

**Job description**

###### Post Title: Clinical Delivery Manager

**Grade:** NJC scale point 44, currently £52, 761 per annum inclusive of Inner London Weighting

**Hours:** 35 hours, full-time

**Accountable to:** CEO, at Mind in Tower Hamlets and Newham,

**Supervised/Managed by:** ELFT Clinical Leads for Tower Hamlets Talking Therapies (THTT) and Newham Talking Therapies (NTT)

And MITHN Operations Director

**Locations:** Tower Hamlets and Newham (Currently remote working due to Covid-19)

**Background Information**

Mind in Tower Hamlets and Newham (MITHN) has a strong reputation for delivering high quality counselling services and achieving positive recovery outcomes.

This contract forms part of Tower Hamlets Talking Therapies (THTT) and Newham Talking Therapies (NTT) delivered in partnership with NHS East London Foundation Trust (NHS ELFT) and operates within an IAPT framework adhering to NICE guidelines and a stepped care approach. The service contract has national KPI’s that include recovery rates, waiting times, and access targets.

MITHN is a BACP accredited service, our model of intervention incorporates both paid and counselling placement volunteers.

We have confirmed funding until October 2021, and currently awaiting the outcome of the tender. We are anticipating further funding for up to 3 years.

**Purpose of the role:**

ELFT have a partnership with Mind in Tower Hamlets and Newham (MITHN) to provide a brief counselling (Step 2 and 3) and bereavement counselling service for THTT and a counselling service (Step 2) for NTT.

The Clinical Delivery Manager will work closely with the clinical leads from THTT and NTT in the preview of the current clinical model of delivery and service development to meet the Key Performance Indicators (KPIs) of the two sub-contracts. This has the potential to contribute to the further expansion of MITHN services by exploring new and innovative models of service delivery as well as supporting the continuous improvement and development of existing services.

The Clinical Delivery Manager role requires a high level of professionalism, strong leadership, and excellent organisational and management skills. You must be able to coordinate and oversee the provision of a range of counselling services across THTT and NTT in line with the specific contracts’ KPIs. You will also need to have a good understanding of the range of therapeutic modalities provided in each of the two services to overs the capacity planning, including the selection and recruitment of counsellors and counselling trainees.

**Duties and responsibilities:**

To manage the clinical provision of the two sub-contracts and ensure that all KPIs are met by:

* Capacity planning in each of the 2 sub-contracts (i.e. ensuring there is enough clinical capacity in the volunteer counselling and that this capacity is utilised appropriately by allocations and monitoring throughout of cases.
* Ensuring that paid and volunteer counsellors adhere to the standards of clinical practice and clinical case management of THTT and NTT (i.e. providing effective short term counselling, ensuring completion of Minimum Data Set Questionnaires, ensuring completion of clinical notes on IAPTus, issuing appropriate clinical correspondence and adhering to the engagement and discharge policies)
* Ensuring that staff/counsellors are inducted on the use of IAPTUS (for Talking Therapy Service) and adhering to the electronic record keeping policy.
* A proactive approach in project planning, delivering on targets, case management supervision and taking responsibility for understanding and disseminating service information related to target areas and the service’s key performance indicators.
* Ensuring that staff follow correct guidelines for managing client waiting lists and placing them in appropriate therapy or supported to prepare clinical formulations for stepping up
* Recruiting and inducting all counsellors/external supervisors in line with Mind in Tower Hamlets and Newham policies and procedures and Counselling recruitment criteria.
* Ensuring that all counsellors have been inducted and are familiar with the requirements and guidelines relating to the service area they have been appointed to.
* Organising and delivery of periodic training workshops for counsellors according to service needs and to promote team building as part of CPD requirements (continuous professional development)
* Ensuring that the service is operating to full capacity in order to meet performance target levels as well as planning for and managing allocations/waiting lists
* Work closely with the THTT and NTT Clinical leads and CEO of MITHN and contribute towards discussions around operational and clinical matters.
* Maintain excellent communication across all areas of activity to ensure a responsive and well-run provision.

**Key Activities**

1. **Management, Human/Financial Resources accountabilities and responsibilities**

The post holder will:

* Line manage counselling co-ordinators in MITHN to in line with organisational policies and practices.
* Be involved in recruiting and inducting all new staff to the service, ensuring that they are familiar with the organisations operational guidelines for counselling as well as policies and procedures.
* Ensure that all staff within the counselling services team receive annual appraisal, regular clinical supervision, and case management support to help them to deliver on performance and recovery targets.
* Ensure that all therapists receive regular group clinical supervision in line with BACP ethical requirements.
* Provide support and management guidance to all external supervisors to ensure that supervision provision is of a consistent standard.
* To ensure that the team has appropriate training and development in line with their professional qualifications.
* Facilitate team meetings and attend other meetings as required by this service.

