Step 3 Service Manager

## Job details

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| **Job title:** | Talking Therapies Step 3 Service Manager |
| **Department:** | NHS Mental Health |
| **Location:** | Kent & Medway  |
| **Reporting to:** **(job title only)** | Kent & Medway Service Lead |
| **Clinically accountable to: (job title only)** | Kent & Medway Principal Clinical Lead  |
| **Direct reports:** **(job title only)** | Senior Clinicians & Clinical Team Managers |
| **Job purpose:** | To be part of a psychological therapy service providing assessments and high intensity interventions. Provide leadership and co-ordination of the Step 3 Team, including line management of senior team leaders. Lead & manage the Step 3 service & team consisting of High Intensity Therapist Clinical Team Managers and Senior Clinicians whom each have HIT therapists reporting into them, to deliver evidence-based services to patients in Kent & Medway both in person and remotely.  |
| **Role and Responsibilities:** | * Coordinate and plan the Step 3 Service Provision.
* Ensure operational KPI’s & SLA’s are met by the Step 3 service including but not limited to utilisation & diary availability
* Offer a Step 3 service between 8am and 8pm Monday-Friday and 8am and 12.30pm on Saturdays
* Work as part of the senior management team to ensure that the delivery of the service meets NICE guidelines.
* Working with the Step 3 Clinical Team Managers, Senior Clinicians and clinical lead to support, develop and train the Step 3 Team, ensuring that all practices are in line with agreed protocols.
* Ensure that the Step 3 team deliver in line with service users’ needs.
* Ensure all clinical records for the Step 3 Team are maintained and are in line with best practice
* Ensure that all Step 3 therapists have appropriate objectives and these are monitored quarterly and appraised annually.
* Undertake line management for Senior Clinicians and Clinical Team Managers including the use of performance dashboards ensuring that they adhere to an agreed activity plan in line with operational & clinical standards.
* Ensure that underperformance within the Step 3 team is managed effectively and to the benefit of Service Users.
* Keep all line management records up to date
* As agreed with Service Lead, represent Vita Health Group at external meetings
* Project manage service development initiatives
* Develop policies and procedures related to step 3 service delivery.
* Work closely with data lead and Service Lead to ensure there is capacity for treatment (including CBT, IPT, Counselling for depression, and Couples therapy for depression)
* Oversee all Step 3 recruitment requirements including submitting vacancy requests, writing job descriptions & adverts, conducting screening calls and interviews and onboarding processes as agreed with the Service Lead
* Undertake Audit and Feedback on clinical performance in line with Vita Health Group Standards reporting back to the Principal Clinical Lead
* Participate in service improvement by highlighting issues and implement changes in practice in line with the Service Lead & Principal Clinical Lead.
* Investigate incidents and complaints
* Be an advocate for the Step 3 clinical team within the senior management team.
* Collaborate with the senior management team as required to meet service 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

Any other reasonable duties as required. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * Leadership & Management qualifications (CMI/ILM or other recognised body)
* Talking Therapies recognised therapeutic qualification
* Supervisor training
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| **Experience** | * Undertaking Clinical Audit, including action planning
* Experience of effectively managing a team
* Experience and knowledge of working in Talking Therapies.
* Experience of being a part of making strategic decisions for service provision and leading the change
* Able to analyse information and write reports and present an argument.
 | * Experience of risk-management (e.g. suicidal users and users which self-harm)
* Experience of leading a team where there are changing priorities of needs
* Experience of working within the wider mental health services
* Use of IAPTUS system
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| **Skills/knowledge** | * Collegiate working for the benefit of Service Users
* Good IT skills
* Knowledge of Talking Therapies National Standards
* Understanding of Outcome measures and their use for clinical and audit purposes.
* Working with diverse user group
* Networking and engaging with external stakeholders
 | * Supervising a team to deliver evidence-based interventions
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| **Personal competencies and qualities** | * Team player
* Challenges the status quo
* Able to manage performance
* 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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# Version Control

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| Owner: | Tom Stenning | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Natalie Huggens | Version: | V1.0 | Status: | PUBLISHED |
| Date Published: | 09/01/2024 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.0 | 09.01.2024 | JD created for Kent & Medway service delivery |
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