**Our purpose: ‘Making People Better’**

**Job details**

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| **Job title** | LLR Service Manager  |
| **Department** | NHS Mental Health Services |
| **Location** | Leicester, Leicestershire & Rutland (LLR) |
| **Reporting to (job title only)** | Head of Service  |
| **Direct reports (job title only)** | Step 3 Team Leaders. Step 2 PWPS, Senior Employment Advisors - TBC |
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| **Job purpose** | The Service Manager will contribute to the delivery of effective operational management and Leadership within the LLR IAPT Service. They will work closely alongside the existing LLR Service Manager to ensure that a high quality, IAPT compliant stepped care service is delivered. The Service Manager will support the service to exceed national standards of delivery, and achieve optimum levels of clinical performance. The Service Manager will line manage other operational managers within the service and will act as an appropriate point of escalation. The Service Manager will report to the Head of Service and will support in the delivery and implementation of key service developments, innovations and initiatives.  |
| **Role and Responsibilities** | * Work as part of the VitaMinds management team to ensure that the delivery of the service meets NICE guidelines, and is in line with the IAPT handbook.
* Ensure that underperformance within team is managed effectively and to the benefit of Service Users.
* Support, develop and train managers and practitioners, ensuring that all practices are in line with agreed protocols.
* Work closely with Partnership Liaison Officers and Employment leads to ensure all pathways are relevant to service user needs.
* Ensure that evidence-based, IAPT Compliant therapies and interventions are being offered, in line with service model and service specifications.
* To support efficiency of the clinical delivery model, and resource distribution.
* Ensure that service is delivered fairly and equitably across the LLR geographical area, and complies with supply and demand.
* Ensure that the service operates effectively across business opening hours.
* Carry a small clinical caseload as agreed.
* Provide Line management and clinical supervision to Senior Therapists and Line Managers, ensuring that supervision and management records are kept up to date.
* Represent Vita Health Group at external meetings as agreed.
* Operate as a point of contact for external providers.
* Take an active role in the LLR LTC pathway development.
* Coordinate and plan Service Provision as applicable.
* Take a lead role in the recruitment of staff.
* Undertake Audit and Feedback on clinical performance in line with Vita Health Group Standards.
* Support the LLR Duty Provision and resolve any issues where apparent.
* Ensure Step-up/down procedures are appropriate and used for the benefit of service users
* Ensure that Line managers and supervises are operating in accordance with service and wider business policies.
* To support quality assurance practices including ensuring compliance to accreditation procedures.
* To resolve any issues at the point of escalation, including complaints and incidences.
* To participate in investigation procedures where applicable.

**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
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| **Additional information** | * Be self-managing in terms of administration activities.
* Comply with all organisational policies and procedures.
* Flexibility to travel and work from service hubs to support staff team.
* Provide cover as required in relation to absence/sickness.
* Ensure up to date knowledge in relation to best practice and new developments within IAPT and other psychological therapies.
* Actively participate in service improvement by highlighting issues and suggesting alternatives and improvements. Assist in implementing resulting changes.
* Oversight of Step 3 Trainees, including recruitment and engagement with the relevant course provider (e.g University).
* Investigate customer complaints as applicable.
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**Person specification:**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * IAPT Compliant Qualification
* IAPT Supervision Training
* Accreditation with BABCP/BACP etc
 | * HCPC Registration
* Post Grad Diploma in CBT
* Training in another IAPT modality.
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| **Experience** | * Demonstrable post-qualifying Clinical Experience (2 years minimum)
* Demonstrable 2 Years experience of effectively managing Senior Therapists in an IAPT Service.
* Substantial experience of risk-management (e.g. suicidal users and users which self-arm)
* Experience of Clinical Audit, including action planning
* Experiencing in analysing complex data in relation to service performance.
* Experience in service development, innovation and growth.
 | * Use of IAPTUS system
* Demonstrable experience of Line Managing IAPT Managers.
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| **Skills** | * Ability to Lead teams to deliver evidence-based interventions.
* Collegiate working for the benefit of Service Users
* Networking and engaging with external stakeholders
* Good IT skills.
* Advanced conflict resolution skills (e.g complaint resolution)
* Advanced communication skills and ability to communicate complex information.
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| **Knowledge** | * Evidence based CBT interventions
* IAPT National Standards
* Outcome measures and their use for clinical and audit purposes.
 | * Working with diverse user group including knowledge of the LLR diversity footprint
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| **Personal competencies and qualities** | * Team player
* Challenges the status quo
* Able to lead high performing teams
* 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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