1. **Policy and service development**

The post holder will:

* To monitor the service and ensure that it is meeting its contractual requirements, implementing any rapid intervention for areas experiencing underperformance under the supervision of the clinical leads for THTT and NTT. These will need to be regularly reported back to the MITHN CEO.
* To review the existing clinical service delivery model and explore new models of working and consider these for new or existing developments.
* To Produce Regular Monitoring Reports in line with Service Requirements and attend regular contract monitoring meetings.
* To work with the clinical leads for THTT and NTT to identify gaps in service and to promote alternative solutions and keeping the CEO of MITHN updated.
* To ensure that there is good communication and relationship building with relevant Training Colleges and organisations to ensure high quality placement of volunteer therapists.
* To promote the service to other professionals, GP’s, IAPT providers within Tower Hamlets and Newham
* To develop the profile of counselling services in Tower Hamlets and Newham by maintaining close links with referral sources in particular local GP’s and Mental Health professionals
* To take measures to increase the accessibility of the counselling service, by targeting under-represented groups in Tower Hamlets and Newham’s multicultural community. To promote cultural awareness and sensitivity in the process of service delivery
* To ensure the service is operating within the BACP code of Ethics and Practice, complies with the BACP Quality Standards and ensuring that membership for accreditation is up to date and maintained.
* Implement agreed policy and practices for the assessment of clients and ensure that all clinicians adhere to these in their assessment practices.
* Organise day to day activities, plan and prioritise own clinical workload.

1. **Clinical: direct**

The post holder will:

* Be responsible for ensuring a systematic provision of interventions to clients on the waiting lists for step 2 and for THTT, Step 3 counselling.
* Be responsible for organising and managing the counselling waiting lists, and contribute to the planning of other group-based interventions provision in the service, keeping within agreed targets and designing creative solutions to waitlist management.
* Be knowledgeable about NICE recommended treatments and delivery of interventions in line with problem descriptors.
* Be responsible for offering comprehensive highly specialist assessments to adults, and make appropriate formulations for interventions. Provide specialist assessments and other modalities (as relevant)
* Employ a broad theoretical knowledge base to analyse, interpret and compare complex information to develop a specialist understanding and to design specialised programmes of care tailored to individual need.
* Be responsible for direct delivery of a broad range of specialist psychological treatments and programmes which require the modification of plans and strategies as practice and experience demands.
* Be responsible for providing and receiving highly complex, sensitive, distressing, and emotional information in relation to mental health issues, where there are often barriers to acceptance.
* Spend sustained amounts of time with service users who may be aggressive and hostile, who may have poor communication skills and self-care and special physical and/or mental needs.
* Communicate across language and cultural barriers jointly working with and offering debriefing/and/or supervision to advocates/interpreters.
* Be able to work autonomously in a variety of work contexts.
* Be responsible for recording, monitoring and reporting on clinical work and communicating complex clinical information to a variety of recipients, e.g. other psychologists and counsellors, service users, families and carers, other professionals, formal panels and statutory and voluntary organisations, orally, in writing and/or electronically.
* Liaise appropriately with all relevant agencies within the recommended limits of confidentiality.
* Be accountable for own professional actions and to work within the relevant code of practice and ethics, and employer policies and procedures.
* Plan and prioritise own clinical workload and to work with other colleagues around complex cases to ensure appropriate provision of service.

1. **Clinical: indirect**

The post holder will:

* Use a broad theoretical knowledge base and specialist clinical skills to develop and support the psychological skills of other clinicians at all levels of training and experience via the development and delivery of teaching, training, supervision, support and consultation across the service.
* Be responsible for providing a psychological perspective/psychological expertise for service or team activities, including clinical care, team or service dynamics, systems, health promotion, team or service organisation, in a range of settings .
* Be responsible for developing and maintaining knowledge of local resources and developing working relationships with relevant provider structures, statutory, voluntary and community groups and organisations.
* Offer a specialist resource for other members of the service in relation to psychological needs of people in health and care.
* Be responsible for proposing innovative responses to identified community needs and developing these in consultation with senior colleagues within the service. Develop and deliver, jointly with other clinicians where necessary, teaching events for the professional training of other clinicians.
* Ensure that appropriate guidelines for professional practice, as detailed by relevant professional organisations, are followed appropriately.
* In common with all clinicians, receive regular clinical supervision in accordance with good practice guidelines.

1. **Information technology**

The post holder will:

* Record and report on personally generated clinical and audit research/information in a timely and accurate fashion.
* Enter clinical and audit/research information as required into ELFT and IAPTus information systems.
* Prepare teaching materials and presentations to a professional level.

1. **Research and development**

The post holder will:

* Maintain and update research knowledge and skills.
* Develop and implement clinical audit and survey projects.
* Be responsible for coordinating and implementing R&D programmes when appropriate as a requirement of the job.
* Attend relevant training courses to enhance professional developments.
* Present findings/service model at conferences and other forums to raise profile of the Talking Therapies Counselling Service across THTT and NTT.

1. **Freedom to Act**

The post holder will plan and prioritise workload and to work with other colleagues around complex cases to ensure appropriate provision of services. The post holder will be expected to work autonomously.

