

JOB DESCRIPTION

JOB DETAILS

Job title: Locality Clinical Lead – NHS Talking Therapies
Job code:
Band: 8a
Location: Cheltenham
Accountable to: Line Management – Operational Manager
Professional Supervision – Service Clinical Lead, NHS Talking Therapies

JOB PURPOSE

The post holder will be:

- Responsible for leading NHS Talking Therapies [Improving Access to Psychological Therapies (IAPT)] service within a defined locality and Team; they will provide the professional management and clinical leadership requirements.
- Responsible for the planning, organising, delivery and management of the full range of NHS Talking Therapies activities and staff within the designated locality.
- Responsible for developing designated areas of the NHS Talking Therapies service on a county wide basis e.g. developing services to meet the needs of hard to reach groups.
- Responsible for the systematic provision and delivery of highly specialist clinical practice (CBT) within the defined NHS Talking Therapies locality/team to a range of clients with complex Anxiety and Depression related problems,
- Directly provide and co-ordinate highly specialist psychological assessment and intervention services to individuals/groups and organisations.
- Clinically supervise the High and Low Intensity Therapists within the NHS Talking Therapies Service.
- Responsible for ensuring the clinical outcome data is routinely and appropriately collected and reported.
- Support the delivery of highly specialist training, education and close partnership working with external educational providers.
- Responsible for the use of research skills for audit, policy, service developments and research.
- Work with people with difference cultural backgrounds and ages, using

DIMENSIONS

- To support the Community Services Manager in the countywide development and delivery of a primary care psychological therapy service/ NHS Talking Therapies across Gloucestershire.

- To manage delivery of an NHS Talking Therapies service within a Locality/Team and maintain high quality services within primary care across the Locality.
- To provide clinical services within the service area covered by the NHS Talking Therapies Team. The Team will comprise of approximately 25+ High and Low Intensity Therapists, including additional trainees.
- Provide clinical supervision for the NHS Talking Therapies Team, including High intensity therapists, Low intensity therapists and trainees.
- The service will be operational across Gloucestershire, impacting on all GHC FT Mental Health Teams, referrals and practices and delivered across a wide range of settings and locations.
- To establish and maintain effective communications within and external to the NHS Talking Therapies service, across Gloucestershire's health services and partner agencies and organisations.
- To provide training, consultancy and supervision in CBT and psychological approaches to a range of qualified/unqualified mental health/non mental health staff within primary mental health, primary care, secondary mental health care in Gloucestershire and to other agencies as required.
- Services will be delivered in a wide range of settings and locations: educational facilities, GP practices, office/clinics etc.
- Flexible working arrangements within 37.5 hours per week, with core service hours of 8am – 8pm.

CORE KEY RESPONSIBILITIES

Clinical

- Accept referrals via agreed protocols within the service.
- Assess clients for suitability for CBT.
- Make decisions on suitability of new referrals, adhering to the department's referral protocols, and refer unsuitable clients on to the relevant service or back to the referral agent as necessary.
- Formulate, implement and evaluate therapy programmes for clients.
- To draw appropriately from a range of assessment tools and methodologies. To interpret and integrate complex data and information from a variety of courses to develop psychological formulations and identify the most relevant intervention strategy. To monitor and evaluate progress, refining formulations and interventions as necessary. To assess and manage risk within an appropriate psychological framework.
- Plans and prioritises workload, exercising autonomous professional responsibility for the assessment, treatment and discharge of clients whose problems are managed by psychologically based treatment plans.
- Provide clinical supervision to and support the psychological work of other clinical staff that provides psychologically based care and treatment.
- Evaluate clinical competence of staff using a performance framework and standard tools of measurement, e.g. CTS(R).

- Educate and involve family members and others in treatment as necessary, conveying CBT formulations with sensitivity in easily understood language.
- Adhere to an agreed activity contract relating to the number of client contacts offered, and clinical sessions carried out per week in order to minimise waiting times and ensure treatment delivery remains accessible and convenient.
- Attend multi-disciplinary meetings relating to referrals or clients in treatment, where appropriate.
- Complete all requirements relating to data collection within the service.
- Keep coherent records of all clinical activity in line with service protocols.
- Work closely with other members of the team ensuring appropriate step-up and step-down arrangements are in place to maintain a stepped care approach.
- Assess and integrate issues surrounding work and employment into the overall therapy process.
- Carry out clinical audits of service performance, including service user surveys and evaluations, and help to collate and disseminate the results for feedback.

