

# Talking Therapies Capacity Lead Role Profile



## WHAT I AM ACCOUNTABLE FOR:

### Leadership & People Management

- Provide visible and supportive leadership, taking responsibility for fostering a positive environment where the team can thrive.
- Use initiative to recommend, implement and lead process improvements.
- Directly manage therapists, ensuring effective leadership and development.
- Oversee all HR-related processes in line with organisational policies.

### Waiting List & Capacity Management

- Monitor, analyse, and optimise clinical hours to ensure efficient service delivery and compliance with service model targets.
- Coordinate and manage completion of check-in calls and emails to maintain client engagement and timely reviews.
- Maximise assessment and treatment capacity, ensuring therapists provide adequate evening and weekend availability across video and face-to-face sessions through developing measures and plans for performance management.
- Manage Patient Tracking Lists in accordance with the NHS Talking Therapies Manual, implementing plans for those waiting the longest.
- Conduct audits on waiting lists, capacity, and utilisation and coordinate measures taken to align service provision with patient needs.
- Lead the development, management and implementation of projects and initiatives to reduce waiting times and increase service capacity.

### Performance & Service Management

- Ensure high performance among direct reports,
- Support the achievement of clinical hour targets and waiting time KPIs.
- Manage incidents within the service area, ensuring lessons learned are shared and applied.
- Maintain a high-quality, evidence-based service through regular quality assurance and audit activities.
- Be a prominent and engaging member of the management team.
- Actively contribute to service development and the wider management team.

### Partnerships & Stakeholder Engagement

- Build and maintain effective partnerships across Turning Point and with key local organisations to enhance service delivery.
- Represent Turning Point at internal and external meetings, advocating for service improvements and collaboration.

## HOW I OPERATE:

### Values Led Leadership

#### I lead a team:

- I create an inclusive and positive environment to enable my team and service to thrive;
- I support and coach my line reports to support their development;
- I provide constructive and balanced feedback, confidently challenging where appropriate;
- I am an advocate for change and support my team through change;
- I listen to and support my team and am person centred in my approach to colleagues and people we support;
- I support the service to deliver positive outcomes, creating space for new ideas and thinking;
- I lead on my area of responsibility across the service, working across different teams to deliver consistent results, embed improvement and share best practice.

## WHAT I NEED:

### Skills\Knowledge

#### Essential:

- Demonstratable leadership skills with a flexible and adaptable leadership style;
- English and Maths GCSE grades A-C or or equivalent qualification
- Proficiency in full MS Office suite including advanced Excel skills
- Strong ability to plan, execute and report audits for compliance and risk mitigation.
- Ability to collate, analyse and interpret large and complex datasets to drive informed decision-making.
- Excellent communication skills (verbal/written).
- Strong organisation, time management and prioritisation skills;
- Ability to remain calm and resilient in high pressure environments;

#### Desirable:

- Previous experience within a primary care or mental health setting
- Previous experience managing healthcare capacity and resource
- Management qualification or equivalent

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## PEOPLE

Effective communication to line reports, the wider organisation and partner agencies;

- Organising and chairing meetings relevant to my area of work
- Undertaking supervision with direct reports every 4-6 weeks to provide support, development and accountability;
- Engaging line reports in Ongoing Personal Review (OPR) process, setting personal objectives to be reviewed throughout the OPR cycle;
- Supporting the personal development of line reports including induction planning, probation review management, ensuring mandatory/role based training compliance and developing individual personal development plans;
- Coaching of line reports to support their development;
- Conducting HR processes/investigations as required and chairing formal/informal meetings relevant to grade within and outside team (e.g. grievance, disciplinary, performance improvement);
- Identifying good practice and feeding back to staff within team;
- Addressing poor performance within the team and working alongside other managers to identify and implement steps to improve performance;
- Updating People Point relating to any absences and authorisation of annual leave and other people transactions;
- Approval of staff expenses and variable pay claims in line with organisational policy;
- Support the development of rotas/working patterns to ensure safe staffing levels and maximising capacity;
- Responding to concerns and complaints from people we support and partner agencies in line with the customer feedback policy;
- Conducting complaint investigations;
- Lead on the learning and development of the team in your area of expertise.

## PROCESS

- Work closely with the Booking and Administration Team Leader to support and respond to patient demand.
- Managing room bookings and ensuring that there is good distribution of face to face resource across the district;
- Monitoring and identification of patient appointment needs and supporting clinic space sourcing and allocation, remote and face to face capacity and rotas alongside managers to ensure delivery meets demand.
- Ensure that therapists are offering enough clinical hours and that the service offers the right mix and number of appointments to meet patient demand.
- Audit clinical activity and availability to identify trends, good practice and performance issues against KPIs.
- Recording of clinical hours for all therapists and working alongside the management team to ensure performance against targets;
- Analysis of performance data to identify trends, good practice and performance issues against KPIs.
- Undertaking audit activities relating to clinical capacity and client demand;
- Active wait list management, identifying trends early and ensuring action.
- Monitoring and coordination of top of the list and priority waiters, ensuring suitable and timely appointments are found.
- Completing and ensuring check ins with those on the wait list as appropriate.
- Escalation of risk identified on the wait list.
- Active management of suitability; including regular communication, opt ins and assessment of need for those on the wait list.
- Patient centred approach, ensuring equity of waits for all individuals by removing barriers and ensuring clients are ready to engage.
- Ensuring incidents are recorded on Vantage; completing incident reviews and updating Vantage incidents with actions undertaken.