

JOB DESCRIPTION

Job title	Psychological Wellbeing Practitioner Team Leader
Sector/Function	Mental Health
Department	Talking Therapies
Reports to	Operations Manager / Clinical Lead
Grade	4

Job purpose	<p>The post-holder will work within the IAPT service providing and overseeing the delivery of high volume, low intensity interventions which will be a range of cognitive behavioural therapy (CBT) based self-management interventions to treat clients with mild to moderate anxiety and depression.</p> <p>The post holder will work with people with different cultural backgrounds and ages, using interpreters when necessary and should be committed to equal opportunities.</p> <p>As part of the role of the Team Leader you will be responsible for a large team of Psychological Wellbeing Practitioners including trainees, providing clinical supervision, case management and line management for this staff team to ensure the effectiveness and efficiency of service delivery. The post holder will ensure that all performance targets are met including waiting times, enabling staff development and ensuring that clients and carers needs are central to the delivery of the service.</p> <p>The post holder will have a sufficient qualification to demonstrate a high level of skill and expertise in the management of low intensity interventions within an IAPT service.</p>
Key accountabilities	<p>Team Leader Duties</p> <p>The post holder will have responsibility for the case management, clinical supervision and general line management for the Psychological Wellbeing Practitioner PWP team.</p> <p>To be jointly responsible for monitoring referrals into the service and advising on the appropriateness of referrals.</p> <p>To manage and respond to enquiries from service users, other professionals and other relevant organisations including the justification of operational decisions.</p> <p>To promote and lead the use of evidence based interventions and ensure consistent, evidence based assessment is used with all people referred to the service.</p> <p>To lead the team in designing and delivering low intensity interventions and specific treatment programmes for the management of mental health issues/problems and the promotion of positive mental health.</p>

	<p>To ensure personal and professional development of all staff within the service, identifying training needs, personalised objectives and individual development plans.</p> <p>To ensure regular case management and clinical supervision is delivered in line with IAPT guidelines.</p> <p>To be involved in the development of writing and delivering workshops, groups and CPD.</p> <p>To manage clinical contacts, capacity and recovery through case management</p> <p>To ensure that all significant events, relevant clinical issues and difficulties which may arise are communicated to the Operations Manager/Clinical Lead.</p> <p>To ensure the clinical information system is used by all staff in an effective and efficient manner which supports data quality and the needs of the service.</p> <p>To provide interpretation and dissemination of legislation, policies and procedures to staff and partner agencies as they impact operationally.</p> <p>To maintain good links with primary care, the specialist mental health services and associated agencies (including housing and social care and voluntary agencies) as required.</p>
	<p>Clinical</p> <p>Accept referrals via agreed protocols within the service.</p> <p>Assess and supports people with a common mental health problem in the self-management of their recovery.</p> <p>Undertake patient-centred interviews which identify areas where the person wishes to see change and or recovery and makes an accurate assessment of risk to self and others.</p> <p>Make decisions on suitability of new referrals, adhering to the service's referral protocols, refers unsuitable clients on to the relevant service or back to the referral agent as necessary or steps-up the person's treatment to high intensity psychological therapy.</p> <p>Provides a range of information and support for evidence based high-volume, low-intensity psychological treatments. This may include guided self-help computerised CBT, information about pharmacological treatments. This work may be face to face, telephone or via other media. Educate and involve family members and others in treatment as necessary.</p> <p>Adhere to an agreed activity contract relating to the overall number of client contacts offered, and clinical sessions carried out per week in order to minimise waiting times and ensure treatment delivery remains accessible and</p>