Training and Supervision

- Deliver and fulfil all the requirements of the NHS Talking Therapies approved supervision structure.
- To ensure that other staff, professionals, and managers (across a range of agencies and settings) have access to a psychologically based framework for the understanding and care of clients of the service, through the provision of specialist psychological advice, guidance and consultation and the sharing of psychological research and theory.
- To provide training to others as relevant to service need.

Leadership and Management

- Is the Lead for the day to day delivery of the NHS Talking Therapies service in the designated locality/Team; this includes regular and ongoing liaison with a wide range of agencies e.g. housing, employment, leisure and health. The role will require innovative leadership to negotiate solutions to novel and complex service demands.
- To manage own time and workload. To provide clinical supervision to High and Low Intensity Therapists, plan and monitor their workload, and hold delegated professional management for the Team.
- To contribute to service development initiatives being progressed in the service/Team.
- To advise both senior service and professional management on those aspects of the service, where psychological and/or wider organisational matters need addressing.
- To take direct management responsibility for a team of staff, which will include: appraisal, acting as a panel member for the appointment of staff, ensure that appropriate training is accessed by all Team members, reviewing the progress of work and the checking and allocation of defined activities.
- The post holder will develop reports to facilitate service development in their locality in addition to providing monthly Performance Management reports to both the Operational Manager and Principal Clinician.
- To be an authorised signatory for travel expenses, timesheets, annual leave requests for staff.

Professional

- Ensure the maintenance of standards of practice according to the employer and any regulating, professional and accrediting bodies (e.g. BPS, UKCP, BABCP), and keep up to date on new recommendations/guidelines set by the department of health (e.g. NHS plan, National Institute for Clinical Excellence).
- Ensure that client confidentiality is protected at all times.
- Be aware of, and keep up to date with advances in the spheres of CBT and other agreed psychological therapies.
- Ensure clear professional objectives are identified, discussed and reviewed with senior therapists on a regular basis as part of continuing professional development.
- Attend clinical/managerial supervision on a regular basis as agreed with Manager.
- Participate in individual performance review and respond to agreed objectives.
- Keep up to date all records in relation to C.P.D. and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models/developments.
- Attend relevant conferences/workshops in line with identified professional objectives, and as discussed/agreed with Line Manager.

Service Development and Research

- To develop and improve services for hard to reach groups using a multi-agency approach. For example expanding services to include postnatal depression, medically unexplained symptoms and BME communities.
- The person will be expected to make a significant ongoing contribution to programmes of research, audit and evaluation in both the local and national programme.
- Ensures reflective scientist-practitioner approach in own practice and that of supervisees.
- To provide evidence based theory and research advice to other staff undertaking research.
- To supervise and where necessary organise research activities on behalf of the NHS Talking Therapies workforce/service. Keep up-to-date with the national developments in NHS Talking Therapies and areas of positive practice.

