



Partnership Working Between

Southern Health 
NHS Foundation Trust



Hampshire Psychological Therapies Service

JOB DESCRIPTION

Job Title:	Step 2 IAPT Hub Lead PWP (employed by Solent Mind)
Salary:	£38,000 (pro rata) per annum
Hours:	37 hours per week (5 days (Mon to Fri), occasional Saturday may be required) (30 hours per week minimum part time also considered)
Reports To:	italk Clinical Manager - PWP Lead
Location:	Based at either East (Gosport), North (Basingstoke) or West (Eastleigh) Locality Hubs
Direct Reports:	Senior Psychological Wellbeing Practitioners
Key Relationships:	The post holder will work in close partnership with italk Clinical Managers, Patient Engagement & Marketing Manager; Business & Accommodation Manager; Performance Manager, TARC Manager and clinical team, GP's and other key stakeholders. The post holder will be part of the italk Step 2 Management Team.

Job Summary

The post holder will be a key part of the italk Step 2 management team and will supervise/line manage a team of Senior Psychological Wellbeing Practitioners (SPWPs), under the guidance of the Clinical Manager – PWP Lead. The post holder will be the senior Step 2 leader for one of italk's three Locality Hubs, and will work closely with their Hub counterpart at Step 3.

The post holder will assist the Clinical Manager – PWP Lead in the operational and clinical implementation of the Hampshire Psychological Therapies Service within the West Hampshire Clinical Commissioning Group (CCG), North and Mid Hampshire CCG, South East Hampshire CCG and Fareham & Gosport CCG areas. This role will provide clinical leadership and operational management of the day to day running of the Step 2 Service in one of the Locality Hubs, including ensuring clinical governance arrangements are in place. This role will maintain links with and report back to the Solent Mind Senior Management Team and Board of Trustees, as directed by the Clinical Manager - PWP Lead, using the integrated reporting framework. In addition, the post holder will contribute to the overall operational management of the IAPT service and primary care service developments across Hampshire in line with national programme expansion targets and system transformation requirements in the primary care setting and will have designated lead roles to be agreed with the Clinical Manager - PWP Lead.

The post holder will need a secure knowledge of Step 2 IAPT based treatments, as well as the requisite leadership and management competencies to help develop, support, train and provide robust management and clinical supervision to the SPWPs. They must also be a strong team player and work collaboratively to maximise the potential of the Locality Hubs, to support their peers and the Clinical Manager - PWP Lead, and to be a good role model to all Step 2 staff.

There are also significant clinical/case management supervision and co-ordination components to the post and therefore you must be able to handle difficult and complex liaison issues.

The post holder will also have opportunities to contribute to the development and expansion of the low intensity service provision within the Hampshire IAPT service, and this new role represents the opportunity for experienced Senior Psychological Wellbeing Practitioners with proven leadership and management skills to develop their careers further within Solent Mind, in the low intensity service.

PRINCIPAL DUTIES & RESPONSIBILITIES

Clinical

- Manage SPWPs' rota to provide evening 'duty' cover for the clinical team and provide additional cover for sickness/annual leave.
- Supervise and support SPWPs to screen referrals from secondary care or more complex patients, and assist them in making decisions on suitability of these referrals, adhering to italk's protocols, and referring unsuitable clients on to the relevant service or back to the referral agent as necessary or stepping-up the person's treatment to high intensity.
- Manage waiting lists and capacity within the Locality Hub for the low intensity service, through the co-ordination of groups and other interventions across the Hampshire service.
- Manage the clinical caseloads of SPWPs through case management and clinical supervision.
- Ensure attendance of SPWPs at multi-disciplinary meetings relating to referrals or clients in treatment, where appropriate. When issues arise during these meetings, the Hub Lead will look to problem solve these whilst maintaining good professional relationships.
- Ensure response to incidents and access to records requests at Step 2 for the Locality Hub in an appropriate and timely manner, ensuring compliance with data protection and information governance protocols. Review and complete manager's reports for incidents within area.
- Attend 48 hour panel review meetings for any serious incidents that occur within area.
- Provide clinical and management supervision to an identified number of SPWPs through 1-1 and group work, including case management and clinical skills development, as well as urgent risk supervision.
- Adhere to an agreed activity schedule relating to the number of client contact interventions and clinical sessions during treatment in order to minimise waiting times and ensure treatment delivery remains accessible and convenient.
- Complete all requirements relating to data collection within the service.
- Keep coherent records of all clinical activity in line with service protocols.

- 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.
- Assess and integrate issues surrounding work and employment in to the overall therapy process.

