

## Job Description

Post Title: CBT/PWP Team Leader

Accountable to: Clinical Lead

Responsible for: all CBT and PWP

## Job Summary:

The post holder will work closely with the Clinical Lead and the Senior Management Team, to assist in the delivery of a cost effective and efficient service. You will be responsible for ensuring that the service is developed and maintained effectively. You will play a key role in ensuring that the workforce delivers high quality interventions to all clients that reflect local and national priorities and targets and meet the organisation's requirements.

## Key Responsibilities:

### Service Delivery and Outcomes

- Maintain overview and monitor the day-to-day running of the team's operation and performance.
- Manage a caseload delivering therapies that meet local quality and performance targets as well as national good practice guidelines.
- Supervise staff and their activity in relation to:
  - required outcomes;
  - service quality;
  - specified constraints of time and cost;
  - making sure that the required minimum data set is captured and recorded.
- Assist the Clinical Lead in ensuring adherence to sound clinical practice and good clinical governance.
- Support the implementation and monitoring of the service's complaints process.
- Ensure smooth and effective pathways between the service, secondary care and other providers.
- Participate in the planning of strategic changes to improve service delivery.
- Attend meetings, write reports and deliver presentations to a variety of audiences.

- Take on specific projects/ad hoc tasks as agreed with the Clinical Lead and be committed to own personal continuous professional development.
- Keep up to date with relevant policies and procedures.
- Undertake any reasonable duties/responsibilities to meet the needs of Derwent Rural Counselling Service.
- Lead on safeguarding and risk management for CBT and PWP teams

### **Management**

- Monitor agreed caseloads for individual therapists;
- Provide support and supervision that facilitates throughput of cases within agreed time scales;
- Assist in the implementation and monitoring of Derwent Rural Counselling Services clinical performance criteria and manage the team to achieve these;
- Monitor activity, resources and report on the agreed service levels for the team;
- Analyse service usage and provide information and implement actions that would assist service improvement;
- Manage the team to help minimise DNAs and cancellations;
- Develop and manage rosters and approaches for dealing with variations in workload that protect all aspects of service quality;

### **Communication**

- Actively contribute to a culture of positive communication
- Actively participate in departmental communications
- Participate in the planning of strategic changes to improve service delivery.
- Attend meetings, write reports and deliver presentations as required.

### **Contacts and Relationships**

- Positively engage with colleagues and act as advocate for the organisation.
- Demonstrate a willingness to support and help others.
- Open and friendly persona with people they come into contact with, developing positive relationships.
- Demonstrate compassion, empathy and understanding with contacts.
- Treat all people with respect and dignity, dealing with them fairly.

### **Decision Making**

- Gathers verifies and assesses all appropriate and available information to gain an accurate understanding of the situation.
- Seeks advice and direction where necessary from Clinical Lead or Senior Managers
- Acts in a manner consistent with the values of the organisation.

### **Planning and Organising**

- Maintains and organises workload to ensure effective prioritisation and delivery of objectives.
- Demonstrates effective time management.
- Gets planned work completed within daily deadlines.

### **Organisational culture - Support an organisational culture that values:**

- Compassion and hopefulness
- Being open and friendly
- Inclusivity and fairness
- Experience and expertise
- Hard work, creativity and innovation
- Going the extra mile with people to achieve the right outcomes

### **Information Governance**

- To comply with information governance and data protection requirements

### **Personal and staff development**

- Commit to continuous professional development
- Support the professional development of team members, including liaison with academic establishments for trainees
- Participate in appraisal and supervision
- Maintain own professional accreditation and support team to maintain theirs

### **Risk Management**

- Identify potential risks faced by the Organisation, communicate those risks to the Clinical Lead and Senior Management team and propose measures to mitigate against such risks.

### **Health and wellbeing**

- Take responsibility for own health and wellbeing
- Maintain an awareness of teams wellbeing and implement strategies to support wellbeing

- Contribute to the promotion of staff wellbeing
- Develop and maintain a working knowledge of Health and Safety policies and procedures.
- Take all practical steps to ensure your own personal health and safety at work and the health and safety of those you work with.

### **Equality and Diversity**

- Act in ways that support equality and value diversity.
- Help to develop and maintain an organisational culture that supports equality and diversity.

### **Estates and facilities**

- Monitor, and where possible, maintain and improve environments to ensure they are fit for purpose and protect the organisation's reputation.

### **Other**

- Undertake any reasonable duties/responsibilities to meet the needs of the organisation.

This job description is not intended as an exhaustive list of duties and responsibilities of the post, but reflects the main areas involved. It will be subject to review and amendment in the light of developing service needs and all post holders are expected to undertake any reasonable duties/responsibilities relating to the needs of DRCS.