EAP Operational Team Manager

## Job details

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| Job title: | EAP Operational Team Manager |
| Department: | Corporate EAP |
| Location: | Home Based / Remote |
| Reporting to:  (job title only) | EAP Operational Lead |
| Direct reports:  (job title only) | EAP Front-Line Clinical Staff |
| Job purpose, Roles & Responsibilities: | The EAP Operational Team Manager will be responsible for ensuring the effective delivery of leadership and operational elements of the EAP Service across Interventions and Helpline.  **Main responsibilities**  The post holder is responsible to:   * Provide day to day management of the EAP service, and leadership to clinicians. * Oversee and manage a duty rota * Provide line management responsibility to EAP therapists * Assisting with the strategic development of the service both internally and externally * Assist with the long-term planning and development of corporate mental health services within VHG * Manage & investigate 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 always maintained * Maintain an in-depth knowledge of all VHG services * Liaise with clinicians who are off sick and communicating with all relevant departments such as HR. * Preparation and dissemination of monthly utilisation data for the EAP service. * Effectively engage and manage a remote team of therapists * Support with recruitment, complaints and inductions.   **Be accountable for the management of staff within the service:**   * Work as part of the EAP 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 Operational Lead & Contact 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. * 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 * Report all sickness absence to HR and conduct return to work and relevant paperwork, ensuring sickness and staff welfare is managed appropriately * Adhere to, and ensure adherence to, all people management policies and procedures   **Be responsible for the management of clinical delivery within the service:**   * Ensure effective and high performing service delivery that meets the needs of customers and clients accessing corporate mental health & wellbeing services * Ensure team and staff rota’s are in place and adhered to, to enable effective escalation of clinical and operational issues at all times * 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 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, Operational Lead, Head of Corporate Mental Health Operations and/or VHG Board * To always deliver the service in line with set expectations and adhere to the Policies and Procedures.   Any other reasonable request as required |
| 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.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal 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 when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians. * 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. |
| 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 managers. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | Evidence of continuous professional development | 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 capacity management  Experience of supervising people and resource allocation  Experience of line management  Experience of working within multi-disciplinary and multi-cultural settings  Experience of generating policy and procedural working practices  Experience working in mental health and/or employment within related fields  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 new recruits  Experience of project management |
| **Skills/knowledge** | IT literate – intermediate level minimum  Knowledge of mental health issues  Knowledge of the corporate environment and understanding of influence in stakeholder management | Knowledge and understanding of the roles of the various stakeholders in VHG and the corporate environment |
| **Specialist training** |  | Operations Management or HR related Qualification |
| **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 & workload prioritisation 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 | 31/01/2024 | Updated to EAP Operational Team Manager |
| V1.5 | 28/06/2024 | Updated some elements of role criteria |