Professional

- Ensure the maintenance of standards of practice according to Solent Mind and any regulating body, and keep up to date on new recommendations/guidelines set by the Department of Health and Social Care (e.g. NHS Long Term Plan, IAPT expansion plan, 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 the Clinical Manager - PWP on a regular basis as part of continuing professional development.
- Attend clinical and managerial supervision on a regular basis as agreed with the Clinical Manager - PWP.
- 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.

Management

- To be the senior Step 2 leader and manager in one of the italk Locality Hubs, responsible for day to day management of the Hub at Step 2, and working closely with Step 3 colleagues to build and maintain a strong Hub identity and maximise the potential of the Hub to support its local population.
- To develop relationships and partnerships with external organisations in the Hub locality, to reach local communities and engage and support new patients who can benefit from italk.
- To provide line management and/or clinical supervision for SPWPs as required.
- Ensure that line managed staff maintain appropriate IAPTus clinical records in keeping with service operational policy and or that these are in line with best clinical practice.
- Ensure that line managed staff participate in ongoing professional and personal development and or identifying training needs and appropriate training to meet these needs.
- Ensure that line managed staff participate in an appraisal and review of objectives for their post on an annual basis and/or assessing competences in line with PWP accreditation.
- Deliver training to the clinical team as directed by Clinical Manager - PWP.

- Support SPWPs to address any performance issues and identify training needs and work with them to identify solutions.
- Identify training needs across the low intensity team and develop routes for CPD in co-ordination with the Clinical Manager - PWP.
- Attend locally organised and national training appropriate to the work role.
- Deputise for the Clinical Manager – PWP Lead, in their absence.
- Conduct recruitment drives alongside the Clinical Manager – PWP Lead where necessary.

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 of 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 Step 2 IAPT Hub Lead PWP

Location: Either East (Gosport), North (Basingstoke) or West (Eastleigh) Locality Hubs

Requirement	Essential or Desirable
<p>Qualifications / Education / Training:</p> <p>University Certificate in Clinical Practice in IAPT Psychological Wellbeing Practitioner training at Postgraduate or Degree level, with experience in an IAPT service, and demonstrable supervisory and managerial experience at Senior PWP level or equivalent.</p>	Essential
<p>Experience:</p> <p>Experience of working effectively with people with mental health problems, specifically anxiety and depression.</p> <p>Experience of joint work and multi-agency and partnership working.</p> <p>Experience of using patient management systems, such as IAPTus, PC MIS or Rio.</p> <p>Supervisory and team leadership experience.</p> <p>Experience of working in a Senior management/leadership capacity.</p> <p>Experience of delivering training.</p> <p>Experience of service development.</p> <p>Experience of working in a service which is delivered in partnership between two or more organisations, and/or between the NHS and a third sector organization.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
<p>Knowledge/Skills/Competencies:</p> <p>Ability to undertake client assessments (including risk assessments) and gather information about the duration and impact of illness and motivational levels.</p> <p>Ability to identify different disorders to enable correct mental health problem identified and thus improve outcomes.</p> <p>Proven ability to communicate clearly in difficult and complex situations with both internal and external agencies.</p> <p>Understanding of anxiety and depression and how it may present in primary care.</p> <p>A thorough understanding of the Improving Access to Psychological Therapies Programme (IAPT) and the concept of stepped care and the ability to contribute to the development of best practice.</p> <p>High standard of written and verbal communication skills to communicate clearly and effectively.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Requirement	Essential or Desirable
Strong influencing and negotiation skills.	Essential
Intermediate IT skills in Microsoft Office packages and the ability to use computer based information systems to record all client assessments and activity, including IAPTUS or PC MIS.	Essential
Strong presentation skills.	Essential
Ability to be self-reflective and use supervision, training and performance review to enhance professional development, skills and knowledge.	Essential
Ability to work under pressure and manage personal stress.	Essential
Ability to work as an effective team member and form good working relationships.	Essential
Ability to manage own time and workload and undertake administration related to this, and to demonstrate flexibility when situations change.	Essential
Ability to provide clinical supervision and demonstrate clear decision making in line with the IAPT model and NICE guidelines. Awareness of when it is appropriate to seek additional support/advice.	Essential
Ability to manage staff in line with organisational policies and practices.	Essential
Ability to develop staff.	Desirable
Awareness of the need to pay attention to own wellbeing, with effective strategies to maintain good work-life balance.	Essential
Other:	
Commitment Solent Mind's value base underpinned by access, recovery and social inclusion.	Essential
Commitment to Solent Mind's Equal Opportunities and Diversity policies.	Essential
Willingness to undergo a relevant DBS check if required.	Essential
Access to a car for work purposes.	Essential
Fluent in community languages other than English.	Desirable

Date job originated: July 2020

Date job reviewed:

Reviewing Manager: Sarah Richardson / Heather Simons