Service Manager - Helpline

## Job details

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| Job title: | Service Manager – Employee Assistance Programme (Helpline) |
| Department: | Corporate EAP |
| Location: | Home Based / Remote  |
| Reporting to: (job title only) | EAP Service Lead |
| Direct reports: (job title only) | EAP Team Managers & Senior Clinicians |
| Job purpose, Roles & Responsibilities: | The Service Manager will be responsible for ensuring the effective delivery of all people, operational and clinical elements of the Employee Assistance Programme suite of services, including at 24/7 Helpline, delivery of interventions and additional corporate wellbeing products. **Main responsibilities** The post holder is responsible for: * Provide day to day management of the EAP service, and leadership to EAP Team Managers and senior clinicians.
* Oversee and participate in clinical duty management systems
* Provide line management responsibility to Team Managers, Senior Clinicians and support for counsellors and clinicians across the 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
* 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.* 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 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 factors including staff turnover and training • Work closely with the Operations Manager/Call Centre Manager 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, pathway placement and clinical quality. • 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 Team Managers, Senior Clinicians, and support with performance plans as and when required • Report all sickness absence to HR and conduct return to work and relevant paperwork, ensuring sickness and staff welfare is managed appropriately • 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 service
* Ensure team and staff rota’s are in place and adhered to, to enable effective escalation of clinical and operational issues at all times
* Support to Team Managers, and Senior clinicians with complex cases and
* Ensure all clinical interventions are implemented in line with the latest NICE guidelines for psychological interventions as well as VHG policies & procedures
* Support Critical Incident Initiative in line with internal processes
* Case manage affiliate counsellors, PWP therapists and Wellbeing therapists
* Assist in the proposal and implementation of clinical and service changes across the teams
* 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
* Ensure that data logging on the clinical data base is up to date and accurate with no missing data
* Provide regular reports to the Service & Clinical Lead- on team activity and efficacy
* Ensure that VHG discharge and follow-up procedures are followed where required
* 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 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 the Data Protection Act (1998) and Security and Confidentiality Policies

**Training and continuing development:** * 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

**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, 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

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|  | **Essential** | **Desirable** |
| **Qualifications** | Evidence of continuous professional developmentequivalent to NVQ Level 3 or above in health and social care or related field ORSignificant experience working in mental health and/or employment within related fields | Accreditation membership of BABCP, UKCP, BACP or BPS Mental health Professional with a core profession (HCPC/NMC)Leadership & Management Qualification (CMI, ILM, NHS Leadership Academy) |
| **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 modelExperience 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  |
| **Skills/knowledge** | IT literate – intermediate level minimumKnowledge 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  |  |
| **Specialist training** |  | Supervision Qualification |
| **Personal competencies and qualities** | Excellent verbal and written communication skillsHigh level of enthusiasm and motivationAbility to work individually or within a team and foster good working relationshipsAn awareness of and commitment to supporting and facilitating diversity and inclusionAbility to work under pressureExcellent time management skills |  |

# Version Control

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

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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 |