



Partnership Working Between



Hampshire Psychological Therapies Service

JOB DESCRIPTION

Job Title:	Demand And Capacity Manager (Job Share)
Reports To:	Lead Business Information & Performance Manager (day to day)
Direct Reports:	IAPT Data Specialists
Key Relationships:	italk Clinical Director, italk Clinical Managers, Clinical Manager- PWP, Senior PWPs, TARC Manager, Director of Services (Solent Mind)
Location:	Eastleigh (West Hub) Plus Home/Flexible Working Where Appropriate (Currently home working due to Covid-19)
Hours:	22.5 Hours Per Week (Wednesday & Friday & One Other)
Salary Range:	£28,095 to £30,259 Pro Rata Per Annum (SM PP 33-36)

Job Summary

To have an overview of capacity planning for italk Improving Access to Psychological Therapies (IAPT) service (Step 2 and Step 3) in order to meet contractual targets (KPIs) and to provide detailed information and data to italk management (Southern Health and Solent Mind).

PRINCIPAL DUTIES & RESPONSIBILITIES

Governance

- Supporting italk Lead Business Information & Performance Manager and Clinical Managers in Capacity and Demand, assisting with reports to outside stakeholders including Commissioners when necessary.

Capacity Planning

- Gather current and future capacity information to plan and feedback to Clinical managers and Clinical Director on what actions need to be taken to meet targets and Key Performance Indicators.
- Liaise with Clinical Managers, TARC (Telephone & Referral Centre) Manager, Patient Contact Officers and Senior Psychological Wellbeing Practitioners (SPWPs) to ensure sufficient staffing to meet targets.
- Analyse staffing levels to see what effects they will have on capacity.

- Analyse trends ie Did Not Attend (DNA) rates, Patient cancellation rates, Patient Contact Team and website booking on groups and workshops, attendance at groups, presentations and feedback data to service leads.
- Lead on taking an overview of clinical staff's diary matrices and monitoring slots in order to liaise with Line Managers, to increase capacity where necessary.
- Attend and contribute to italk Partnership Board, Step 2 Leadership meetings and other relevant meetings.
- Check In Meetings with Senior Managers to monitor Availability and Activity levels of staff. Run Check In Committee monthly meetings, adding agreed upon metrics to Check In Meetings as needed.
- Long Term Conditions (LTCs) – monitor and manage Integrated appointment slots, measuring the outcomes of LTC patients throughout their time in the service, liaising with Clinical Managers on data and advising on policy.
- Line Management of IAPT Data Specialists, including regular supervision as per Solent Mind policy.
- Write, update and present training or maintain overview of training offered by IAPT Data Specialists for new joiners as needed on IAPTus, Diary Matrix training, Data training and other aspects of clinical activity or policy which affects KPIs.
- Liaise with Clinical Managers, Group Co-Ordinator and Patient Engagement and Marketing Manager on group scheduling, staffing and location as needed.

General

- To uphold the aims and values of the organisation.
- To contribute to the ongoing development of the service and to best practice.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
- Work within the organisation's policies and procedures.
- 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.
- All employees have a responsibility to prevent abuse and neglect and report concerns.
- 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 Legislation and Security and Confidentiality Policies.
- Undertake not to 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 list is non exhaustive and other duties may be required to be undertaken to meet the needs of the organisation.



Person Specification:

Demand And Capacity Manager (Job Share)

Location:

Eastleigh (West Hub) Plus Home/Flexible Working Where Appropriate (Currently home working due to Covid-19)

Requirement	Essential or Desirable
<p>Qualifications/Education/Training: To NVQ/Diploma level 3 or equivalent or equivalent relevant experience monitoring Capacity and Demand or working with data in a large organisation.</p>	Essential
<p>Experience: Experience of supporting senior management. Experience of working in a capacity planning role. Experience of working in the 3rd sector. Experience of dealing with staff at all levels of an organisation and 3rd external parties. Experience of managing complex and demanding priorities. Experience of setting up effective processes and systems. Experience of working with Patient Management Systems/Reporting.</p>	<p>Essential Desirable Desirable Essential Essential Essential Desirable</p>
<p>Knowledge/Skills/Competencies: Ability to communicate effectively verbally and in writing with a range of external stakeholders. Ability to process and manage a range of complex information. Competent across a range of IT systems including Office, Tableau reporting or similar data reporting programme. Assertiveness & negotiation skills. Understanding of an IAPT service. Experience of line management and supervision. Working knowledge of roles of key partners and agencies eg Adult Services commissioners and NHS organisations. Understanding of senior roles in organisations. Excellent planning and organisational skills. Ability to work under pressure and with complex and competing needs. An open and flexible approach to developing own skills and knowledge and willingness to learn. Demonstrates the ability to effectively plan and prioritise workload. Able to research and disseminate information. Experience using IAPTus system.</p>	<p>Essential Essential Essential Essential Desirable Desirable Essential Essential Essential Essential Essential Essential Desirable</p>

Requirement	Essential or Desirable
<p>Other:</p> <p>High degree of personal and professional organisation.</p> <p>Ability to work both independently and collaboratively.</p> <p>Commitment to Solent Mind's values.</p> <p>Commitment to Solent Mind's Equal Opportunities and Diversity policies.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

<p>Date job originated: 13 October 2016</p> <p>Date job reviewed: 15 December 2020</p> <p>Reviewing Manager: JCE</p>



DBS NOT REQUIRED FOR THIS ROLE

Disclosure & Barring Service And Recruitment Of New Staff