

Team Leader Jersey Talking Therapies (JTT)

Department: Health and Community Services

Division: Mental Health

Reports to: Lead AHP / Service Manager

JE Ref: HCS1160.1

Grade: CS12

JE Date: 22/12/2022

Job purpose

The Team Leader for Jersey Talking Therapies will be responsible for leading and managing a team of Senior Psychologists, Psychological Therapists, and Psychological Wellbeing therapists. The Team Leader will develop and deliver a successful and innovative Jersey Talking therapies (JTT) service to serve adults and their families in Jersey. This management includes specialist interventions in assessment and implementation of personalised care by managing overall delivery of day to day provision, including policy formulation and implementation, the development and provision of services and staffing and budgetary controls.

Working in partnership with wider multidisciplinary teams the post holder will take responsibility and accountability for the delivery of clinical services within JTT.

As well as strategic direction and implementation of service developments the Team Manager will be responsible for the line management of staff including supervision, appraisal and continued professional development to ensure the team is operating at the highest of standards and within local and best practice and NICE guidelines.

Overall, the Team Manager will be operationally and clinically responsible for the management and provision of quality evidence-based intervention for our service users.

Job specific outcomes

Clinical

- Protect, safeguard and promote the wellbeing of children and adults.
- Identify changing needs, project future demands and complete audits to plan service responses accordingly to ensure the effective delivery of JTT to meet the demands of the population accessing JTT.
- Ensure safeguarding supervision is delivered to the JTT staff under the professional leadership of the Safeguarding Lead.
- Develop strategies and guidance and provide specialist expertise and oversight to all staff, colleagues and stakeholders to ensure the robust assessment, care delivery and review of service users needs throughout their treatment in JTT and ensure high standards of practice and care for our service users is maintained.
- Assume operational and clinical responsibility for multi-disciplinary allocated staff teams, the management and provision of quality evidence-based intervention, advice, support, and care for service users with mental health and social care needs and their carers within the clinical area.
- Responsibility and accountability for the delivery of clinical services to adults in JTT, including the delivery of key-performance targets, including highly complex case management
- To be able to travel out of Jersey to visit other IAPT services and attend training and conference events.

- Ability to make evidence-based judgements and decisions from presenting information.
- To complete all appropriate documentation to record the assessment and treatment planning process, including making use of appropriate outcome measures. To undertake review to evidence the effectiveness of therapy interventions.
- Where appropriate to liaise with other professionals and agencies as part of a multi-disciplinary approach, completing service specific patient documentation and referrals for own services and other agencies involved.
- Use a range of verbal and nonverbal communication tools to communicate effectively and to ensure a person-centred approach is used.
- To be professionally and legally responsible for all aspects of our own work.
- To participate in Clinical and Managerial Supervision programmes

Communication

- Work in partnership with the Service/Operational Lead and the wider locality team to ensure effective integration of the IAPT service across HCS.
- Represent HCS in a variety of settings within the local community, local service providers and key stakeholders in partnership with the Operational Lead.
- Develop strong, well-functioning teams which enable staff to learn and succeed with a view to improving the service.
- Responsible for the leadership, management, appraisal, supervision and monitoring of the performance of the JTT staff, providing support to deliver key performance indicators and to ensure all staff have an annual review, PDP and are up to date with compulsory, essential & CPD requirements and training and development needs.
- Control quality and levels of service in line with Key performance indicators (KPIs) and report on this data monthly and develop plans in line with best practice and research to develop the service and strategic and business planning for JTT in response to the data and KPIs
- Ensure that they and their team clearly communicate with our service users and other professionals in a professional, polite, and timely fashion.
- Work in partnership with the Service/Operational Lead to ensure that a standardised and co-ordinated service is provided, and cover is available to ensure continued service delivery.
- Facilitate the teaching and learning of all professionals, trainees, students, and other staff during JTT/IAPT training/placement.
- Ensure good multi-agency liaison regarding individual cases and undertake a resolution leadership role when problems occur
- Initiate, co-ordinate and develop joint agency assessments and patterns of working. Maintain effective communication networks and represent JTT at networks meetings with other agencies and the third sector.
- Deliver a first line response to all queries, complaints, data protection and subject access requests and complete investigations and ensure appropriate advice and guidance is communicated and that excellent customer service is maintained.
- Work in close collaboration with the adult mental health services in the Mental Health Directorate.
- Listen to, and act on, the voices of service users to bring them into the heart of decision making.
- Communicate highly emotive, complex, sensitive, or contentious information in an appropriate manner to staff, service users and their carers, where there may be barriers to understanding requiring empathy and persuasion