	<p>convenient.</p> <p>Attend multi-disciplinary meetings relating to referrals or clients in treatment, where appropriate.</p> <p>Complete all requirements relating to data collection within the service.</p> <p>Keep coherent records of all clinical activity in line with service protocols and use these records and clinical outcome data in clinical decision making.</p> <p>Work closely with other members of the team ensuring appropriate step-up and step-down arrangements are in place to maintain a stepped care approach.</p> <p>Assess and integrate issues surrounding work and employment into the overall therapy process.</p> <p>Operate at all times from an inclusive values base which promotes recovery and recognises and respects diversity.</p> <p>Prepare and present clinical information for all patients on their caseload to clinical case management 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.</p> <p>Respond to and implement supervision suggestions by supervisors in clinical practice.</p> <p>Engage in and respond to personal development supervision to improve competences and clinical practice.</p> <p>Professional</p> <p>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).</p> <p>Ensure that client confidentiality is protected at all times.</p> <p>Be aware of, and keep up to date with advances in the spheres of treatment for common mental health problems.</p> <p>Ensure clear objectives are identified, discussed and reviewed with senior therapists on a regular basis as part of continuing professional development.</p> <p>Participate in individual performance review and respond to agreed objectives.</p> <p>Keep up to date all records in relation to Continuing Professional Development and ensure personal development plan maintains up to date specialist</p>
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	<p>knowledge of latest theoretical and service delivery models/developments.</p> <p>Attend relevant conferences / workshops in line with identified professional objectives.</p>
	<p>General</p> <p>To contribute to the development of best practice within the service.</p> <p>To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.</p> <p>All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues, patients and the general public.</p> <p>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 the Data Protection Act (1998) and Security and Confidentiality Policies.</p> <p>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.</p> <p>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.</p>

Dimensions	Direct reports	0-5
	Total staff overseen	Up to 30
	Internal contacts	Clinical Lead, HIT Clinical Team Leaders, Operational Team Leaders, Senior Operations Manager, All PWP's, All other therapists
	External contacts	Partner agencies, referrers, Secondary care services
	Planning outlook	
	Problems solved	
	Financial authority	None

PERSON SPECIFICATION

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Personal effectiveness	Essential	Desirable
	Demonstrates an understanding of anxiety and depression and how it may present in Primary Care	<p>Demonstrates a knowledge of the issues surrounding work and the impact it can have on mental health</p> <p>Knowledge of medication used in anxiety</p>

		and depression and other common mental health problems Demonstrates an understanding for the need to use evidence based psychological therapies and how it relates to this post
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Technical effectiveness	Essential	Desirable
	<p>Ability to evaluate and put in place the effect of training</p> <p>Computer literate</p> <p>Excellent verbal and written communication skills, including telephone skills</p> <p>Able to develop good therapeutic relationships with clients</p>	<p>Received training (either formal or through experience) and carried out risk assessments within scope of practice</p>

Acquired experience & qualifications	Essential	Desirable
	<p>Qualification from PWP Training Course (Post Graduate Certificate or Level 3 undergraduate course) OR equivalent, e.g. Experienced and Qualified Graduate Mental Health Worker with relevant Primary Care experiences and competences as required.</p> <p>Evidence of working with people who have experienced a mental health problem</p> <p>Demonstrates high standards in written communication</p> <p>Able to write clear reports and letters.</p>	<p>Leadership / management certificate.</p> <p>IAPT Supervision Certificate</p> <p>Training in nursing, social work, occupational therapy, counselling or within a psychological therapy.</p> <p>Psychology or other health related undergraduate degree.</p> <p>Psychology or other health related postgraduate degree</p> <p>Experience of working in Primary Care Services</p> <p>Worked in a service where agreed targets in place demonstrating clinical outcomes</p> <p>Ability to manage own caseload and time</p>

		<p>Evidence of working in the local community</p> <p>Experience of managing a team, delivering case management / clinical supervision and line management</p>
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Other requirements	Essential	Desirable
	<p>High level of enthusiasm and motivation.</p> <p>Advanced communication skills</p> <p>Ability to work within a team and foster good working relationships</p> <p>Ability to use clinical supervision and personal development positively and effectively</p> <p>Ability to work under pressure</p> <p>Regard for others and respect for individual rights of autonomy and confidentiality</p> <p>Ability to be self-reflective, whilst working with service users, in own personal and professional development and in supervision</p>	<p>Car driver and/or ability and willingness to travel to locations throughout the organisation</p> <p>Fluent in languages other than English</p>