Step 2 Team Leader – Leicester, Leicestershire & Rutland (LLR)

## Job details

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| Job title: | Step 2 Team Leader  |
| Department: | NHS IAPT Service - LLR |
| Location: | Leicester, Leicestershire & Rutland (LLR) |
| Reporting to:  | Service Manager |
| Direct reports: | LLR Senior Psychological Wellbeing Practitioners (SPWPS) |
| Accountable to: (where applicable) |  |
| Responsible to:(where applicable) |  |
| Job purpose: | The post holder will take a key role in the delivery of the IAPT Step 2 provision. Responsibilities will include the line management and clinical supervision of all Senor Psychological Wellbeing Practitioners (SPWP). The post holder will work alongside the Step 3 Team Leaders and report into the LLR Service Manager to ensure that service targets are met and quality standards are maintained. The post holder will play a key role in the organisation, recruitment, and implementation of PWP staff into the service as applicable, and will take a key role in service directives and developments. The post holder will be the singular point of contact for SPWPs and will support these colleagues throughout all aspects of their job role in order to strive towards optimal team performance.  |
| Role and Responsibilities: | * + Undertake line management and clinical supervision for SPWPS.
	+ Work as part of the Vita Minds management team to ensure that the delivery of the Step 2 service meets NICE guidelines and is in line with national IAPT directives.
	+ Ensure that performance across the Step 2 workforce is reported and managed effectively and to the benefit of Service Users.
	+ Ensure that relationships with external partner organisations is maintained, in alignment with PWP champion projects, and local strategic developments. Accountable for PWP champion activities.
	+ Complete all requirements in relation to data collection within the service and contribution to the overall service KPIs.
	+ Keep service Leads/ managers updated promptly regarding service issues or dilemmas, and ensure that appropriate action is taken.
	+ Anticipate and identify operational issues and raise them promptly to the attention of managers.
	+ To be the direct point of contact between LLR IAPT and educational providers for PWP training.
	+ To be the communication channel between the Step 2 workforce and the LLR Senior Management Team.
	+ Undertake clinical audits for team and provide feedback in line with organisational process.
	+ Participate in service improvement by highlighting issues and, in conjunction with Service Manager/Lead and Clinical Governance Team, implement changes in practice.
	+ Keep knowledge up to date in relation to the guidelines set by the Dept. of Health and the Department of Work and Pensions.
	+ Work as part of the duty (risk) team providing support for the day-to-day clinical and operational management of the Step 2 service
	+ Contribute to the teaching and training of mental health professionals and other staff working in the service.
	+ Carry a small clinical caseload as required.
	+ Keep contemporaneous records of all a clinical activity in line with organisation standards and protocols.
	+ Work closely with staff members working within the non-clinical pathway to ensure all pathways are relevant to service user needs.
	+ Liaise with other health and social care professions from a range of agencies in the relation to care and support provided to users.
	+ Where appropriate, attend Multi-Disciplinary meetings relating to referrals or users in treatment
	+ Actively participate in team and management meetings
	+ Support the SPWPS in all aspects of Trainee PWP activity.
	+ Coordinate implementation of policies and processes for information governance and consent relating to university submissions in consultation with educational providers.
	+ Maintain standards of practice as defined by service protocols and national IAPT/NICE Guidelines
	+ Be aware of and keep up to date with advances in psychological therapies
	+ Keep up to date records in relation to your own CPD and ensure that own personal development maintains your specialist knowledge of latest theoretical and service delivery models.
	+ Responsibility in the management of referrals within and between primary and secondary care mental health services.
	+ To take a lead role in the development of Step 2 Long Term Conditions clinical pathways in accordance with service directives.
	+ Exercise autonomous and professional decision making with reference to clinical activity and discharges.
	+ Accountable for own actions and will operate within business policies and protocols at all times.

Any other reasonable duties as required.  |
| Clinical Governance:(where applicable) | * + Ensure that all incidents and complaints are actioned in accordance to business policies and procedures.
	+ Safeguard and promote the welfare of all.
	+ To ensure that quality standards are maintained as all times including staff adherence to mandatory training.
	+ Ensure that all staff have adequate supervision and annual appraisals in accordance to job roles and responsibilities.
	+ Ensure that all staff have the appropriate training and supervision in order to carry out their duties.
	+ Participate and contribute to the service audit and evaluation within the clinical governance framework.
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| Training and supervision: | * + Support the SPWP in the training and development of staff.
	+ Provide training to the SPWPS as required.
	+ Provide clinical and operational supervision to the SPWPS.
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| Additional information: | Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + IAPT Low intensity Worker/PWP Cert/Dip
	+ IAPT Low Intensity Supervisor Training or Willingness to Attend.
 | * + Managerial qualification
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| **Experience** | * + Has been working in the capacity of a SPWP for a minimum of 2 years, **Or** has 2 years experience or more of working within another Management capacity.
	+ Experience of risk management
	+ Experience of providing clinical supervision within an IAPT service.
	+ Experience of delivering CPD/ Training within an IAPT service.
	+ Experience of recruitment within IAPT.
 | * + Experience of providing line management within an IAPT service.
	+ Experience/ knowledge of employment advisor role.
	+ Use of IAPTUS system
	+ Undertaking Clinical Audit, including action planning
	+ Providing PWP trainees skills development through CPD, case management supervision or clinical skills groups
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| **Skills/knowledge** | * + Working with diverse user group
	+ IT literate – intermediate level minimum
	+ Understanding of evidence based CBT interventions
	+ Understanding of National IAPT Key Performance Indicators, National Standards and Step 2 Clinical Output.
	+ Outcome measures and their use for clinical and audit purposes.
	+ Ability to Network and engage with external stakeholders
 | * + Familiarity with an understanding of care pathways for Long Term Conditions within IAPT.
	+ Knowledge of the PWP academic training requirements
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| **Specialist training** |  | * + Has completed the IAPT Long Term Conditions Training.
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| **Personal competencies and qualities** | * + Excellent verbal and written communication skills
	+ High level of enthusiasm and motivation
	+ Ability to work autonomously or within a team and foster good working relationships
	+ Ability to work under pressure
	+ Excellent time management skills
	+ 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
	+ An awareness of and commitment to supporting and facilitating diversity and inclusion
	+ Good judgement and decision-making skills.
	+ Ability to problem solve, manage conflict and be diplomatic at all times.
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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 |
| 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 |
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