Managerial / Leadership

- Manage new ways of working that emphasises a more efficient and patient/client focused service and by working collaboratively with MDTs ensuring regulations and standards are maintained through overseeing a team of Senior Psychologist Therapists, Psychological Therapists, and Psychological Wellbeing therapists
- Deliver management within their defined area of responsibility ensuring that these services meet the requirements and targets agreed with HCS, working in partnership with a range of key stakeholders.
- Implement service policies and procedures to ensure team members understand and adhere to compliance of organisational and professional standards.
- Be responsive to service need by effective delegation, planning and prioritisation of tasks.
- Ensure implementation of effective case management protocols which ensure optimum use of clinical time.
- Responsible for ensuring that practitioners adhere to referral times and waiting list targets.
- Ensure implementation of HCS's quality initiatives and assurance programmes.
- Responsible for ensuring that the HCS Mental Health strategy and policy are implemented.
- Support the Operational Lead and the Director for Mental Health to ensure that national developments and guidance relating to IAPT are disseminated and acted on.
- Ensure JTT work within the frameworks of the IAPT Model and care pathways.
- Implement service developments within JTT, including the involvement of service users and carers.
- Facilitate and lead team meetings, supervision, and reflection of the team to ensure the highest standards of care for service users is maintained
- Responsible for the achievement of team and service targets
- Engage in monitoring of the team's performance and annual performance reviews

Training and Education

- Assist the Senior Leadership team to organise and deliver teaching programmes in specialist areas of practice to all staff across the Mental Health care group.
- Be responsible for own personal professional development and to maintain a CPD portfolio demonstrating awareness of new clinical practices.
- Develop an annual team business plan to achieve optimum outcomes for service users based on training needs analysis and current best practice and research and within defined and agreed budgets.

Research and Audit

- To work alongside the Senior Leadership team in implementing audit activity and participate in research projects within the Mental Health service as and when required.
- To keep abreast of evidence-based practice in the relevant field through reading, attendance of external and in-house training courses, database literature searches and critical appraisal.

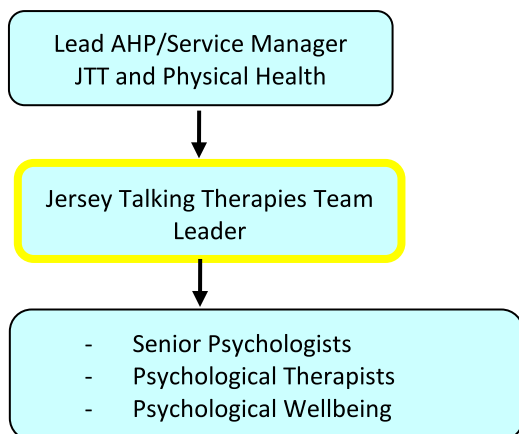
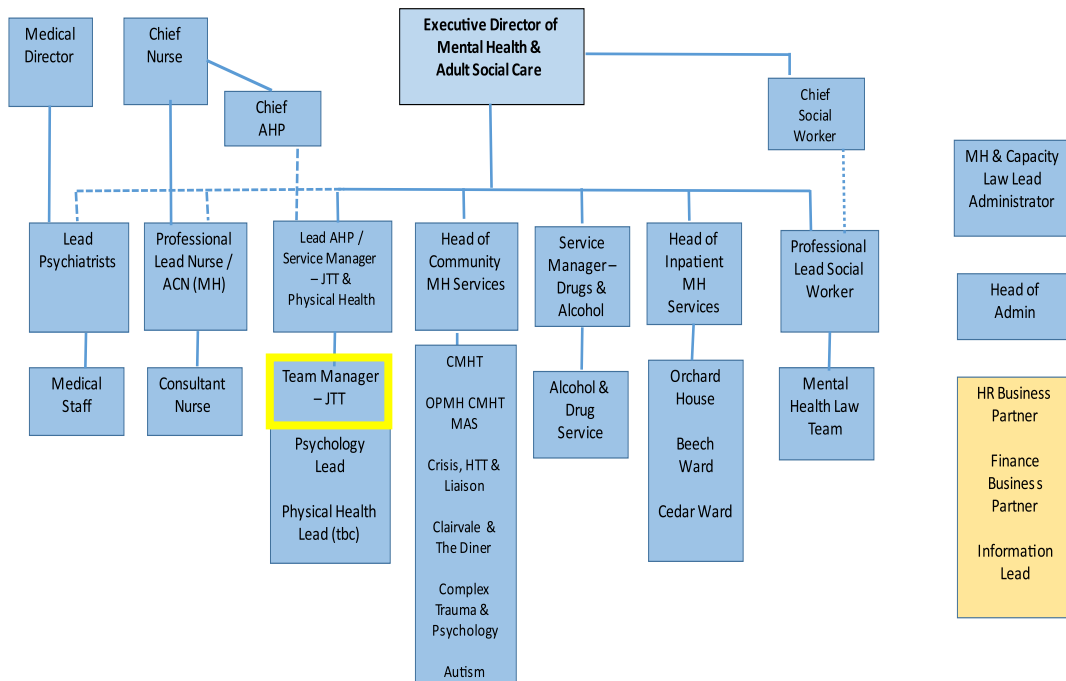
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisation chart

