Clinical Team Manager – NHS Talking Therapies

## Job details

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| Job title: | Clinical Team Manager – NHS Talking Therapies Services |
| Department: | NHS Talking Therapies Services |
| Location: | Hybrid/Remote – South East Region (West Essex) |
| Reporting to:  (job title only) | Service Manager |
| Direct reports:  (job title only) | West Essex Step 3 Therapists. |
| Job purpose, Roles & Responsibilities: | The Clinical Team Manager will be responsible for ensuring the effective delivery of leadership and operational elements of the Step 3 Service within the West Essex Region.  **Main responsibilities**  The post holder is responsible for:   * Providing day to day management of the Step 3 service, and leadership to clinicians. * Providing line management responsibility to Step 3 therapists. * Providing HR support for the Step 3 therapists working within the region. * Monitoring and supporting future clinical capacity and retrospective therapy delivery (utilisation) amongst the Step 3 clinicians.   • Being part of the managing & investigating of operational complaints in line with the company’s complaints management process.  • Ensure all aspects of confidentiality and data protection relating to both the service and individuals are maintained.   * Liaising with clinicians who are off sick and communicating with all relevant departments (HR and Admin). * Working in close partnership with the Clinical Supervision team to ensure the Step 3 practitioners have suitable objectives and personal development plans across the year.   **Be accountable for the management of staff within the service:**  • Work as part of the Service management team to recruit new members of staff considering the short and long-term workforce plan to meet the needs of the service.  • Work closely with the Service Manager, Business Manager and Admin 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.  • Ensure that poor performance within the service is managed effectively.  • Set objectives and personal development plans with clinicians and support with performance plans as and when required in conjunction with Clinical Supervisor.   * Undertake monthly 1:1 meetings to check in on wellbeing and performance. * Undertake Quarterly appraisals in partnership with the clinical supervisor to set and monitor progress on annual goals and development plans.   • Report all sickness absence to HR and conduct return to work and relevant paperwork, ensuring sickness and staff welfare is managed appropriately.   * Adhere to people management policies and procedures.   **Be responsible for the management of Step 3 delivery within the service:**   * Ensure effective and high performing service delivery that meets the needs of patients accessing the West Essex NHS Talking Therapies service. * Ensure the team has an up-to-date duty rota and there is process in place to cover absence, working in collaboration with the Senior Clinician. * Ensure the team are aware of the Local Business Continuity Plan and escalation process. * Assist in the proposal and implementation of operational changes across the teams. * Assisting with the collection and recording of qualitative outcomes in addition to statistical outputs.   **General**   * Take responsibility for your own health and safety and that of of colleagues, clients and the general public. * Do not abuse your official position for personal gain, to seek advantage of further private business or other interests. * To undertake other such duties consistent with the post, as jointly agreed between the post holder, Service Manager/Lead and VHG Board * To always deliver the service in line with the VHG Policies and Procedures. |
| Role and Responsibilities: | **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, prejudice if possible to do so and raise the issues 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.   Any other reasonable request as required |
| Additional information: | You will be part of the managers the team can reach out to as part of the local escalation process, Local Business Continuity Plan |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | Evidence of continuous professional development | Leadership & Management Qualification (CMI, ILM, NHS Leadership Academy) |
| **Experience** | Experience of capacity management  Experience of managing people and resource allocation  Experience of line management  Experience of working within multi-disciplinary and multi-cultural settings  Experience of adhering to policy and procedural working practices  Experience of performance monitoring and management | Experience of working with a range of mental health issues both from clinical and social perspective  Experience in providing training/ overseeing students  Experience of project management |
| **Skills/knowledge** | IT literate – intermediate level minimum  Knowledge of the Return-to-Work Agenda  Knowledge and understanding of the roles of the various stakeholders in VHG and the corporate environment.  Awareness of mental health issues | Understanding of evidence-based practice. |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | Excellent verbal and written communication skills  High level of enthusiasm and motivation  Ability to work individually or within a team and foster good working relationships  An awareness of and commitment to supporting and facilitating diversity and inclusion  Ability to work under pressure  Excellent 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 |
| V1.4 | 808/01/2024 | Minor amends & updates to RP |