



## KEY RESPONSIBILITIES:

- Supporting the delivery of Step 2 and Step 3 treatment options by providing additional administrative and supportive assistance to therapists, trainees and patients with anxiety and depression.
- Co-facilitate psychoeducational and therapy groups to people with a common mental health problem
- Support all elements of group engagement
- Deliver psychoeducational workshops to stakeholders and clients
- Undertake patient-centred discussions to support the delivery of evidence-based treatment, and ensure patients access the most appropriate treatment pathways for their difficulties
- Support the continued assessment of risk for patients who may be experiencing suicidal ideation
- Support the continued contact for patients waiting for an intervention
- Support with booking appointments in order to minimise waiting times and ensure treatment delivery remains accessible and convenient;
- Prepare and present information for all relevant patients to supervisors within the service on an agreed and scheduled basis in order to ensure safe practice and the clinical governance obligations of the worker, supervisor and service are delivered
- Respond to and implement supervision suggestions by supervisors in practice
- Engage in and respond to personal development supervision to improve competences and clinical practice.
- To support the development of information systems and engage in service evaluation, outcome measurement, audit and research projects to benefit service users.
- This is not an exhaustive list of duties but the post holder would need to be flexible to support teams with any initiatives to support engagement in treatment

## HOW I OPERATE:

- High level of enthusiasm and motivation.
- Advanced communication skills
- Ability to work within a team and foster good working relationships
- Ability to use clinical supervision and personal development positively and effectively and to be self reflective
- Ability to work under pressure
- Regard for others and respect for individual rights of autonomy and confidentiality
- Car driver and ability and willingness to travel to locations throughout the organisation
- Keep coherent records of all patient activity in line with service protocols and use these records and clinical outcome data in decision making, ensure regular updating of the IAPTus database
- Operate at all times from an inclusive values base which promotes recovery and recognises and respects diversity

## WHAT I NEED:

- Evidence of working with people who have experienced a mental health problem and have an understanding of anxiety and depression and how it presents in Primary Care
- Level 2 qualifications in English and Maths (GCSE or equivalent)
- Psychology or other health related undergraduate degree.
- Excellent verbal and written communication skills, including telephone skills and able to write clear reports and letters.
- Able to develop good therapeutic relationships with clients
- Ability to work closely with other members of the team ensuring support is delivered



## WHAT'S IN IT FOR ME:

- Access to experience from a range of administrative and clinical settings
- Comprehensive learning and development opportunities so we can invest in your future – we're proud to have a silver accreditation from *Investors in People*. Choose from our range of courses to gain recognised qualifications
- 28 days' paid holiday a year, increasing with each year of service up to 30 days. Plus the option to buy or sell additional holidays and spread the cost
- An exclusive discounts hub for TP colleagues, to help make your money go further – including high street shopping, pubs and restaurants, mobile phones, gym memberships, and much more. You'll also have access to the Blue Light Card, for even more discounts and savings!
- Flexible working solutions to support your work-life balance
- Life Assurance of up to 3x annual salary and a competitive Pension Scheme to support your savings and security
- Access to our Rightsteps Therapy service – free, confidential telephone based counselling sessions, access to an online wellbeing platform, and a Financial Education hub to support your total wellbeing
- A 24/7 Employee Assistance Programme including a Digital GP, legal advice and more – all free to you and your immediate family
- Recognition awards to recognise colleagues' inspirational work and dedication, as well as Long Service bonuses to celebrate your commitment to us
- Flexible benefit options including a Cycle to Work scheme and interest-free Season Ticket Loans
- A £300 bonus if you successfully refer a friend as a new colleague through our Refer a Friend scheme, as a thanks from us!

## PROCESS:

- Ensure the maintenance of standards of practice according to the employer and any regulating, and keep up to date on new recommendations/guidelines set by the department of health (e.g. NHS plan, National Service Framework, 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 treatment for common mental health problems.
- Ensure clear objectives are identified, discussed and reviewed with senior therapists on a regular basis as part of continuing professional development.
- Participate in individual performance review and respond to agreed objectives.
- Keep up to date all records in relation to Continuing Professional Development 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.