

JOB DESCRIPTION

Position title	Service Manager
Team	Primary Care Counselling Service
Reports to	Managing Director
Direct reports	Practitioners and administrative staff
Office base	PETERBOROUGH

Background

To provide a Primary Care Psychological Therapies Service in line with the Stepped Care Model for depression and anxiety (as described in NICE Guidance). Some 5800 sessions of face to face counselling are expected annually and Oakdale is required to provide support to these cases in order that service level agreements are met.

It is expected that the adoption of the 'Stepped Care' approach would improve value for money and minimise waiting times.

Overall Job Purpose

The overall job purpose is to lead a team of practitioners and administrators to ensure that a competent service is delivered that achieves the level of service agreed.

The team is required to capture all relevant case data, set up and attend appointments, facilitate self-help programmes, deliver therapy in groups, provide face-to-face individual therapy and report on performance regularly.

The team is required to review the handling of cases, liaise with all relevant parties, make recommendations for further action as appropriate and ensure that lessons learned are fed back to the wider team.

Key responsibilities

- To manage and motivate the team, with the primary responsibility of ensuring the competent delivery of the sessions in liaison with the Mental Health Team who are providing Steps I,II and IV.
- To budget for the provision of the service.
- To achieve the service levels agreed with the PCT within the budget.
- To ensure the adequate provision of clinical supervision.
- To contribute towards the continuous improvement and development of the processes involved in the delivery of psychological therapies.
- To ensure case considerations are evidence based with clear records kept and relevant parties kept fully involved.

- To manage a varied and demanding case workload in accordance with a quality framework and within defined timescales.
- To ensure that the clinical outcomes are measured and managed and improvements implemented where necessary.
- To provide ongoing advice and development to colleagues and staff.
- To feed back lessons learned and process improvements to the team.
- To contribute effectively to the learning and development of the psychological therapies team and identify individual learning through a personal development plan process.

Skills and Experience

- Managerial experience.
- Good understanding and commitment to customer service and excellent customer service skills.
- Able to manage conflict and display a constructive approach to problem resolution.
- Well-developed knowledge of psychological therapies.
- Experience of working strategically, planning and prioritising resources to ensure quality outcomes.
- Excellent interpersonal skills with the ability to communicate effectively orally and in writing with a wide and diverse cross-section of stakeholders
- IT skills to include, Word, Excel and PowerPoint.

Key Competencies

- Business thinking
- Managing performance
- Managing relationships
- Team player
- Learning and improving