Feb 2022



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p> <p>Must possess a professional qualification (i.e., Registered Nurse, social worker, SLT, OT, Psychologist) or equivalent IAPT/JTT experience</p> <p>Current national and local professional registration (i.e., NMC, HCPC) as relevant to professional qualification</p> <p>Specialist knowledge acquired through 1st degree supplemented by higher level diploma training within field or equivalent experience.</p> <p>Working towards Masters' degree in health-related subject or equivalent level of experience</p> <p>Evidence of further relevant professional courses and CPD Leadership/Management qualification or experience to diploma level</p>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	<p style="text-align: center;">*</p>
<p>Knowledge</p> <p>Professional guidelines and codes of conduct</p> <p>Specialised knowledge of different models of mental disorder</p> <p>Specialised knowledge of psychosocial interventions available for the treatment of mental disorders</p> <p>Critical appraisal</p> <p>Evidence of CPD and portfolio demonstrating interest in the specialist area of Primary care mental health provision</p> <p>Commitment to Continuous Professional Development</p> <p>Substantial experience and understanding of the principles of Safeguarding Children and adults and relevant policies and procedures</p> <p>Ability to contribute to service planning</p> <p>Ability to lead on service initiatives and new service structures through an effective change management programme</p> <p>Knowledge and understanding of Health and Community services policies and procedures</p>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	

<p>Knowledge of the range of risk assessment tools in the assessment and treatment of mental disorders</p> <p>Knowledge of services for people with mental health problems in Jersey</p> <p>Experience of leading on policy and service development</p> <p>Experience of leading and undertaking clinical care audits</p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p>	
<p>Technical / Work-based Skills</p> <p>Specialist and highly developed mental health assessment skills and risk assessment skills</p> <p>Excellent written and verbal/non-verbal communication skills at all levels with a wide range of individuals, groups and organisations</p> <p>Excellent analytical and judgement skills and the ability to understand and interpret information, reports and assessments</p> <p>Excellent planning, organisational and time management</p> <p>Good computer / IT skills</p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p>	
<p>General Skills/Attributes</p> <p>Personal skills:</p> <p>To be able to cope with the physical demands of the job</p> <p>Highly motivated, conscientious and exhibits the capacity for independent responsible professional decision making.</p> <p>Enthusiasm, and the ability to use own initiative to enhance service delivery where appropriate</p> <p>Well-developed leadership, management, organisational, administrative and team development skills</p> <p>Ability to cope in stressful situations</p> <p>Ability to undertake difficult conversations</p> <p>Resilience and discretion</p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p>	

<p>Experience</p> <p>Substantial relevant experience of working post qualification or equivalent experience. Minimum of five years post qualification</p> <p>Commitment to training and development</p> <p>Team working</p> <p>Reflective practice</p> <p>Experience and confidence in managing a multi-disciplinary team</p> <p>Experience of service development and change processes.</p> <p><i>Substantial experience working at a senior level in an IAPT/JTT setting</i></p> <p><i>Providing clinical supervision and management support to a team of professional. Organising and allocating team workloads.</i></p> <p><i>Sound financial management skills and experience of managing budgets</i></p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p>	<p>*</p> <p>*</p>
<p>Criteria relating to Safeguarding</p> <p>Everyone within HCS has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. Every adult has a responsibility to protect children and as employees of HCS we are duty bound always to act in the best interest of a child about whom we may have concerns</p> <p>Ability to work with vulnerable people</p> <p>A good understanding of children's and adults safeguarding issues and experience of safeguarding in practice</p>	<p>*</p> <p>*</p>	