JOB DESCRIPTION

Job title	Client Advisor Team Lead
Sector/Function	Mental Health - IAPT
Department	Turning Point Talking Therapies Wakefield
Reports to	GSD Service Manager
Grade	4

Job purpose	To deliver a first-class front-end service that provides prompt and easy access to Psychological Therapies (IAPT) services within Wakefield and the surrounding district. To provide leadership and support to direct reports (client advisors) to ensure achievement of targets, SLA's and KPI's. To ensure individuals receive a a prompt, consistent and high-quality response to all inbound and outbound call demand, emails and online contacts to provide the first point of contact for client engagement. To monitor and manage client waiting lists to ensure therapeutic assessment and treatment appointments are utilised to reduce client wait times.
Key accountabilities	- To provide visible and supportive leadership to the client advisor team - To set clear expectations around advisor remit and requirements to ensure a person-centred approach is provided, in line with other front-end services within Turning Point. - To ensure the front-end service delivery is managed within service level and to the required quality standard, in line with other front-end services within Turning Point - To create, develop and review process maps to ensure a consistent and standardised approach. - To monitor, audit and manage wait lists to ensure clients reduce wait times, and minimise risk to the client - To undertake staff appraisals and ensure productivity and quality standards are achieved through undertaking call and data monitoring and review. - To undertake mandatory audits to ensure processes, quality standards and Key performance indicators are met and remain fit for purpose. - Working closely with the GSD Manager, Service Managers, Colleagues and Central Support departments to ensure management and clinical governance issues are managed appropriately within services and staff

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	are competent and confident to follow policies and procedures in relation to governance. • Organise and create service rotas to ensure locations are staffed safely and appropriately
	Professional • Ensure the maintenance of standards of practice according to the employer and regulating bodies. 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 always protected • Participate in individual performance review and respond to agreed objectives • Keep up to date 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 • Making sure relevant and mandatory training is undertaken by staff and yourself within own remit.
	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 duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public • 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 GDPR 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 • This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development

Dimensions	Direct reports	4-10
	Total staff overseen	4-10
	Internal contacts	Client Advisors Central support services Team leaders and clinical lead Operations/service Managers PWP team High Intensity Therapists
	External contacts	Clients Partner organisations (as appropriate)

PERSON SPECIFICATION

Job title	Client Advisor Team Lead

Technical effectiveness	Essential	Desirable
	• Experience of managing high volume, fast paced services • Demonstrates excellent customer service skills • Supervisory or management experience • Demonstrates empathy and understanding of supporting those facing challenges • Demonstrates high level of communication both verbal and written	• Experience of working within a multi-channel environment to provide – remote support via telephone, email and online to support to clients • Demonstrates a knowledge of the issues surrounding work and the impact it can have on mental health

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	• Good standard of education • Ability to write clear reports and letters • Excellent working knowledge of Microsoft Packages especially Excel	

	Essential	Desirable
Personal effectiveness	• High level of enthusiasm, confidence and motivation • Advanced communication skills • Ability to work within a team and foster good working relationships • Able to demonstrate resilience, adaptability and flexibility within a service that operates across 6 days • Ability to work under pressure and in meeting targets and service level agreements • Regard for others and respect for individual rights of autonomy and confidentiality • Excellent organisational abilities, able to manage a complex workload • Able to interpret data and identify trends	

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Acquired experience & qualifications	Essential	Desirable
	• Proven ability to lead and manage teams within a fast-paced environment both remotely and face to face	• Previous experience within the health and social care sector

Other requirements	Essential	Desirable
	• Computer literate	• Fluent in languages other than English • Experience or understanding of contact centre telephony & reporting platforms