EAP PWP Team Manager

## Job details

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| Job title: | EAP PWP Team Manager  |
| Department: | EAP |
| Location: | Remote |
| Reporting to:(job title only) | Interventions Service Manager |
| Direct reports(job title only) | EAP PWPs |
| Accountable to:(where applicable) | EAP Service Lead |
| Responsible to:(where applicable) | EAP Clinical Lead |
| Job purpose: | To work as a member of the EAP wider leadership team, providing a high-quality employee assistance provision (EAP) to customers, clients and where required their families or carers. To ensure all clinical and operational duties are undertaken, including planning, performance management, risk management and ongoing evaluation of service delivery. To work collaboratively across helpline and interventions EAP teams ensuring effective talking / psychological therapies are delivered. To ensure the PWP team deliver well-being and emotional support interventions direct to clients, including the supervision and case management of PWPs and participating and systematic clinical governance.  |
| Role and Responsibilities: | * To provide day to day service co-ordination of the PWP team and other related work carried out under the EAP service.
* To be principally responsible for making clinical decisions based on the client’s presenting issues and needs and ensure positive outcomes by encouraging the most suitable clinical intervention in accordance with NICE Guidance.
* To provide line management and one to one support PWPs and ensure that they are trained and supported to follow NICE guidelines in their approaches to supporting clients.
* To provide effective supervision to ensure service KPI’s and targets are met, and that direct reports are meeting all SLAs though effective service and line management.

Clinical Responsibilities:* Ensure PWPs undertake work that is suitable for Step 2 interventions
* Ensure all clinical outcomes measures, assessments, risk, notes, and recording keeping is audited in line with VHGs audit cycle, and improvement actions are taken where required
* Clinically review case notes and make appropriate recommendations to PWPS in accordance with NICE guidance
* Case manage the work of PWPs
* Monitor risk cases in accordance with internal processes, holding clinical discussions with network counsellors as required
* Ensure PWPs abide by all Risk and Safeguarding policies and procedures and ensure cases are escalated and reported on wherever required
* Support PWP team to offer a range of choice about treatment options available based on the least burdensome intervention appropriate to need.
* Co-ordinate a range of short-term evidence based low - intensity psychological treatment interventions and well-being support in accordance with NICE Guidance.

Line Management Responsibilities* Provide individual line management supervision and support to PWPs and monitor progress being made in relation to KPIs, SLAs, Audit and Quality Assurance systems
* Assist in the recruitment, process for new PWPs
* Responsible for the clinical and operational induction and training of newly recruited PWPs
* Ensure PWP team adheres to all VHG policies and procedures, including time management, annual leave, sickness reporting etc.
* Performance manage direct reports to ensure all service KIPs and SLAs are met, liaising with other teams as required
* Ensure PWPs input all relevant data on service systems, that it is accurate and updated in a timely manner.
* To regularly review and monitor clinical and operational service data to ensure full and accurate reporting and take remedial action where necessary

Customer Responsibilities:* Support the Interventions Manager with reviewing and responding to complaints
* Support account managers with customer liaison as required

Other Responsibilities:* To carry out your duties and responsibilities at all times with adherence to VHG policies and procedures, in particular those relating to Equality and Diversity, Safeguarding, Data Protection, and Health and Safety
* Ensure effective communications between teams and service managers, and with colleagues across VHG to ensure service activity is effectively co-ordinated
* Support the Service Managers, Service and Clinical leads in development and implementation of service delivery plans
* Participate in individual performance review and respond to agreed objectives.

**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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| Clinical Governance:(where applicable) | * Undertake quality assurance case/call reviews within audit cycle time frames and feedback is provided to the PWP with clear learning and development objectives
* Provide clinical advice to customers, account team and admin tea where critical incident support is requested
* Record and collate assessment and outcomes measures and patient satisfaction data for service audit and national benchmarking
* To robustly monitor, review and evaluate the PWP service in line with IAPT standards
* Participate in audits and research as required
* Exercise personal responsibility for the systematic clinical governance of professional practice in your own practice and of any supervisees
* Be aware of and keep up to date with advances in the treatment for common mental health problems.
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| Training and supervision: | * To ensure direct reports complete all mandatory training
* Receive regular individual and/or group Clinical Supervision from Interventions Service Manager/Appointed Clinical Supervisors.
* To undertake ongoing professional development in line with business requirements
* Apply learning from the relevant training updates and incorporate into day to day practice
* Maintain and develop clinical knowledge and clinical expertise.
* Potential to manage a small protected caseload.
* Attend and actively participate in clinical supervision and line management on a regular basis as agreed and lead the Clinical Skills Group.
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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** | * Qualification from Low Intensity IAPT Course (PG cert)
 | * Graduate degree in Psychology achieving 2:1 minimum
* Supervision Qualification
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| **Experience** | * Experience of working effectively with people with mental health problems, specifically anxiety and depression.
* Ability to undertake client assessments (including risk assessments) and gather information about the duration and impact of illness and motivational levels.
* Ability to develop good therapeutic relationships with patients.
* Experience of joint work and multi-agency and partnership working
* Experience of managing risk
 | * Experience of people management or supervising others
* Experience in managing projects or services
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| **Skills/knowledge** | * An understanding of the Improving Access to Psychological Therapies Programme (IAPT) and the concept of stepped care and the ability to contribute to the development of best practice
* IT literate – intermediate level minimum
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| **Specialist training** |  | * Additional IAPT CPD workshop training
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| **Personal competencies and qualities** | * The ability to be empathic with all clients and provides emotional support
* Excellent verbal and written communication skills
* High level of enthusiasm and motivation
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**Version Control**

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| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
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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 | 16.11.20 | Amended by EAP Service Lead |
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