medically unexplained symptoms (MUS). * 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) and in different formats where required (i.e. individual or group work). * 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, and demonstrate effective case management. * 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.   This list is not exhaustive and the post holder will be expected to undertake any other duties as deemed necessary by senior managers. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Accredited Talking Therapies CBT training and individual BABCP accreditation **OR** Individual BABCP accreditation alone achieved through training and experience with adults with anxiety and depression. * Attended training to specifically deliver LTC-focused treatment within Talking Therapies services. * Completed Talking Therapies supervision training (or be prepared to complete). | * Registered health care professional e.g. Nurse, D Clin Psych, OT, Social Worker. * Additional training/CPD relating to the treatment of LTC/MUS in Talking Therapies. * Qualifications to deliver other modalities applicable to Talking Therapies (e.g. EMDR, IPT etc). |
| **Experience** | * Experience of working within a multi-disciplinary team. * Experience of providing care in line with Long Term Condition agenda. * Experience of working within complex mental health conditions. * Experience of effective organisation, planning and monitoring of service delivery | * Evidence of team leadership and supervision. * Evidence of participating in planning and/or management meetings at a senior level. * Demonstrable experience and understanding of health and social care. |
| **Skills/knowledge** | * Understand relevant local and national agendas for health relevant to LTCs. * Knowledge of complex care/ LTC competencies and evidence-based LTC protocols relevant to Talking Therapies. * Ability to lead and develop teams. * Assessment skills, including an understanding of risk assessment and diagnostic assessment. * Ability to work in partnership with other agencies. * Ability to treat service users with respect and dignity at all times, adopting a culturally sensitive approach, which considers the needs of the whole person. * Able to build constructive relationships with warmth and empathy, using good communication skills. * Aware of audit governance for organisation assurance. * Ability to think strategically. * High level critical skills and problem solving skills with a solution focus. * Demonstrating sound judgement in the absence of clear guidelines and recognition of when to seek support / expert guidance. * Good presentation of self, enthusiastic, flexible, innovative. * Committed to customer care and first class service provision. * Flexible attitude to working arrangements. * Ability to work within a pressurised environment. * Strong computer skills, including the ability to review and interpret data, as well as write reports, policies and presentations. | * Ability to provide and co-ordinate clinical supervision. * Experience of chairing meetings and presenting information to a wider audience. * Proven track record of effective use of networking and influencing skills. |