Advisory/Liaison

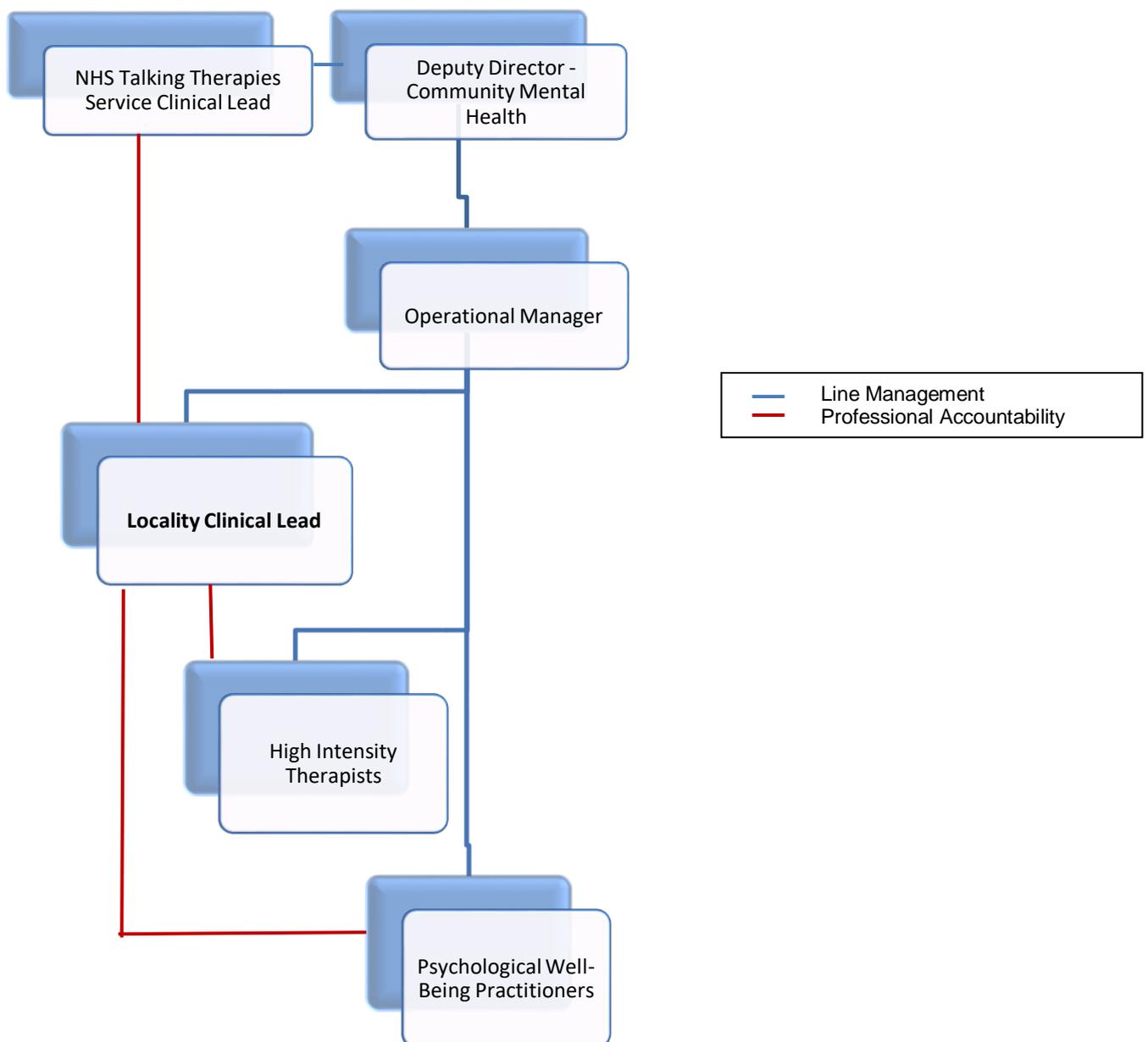
- Provide an advisory service on matters related to the practice and delivery of Cognitive Behavioural Therapy to individuals/groups/committees across the Mental Health Trust, Primary Care Trust and other voluntary agencies.
- Promote and maintain links with Primary Care and Secondary Care Staff to help co-ordinate the provision of an effective Psychological Therapies Service.

General

- To contribute to the development of best practice within the service.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.

- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

- Maintain effective communications within and external to the NHS Talking Therapies service, in Gloucestershire and across the partnership agencies and organisations.
- Contribute to the regular service business and clinical meetings.
- Provide progress reports and maintain effective communication and liaison with referrers/key stakeholders and senior NHS Talking Therapies /PC management.
- Represent and promote all aspects of the NHS Talking Therapies Service locally.
- In conduct of responsibilities work across agencies (various Primary Health Care Teams, PCT, MH Trust, Social Services and Acute Trusts, Prison service, Charities, Voluntary sector, Education providers etc.) with various multi-disciplinary colleagues, senior management, and Board members, and volunteers.
- Liaises with: all NHS Talking Therapies service, senior managers, and senior professional colleagues as required and their agencies and staff as appropriate.
- Leadership at relevant locality meetings on matters concerned with the organisation of the NHS Talking Therapies Team.
- Professional management and clinical supervision of High and Low Intensity Therapists and advice and support to other Psychological Therapy colleagues as appropriate to area of expertise.
- Clinical supervision is provided from a Consultant Clinical Psychologist/Principal Clinician.
- In conduct of clinical and service development responsibilities works with: multi-disciplinary colleagues, senior management, Social Services staff and Managers, private providers and their staff, staff from voluntary organisations, and staff responsible for teaching/training. Agencies within and outside of County as needed.
- Regional and national external bodies (e.g. training courses, professional networks)
- Contributes to relevant Psychological Therapy activities and meets as required with Psychology colleagues.
- Clients, families, carers and advocates - In conduct of clinical and service development responsibilities works with: multi-disciplinary colleagues, senior management, Social Services staff and managers, private providers and their staff, staff from voluntary organisations, and staff responsible for teaching / training. Agencies within and outside of County as needed.
- Local, Regional and national external bodies, (e.g. Commissioners, NHS England, NHS Talking Therapies and Professional networks, Training Courses)
- Leadership at relevant committees and planning groups on matters concerned with the organisation of NHS Talking Therapies services or delivery of care to its clients.
- Liaises with: Client group manager, Trust Advisor, senior professional colleagues, senior management of care group. Liaises with Trust Board, Exec Team, Corporate staff (finance etc.) as required and other agencies and staff as appropriate.
- Clinical supervision of Psychological colleagues (qualified and unqualified) and advice and support to other Psychological colleagues as appropriate to area of expertise.
- Clinical supervision will be sought from an appropriately skilled person.
- Leads relevant Psychological activities and meets as required with Psychology colleagues.

Other working relationships:

- GPs and Primary Care Colleagues
- People who use services
- Condition Management Programmes
- Carers of people who use services
- Specialist Services
- Statutory and Voluntary Agencies
- Community Organisations and Networks.

EFFORT AND HEALTH & SAFETY FACTORS

- Working with service users in distress and who on occasion may be suicidal, hostile, confused and have difficulty communicating and as a result may pose risks to themselves or the safety of others
- Long periods of sitting, and sustained and intense concentration are required during activities such as clinical interviews, complex psychological assessment, intervention, provision of supervision etc. Computers are used frequently.
- The nature of the job involves working with people in high distress and being faced with clients with behavioural, emotional, and mental health issues, verbal aggression, highly distressing self-injurious behaviour, family breakdown, physical or sexual abuse, and neglect. Competence in breakaway techniques is required.
- The nature of the work involves periods of working alone and driving.
- Work is conducted in a variety of settings (e.g. clients' homes, hospital wards, community facilities). Settings may be difficult to work in, e.g. temperature, space available, frequent interruptions, lack of privacy, poor cleanliness, exposure to cigarette smoke and other environmental hazards.
- The job requires transporting and using test materials / equipment (suitcase sized loads).
- Use of computer and VDU equipment

MOST CHALLENGING PART OF THE JOB

- Leading and influencing change including situations where the post holder has no direct line-management responsibility. Pushing for new service development is often frustrating and demanding of resilience in the face of limited resources and traditional practices.
- Challenges of professional management and leadership in a large team where staff have their perspectives and contributions.
- Dealing with the most complex cases within NHS Talking Therapies.

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Senior Managers

Under Section 11 of the Children Act, senior managers have a duty to safeguard and promote the welfare of children and young people. There should be a culture of listening to children and taking account of their wishes and feelings (with individual decisions and development of service); effective inter-agency working with awareness of information sharing procedures; safe recruitment and effective Allegations Management procedures in place.

Under The Care Act 2014, there is a requirement to demonstrate compliance with the 6 key principles of the Act: Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability in relation to Safeguarding Adults – Making Safeguarding Personal.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

On Call Rota (Band 8a and above only)

The Trust provides an on-call rota to ensure that appropriate senior clinical and operational expertise is available on a 24 hours a day, 7 days a week basis, so that significant issues are managed, patients receive continued quality of care and staff on duty out of hours and at weekends have access to the right support at all times. You are therefore required to participate in the Trust's on-call rota (clinical or operational) subject to an assessment of knowledge, skills and experience. Full training and support will be provided.

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Physical Intervention Descriptors

Working Well Pre-employment Assessment

Breakaway – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies (**clinical and non-clinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.