1. **Mental effort**

Long periods of concentration required for investigating problems, analysis of performance data and policies, some interruptions may require immediate response.

**PERSON SPECIFICATON – Clinical Delivery Manager**

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|  | **ESSENTIAL** | **DESIRABLE** | **HOW** |
| **Training**  **Qualification** | HCPC registered Clinical or Counselling Psychologist  And/Or  Cognitive Behavioural Therapist (Post Graduate Diploma level or above) with full BABCP accreditation  Or  Qualified Counsellor/Psychotherapist with full UKCP or BACP accreditation | Formal Supervision training | Application form and reference |
| **Experience** | Experience of working in an IAPT setting, or delivering treatment to primary care clients, liaising and consulting with GPs and community providers.  Experience of either managing or coordinating wait lists.  Experience of managing and supervising qualified therapists from different backgrounds.  Experience of monitoring staff performance via case management; capacity management and monitoring staff recovery data.  Experience of change management, service evaluation and service improvement.  Experience in developing services to respond to Service User needs.  Work as an experienced psychologist/psychotherapist with advanced skills in at least one Psychological therapy modality.  Excellence and experience in the continuous improvement of high and/or low intensity interventions and coordinating the services of a range of practitioners and providers, with experience of delivering this within primary care and or an IAPT compliant service.  Experience of providing an autonomous clinical service to a diverse population.  Experience in managing and delivering to the expected performance targets.  Excellence and experience in IT and diary management that support own and the service’s clinical resources. | Work in a multi-cultural setting, including working with interpreters.  Experience delivering group based interventions.  Experience of working across various mental health services, including severe and complex mental health services.  Experience of recruiting and inducting staff. | Application form,  Interview  reference |
| **Knowledge & Skills** | **Communication & Relationship skills:**  Excellent reporting and presentation skills.  Able to provide & receive complex, sensitive or contentious information in a highly emotive and sometimes hostile atmosphere, in a range of relationships and settings.  Able to use highly specialist skills of empathy to overcome barriers to understanding and acceptance.  Able to build good working relationships with other professionals.  Able to liaise effectively at all levels of an organisation.  Able to arrive at appropriate formulations.  Able to compare and select from a range of treatment options, based on formulation.  Able to provide both brief and longer-term therapeutic interventions.  Able to demonstrate expertise in one or more therapeutic orientations, or with one or more areas of clinical presentation.  Able to provide an appropriate clinical service to a diverse population.  Able to work to agreed targets and monitor own work effectively.  **Knowledge of guidelines and systems:**  Knowledge of, and ability to apply, government/advisory body frameworks and guidelines relating to mental health.  Knowledge of mental health and primary care systems.  Understanding and experience of carrying out audit, clinical governance and clinical effectiveness procedures.  **Planning and organisational skills:**  Able to plan, organise and prioritise a complex workload.  **Physical skills:**  Basic keyboard skills.  **Information resources:**  Able to record and report on clinical information.  Competent in use of IT packages – word processing, e-mail and internet.  Competent use of clinical data systems to record and report on performance activity.  **Research & Guidance:**  Knowledge of research design and methodology, including complex multivariate data analysis.  Up to date knowledge of psychological research and national guidance relevant to the client group.  Knowledge of legislation and its implications for clinical practice with this client group.  **Cultural awareness:**  Aware of the potential impact of discrimination & disadvantage on mental health.  **Flexibility:**  Able to be flexible and adapt approach according to need. | **Physical skills:**  Driving.  **Information resources:**  Competent use of other IT packages e.g. PowerPoint, Excel and Access.  **Research & Guidance;**  Active research interests.  Published research.  **Cultural competence:**  Able to provide a cultural competent service.  **Flexibility:**  Able to innovate on the basis of theoretical knowledge.  Knowledge and understanding of NHS mental health services configuration and referral criteria and pathways. | Application and Interview |
| **Supervision, teaching, training** | Understanding of, and commitment to, the supervision process.  Experience of supervising other’s clinical work.  Able to organise and deliver teaching and training.  Able to contribute a Psychological perspective in work with other professional groups. | Experience of developing and delivering specialist training programmes. | Application and Interview |
| **Personal** | Able to contain and work with organisational stress and able to hold the stress of others.  **Physical effort:**  Able to sit in constrained positions for a substantial proportion of working time.  **Mental effort:**  Able to concentrate intensely for a substantial proportion of working time, during client contact, teaching/supervision sessions, team meetings, preparing written work etc.  **Emotional effort:**  Able to manage effectively frequent exposure to highly distressing/highly emotional circumstances and exposure to traumatic circumstances.  **Working conditions:**  Able to manage effectively verbal aggression from service users, families, etc and the risk of physical aggression.  **Values:**  Respectful approach to service users, families, carers, colleagues and other professionals.  Willing to negotiate and can handle confrontation effectively and professionally.  Committed to reflective practice. |  |  |
| **Other** | Able to work to professional guidelines.  Must be capable of accountability for own work, of autonomous clinical practice, of being guided by precedent and of working towards defined results.  Able to work at least one evening. |  | Interview |