**North Kent Mind**

**Job Description: IAPT Services Manager**

**Purpose of Post**

This full time post is to ensure that the IAPT services run by the organisation in Dartford, Gravesham, Swanley and Medway are managed within guidelines set out by the IAPT contracts and within NICE guidelines, and within North Kent Mind budgets and standards.

**Structure of the Post**

The IAPT Services Manager will be line-managed and supervised by the CEO who is in turn supervised and managed by the Board of Trustees. Clinical Supervision will be provided externally.

The IAPT Services Manager will directly line-manage a Senior Psychological Wellbeing Practitioner, a Senior High Intensity Therapist and a Senior Counsellor, who are each in turn the supervisors for their team of professionals

The IAPT Services Manager and will be a member of the Senior Management Team which also comprises the CEO, Deputy CEO, Central Services Manager, Wellbeing Services Manager, Housing Manager, Fee Paying Services Manager and Employment Services Manager.

By arrangement, the post will be based at one of the North Kent Mind offices (Dartford Gravesend, Medway) but work in other North Kent Mind sites – including those which are already existing and those created as a result of the work of the postholder – is a given. It is a condition of employment that the postholder is prepared, whenever applicable, to travel to and work at any of our premises within reasonable travelling distance on a temporary or permanent basis. This mobility is essential to the smooth running of our business. Reasonable travel expenses are paid.

This post is constructed as a flexible 37 hr pw post and the nature of this post and our work in general implies that some out-of-office-hours work will be necessary by arrangement.

**A: DUTIES OF THE POSTS: GENERAL**

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:
   * Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality, Information Governance, GDPR and Health and Safety.
   * Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model
   * Respects, encourages and builds on individual clients’ coping strategies, skills and autonomy.
   * Maintains good liaison with any other outside agencies as is necessary.
   * Promotes good joint working, links and cross-referral with all North Kent Mind colleagues.
2. To participate in supervision and appraisal
3. To attend staff meeting and service team meetings
4. To attend training/meetings and some annual events as required
5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate or assign.

**B: DUTIES OF THE POST SPECIFIC TO THE IAPT SERVICES MANAGER ROLE**

These duties are the key role of this post.

* To provide quality leadership and support to clinical staff working in IAPT.
* To develop the IAPT service in accordance with local need and current professional thinking.
* To lead and manage the team of 3 seniors.
* To ensure that all standards, waiting times and productivity requirements are met by the service, through ongoing and regular review throughout the year.
* To ensure that all aspects of the service meet the standards as laid down in the national IAPT programme.
* To respond with immediacy to any issues arising which might have an adverse effect on the quality, capacity or budget of the IAPT service, and to keep the CEO informed of these.
* To ensure that appropriate clinical procedures are in place for the smooth operation of the service, within budgetary constraints.
* To ensure that supervision arrangements are in place for all elements of service delivery, including the appropriate provision of supervision and support to trainees.
* To maintain an effective and efficient system of allocation of assessed clients to therapy available.
* To approve therapists’ requests for additional sessions, risk management plans and other client-specific issues.
* To develop and maintain effective working relationships with all key stakeholders and partners. To be the key link between the IAPT service and the NHS commissioners of that service, including ensuring timely organisation response to the commissioners’ requests for data and other information.
* To ensure the effective and efficient use of resources available to the IAPT service, including room usage, use of SilverCloud digital resources, use of groups and courses to provide a full IAPT portfolio.
* To ensure all complaints relevant to these services are fully investigated within the laid down timescales
* To lead the recruitment process for all new clinical staff.
* To be familiar with the databases used in North Kent Mind’s IAPT services and to use statistical data these generate for the management and improvement of the service.
* To ensure clients who have been assessed as unsuitable for the IAPT service have a satisfactory alternative outcome.
* To arrange training sessions for clinical staff where a training need has been identified. To allocate fresh training to IAPT staff in a fair and equitable manner.
* To communicate effectively with all of the IAPT workforce where changes in procedure or practice, or new opportunities or arising issues indicate this.
* To communicate directly with clients of the service where circumstances indicate this
* To meet regularly with the IAPT Senior Administrator to ensure that all aspects of the IAPT service are coordinated.
* To run a small caseload of clients.

**C: DUTIES OF THE POST: SENIOR MANAGEMENT TEAM MEMBER**

These duties apply to all SMT members

1. As a member of the Senior Management Team, along with other managers strategically lead the organisation as a whole.

2. To be generally contactable outside office hours as one of a pool of Senior Managers who respond to alerts to the LookOut Call system for lone workers.

3. To be part of the Emergency Management team which responds to any major

Incident which threatens the continuity of the delivery of our services.

4. To be available occasionally to take out-of-hours calls from Therapists with urgent need for consultation.

**North Kent Mind: IAPT Services Manager**

**Person Specification**

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| **Essential** | **Desirable** |
| A qualification in a profession relevant to the delivery of IAPT |  |
| Substantial experience in working in an IAPT service |  |
| Ability to manage the technical issues of an IAPT service |  |
| Ability to manage people | Experience or qualifications in management |
| Ability to undertake training in clinical supervision if required | Prior training in supervision |
| Excellent written, verbal and presentation skills; ability to communicate at all levels |  |
| Ability to collaborate effectively |  |
| An understanding of the support needs of IAPT staff |  |
| Flexible and able to adapt to changing situations |  |
| Ability to develop services | Track record of developing services |
| Belief in the standards of conduct, performance and ethics as declared by the Health and Care Professions Council |  |
| Ability to get around to the various venues and offices used by North Kent Mind | Car Driver |