Step 3 Senior Team Lead

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| Job title: | Talking Therapies Step 3 Senior Team Lead |
| Department: | NHS Mental Health |
| Location: | Kent & Medway |
| Reporting to: (job title only) | Step 3 Service Manager |
| Direct reports: (job title only) | Step 3 Team Leaders |
| Responsible to:(where applicable) | Step 3 Service Manager |
| Job purpose: | Line manage and supervise a team of step 3 team leaders. Provide assessments and high intensity treatment.Support the operational and clinical, management and development of the step 3 service. |
| Role and Responsibilities: | * Undertake line management for team leaders.
* Work as part of the Talking Therapies management team to ensure that the delivery of service meets NICE guidelines and is in line with the Talking Therapies handbook.
* Ensure that performance within the Step 3 team is reported and managed effectively and to the benefit of Service Users.
* Support the development and training the Step 3 Team, ensuring that all practices are in line with agreed protocols.
* Recruitment of Step 3 workforce as agreed with Service Manager.
* Investigation of complaints and incidents as directed by Service Manager and/or Clinical Lead.
* Involvement in performance improvement plans as directed by service manager.
* 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 and Clinical Governance Team, implement changes in practice.
* Keep knowledge up to date in relation to the guidelines set by the Dept. of Health.
* Work as part of the duty team providing support for the day-to- day clinical and operational management of the service.
* Offer evidence-based High Intensity CBT treatment in line with service model, in adherence with clinical and referral protocols.
* Adhering to an agreed activity plan, in line with published standards, relating to the number of patient contacts offered and clinical sessions undertaken each week in order to manage waiting list times and that treatment times are user centred.
* Complete all requirements relating to data collection and storage of same within service.
* 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 Any other reasonable duties as required.
* Support the Clinical Lead in maintaining and improving clinical standards of high intensity treatment.
* Manage clinical and safeguarding issues that arise within a diverse service.
* Work closely and collaboratively with the Step 3 Team Leaders to ensure that clinical supervision themes are fed back into the line management process.
* Identify the clinical development needs of the high intensity workforce and ensure these needs are met through supervision and CPD.
* Support the management of complaints in line with the
* company’s complaints management process covering both
* clinical and operational aspects of the service.
* Make decisions on suitability of new referrals, adhering to the referral protocols, and refer unsuitable clients on to the relevantservice as necessary, with due regard for assessment and management of risk.
* Implementing service developments to keep up with new evidence as it emerges.
* Ensure all clinical interventions are implemented in line with the latest NICE guidelines for psychological interventions.
* Carry out clinical audits of service performance, including patient surveys and evaluations, and help to collate and disseminate the results for feedback.
* Contribute to ongoing competency and training needs agenda as appropriate.
* Be self-managing in terms of administration activities.
* To at all times deliver the service in line with and adhere to the policies and procedures.

**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) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Talking Therapies High intensity Worker/PWP Cert/Dip
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| **Experience** | * Demonstrable post-
* qualifying experience of delivering High Intensity interventions
* Experience of risk-management
* Undertaking Clinical Audit, including action planning
* Experience of providing line management
* Experience of providing supervision
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| **Skills/knowledge** | * IT literate – intermediate level minimum
* Outcome measures and their use for clinical and audit purposes.
* Working with diverse user group
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| **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
* 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
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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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