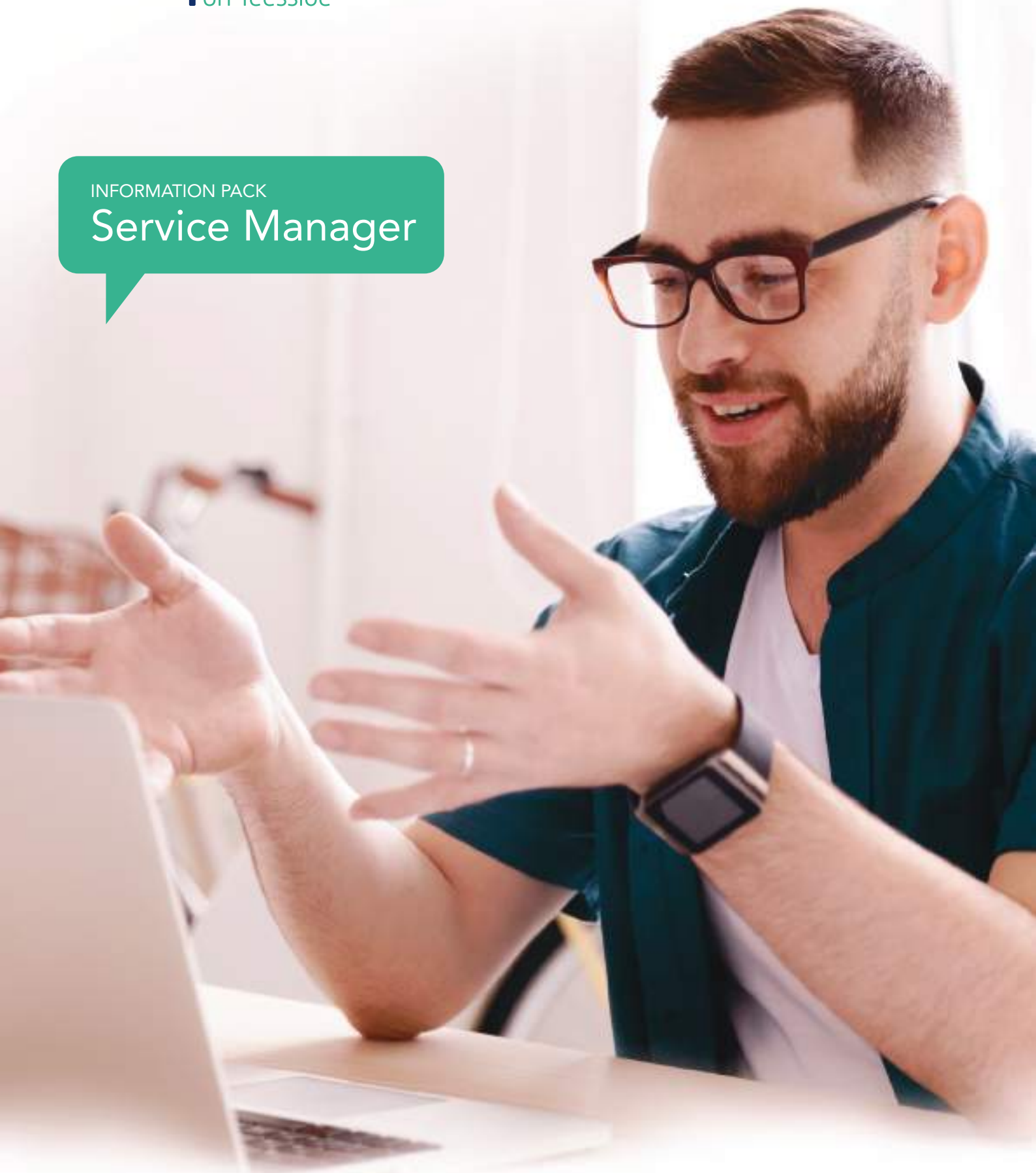




INFORMATION PACK

Service Manager



Welcome

Thank you for your interest in becoming Service Manager for the IMPACT on Teesside service.

As an introduction to Alliance Psychological Services, we have been providing a range of counselling and psychological therapies services to our local communities for over 20 years and have become the largest, most trusted psychological therapy provider across Teesside. Our aim is to ensure that people have access to high quality, evidence-based support provided by a team of trained and dedicated staff.

We put people at the heart of everything we do and pride ourselves on delivering cutting edge, holistic and evidence-based services, demonstrating excellence in mental health provision.

We are working in partnership with other leaders in mental health care on Teesside to deliver the IMPACT on Teesside service - Insight Healthcare, Middlesbrough and Stockton Mind and Tees, Esk and Wear Valleys NHS Foundation Trust. Working together, we have expertise across all aspects of primary care mental health and working into secondary care. We have outstanding connections across Teesside and put local people at the centre of all that we do.

IMPACT on Teesside is a flagship service in the way it has been commissioned and it puts Teesside at the forefront of developing mental health services. As well as core IAPT (Improving Access to Psychological Therapies) services, commissioners have recognised that a collaborative approach to service delivery, across a full breadth of client needs, will deliver the most effective outcomes. The service is designed to be inclusive and offer a range of psychological interventions and support services including a specialist pathway for vulnerable people with complex difficulties who ordinarily would not be able to access a primary care service.

Our Partnership Board and staff team has taken the service through its early set-up phase and we are now ready to recruit an inspiring and experienced Service Manager to take IMPACT on Teesside forward.

We are looking for someone with a genuine interest in leading our staff team to make a difference to the communities we serve. You will be an inspiring, collaborative and dynamic leader with a deep personal commitment to improving mental health and outstanding communication skills.



“We put people at the heart of everything we do and pride ourselves on delivering cutting edge, holistic and evidence-based services, demonstrating excellence in mental health provision.”

Alliance's core values

- We want to improve the lives of people we work with offering services to meet their needs.
- We want to provide the best possible services to our local communities – services delivered by committed, well qualified and experienced teams.
- We want our services to be easy to access, equitably delivered and quickly available.
- We want our staff to be enthusiastic about the work they do, enhancing and developing their skills and about the quality of services.
- We want our staff to feel valued and important to the organisation, and to understand the part they play in helping us to achieve our aims.
- We aim to work alongside and in collaboration with other organisations which share our values.
- We go the extra mile to achieve what we want to do.

impact
on Teesside



IMPACT on Teesside

Every year, one in four of us will experience a mental health problem. Teesside is a vibrant and diverse area but with significant health inequalities. People living in poorer communities, including many of those on Teesside, will live lives that are between 10 and 20 years shorter than those people living in wealthier areas. IMPACT on Teesside is doing its part to tackle these health inequalities.

We (Alliance and our partners) have been providing IAPT (Improving Access to Psychological Therapies) services since they were first piloted in 2008. IAPT services were designed and funded by the NHS to transform the treatment of anxiety and depression for adults in England and make a step change in access to therapy for everyone. We are proud to have been part of this.

Until the end of March 2020, Alliance, Insight and Mind each provided IAPT services under separate NHS contracts. From Autumn 2018, we began coming together as a partnership, with the aim of bidding to extend this work together across Teesside and we were successful in winning this ground-breaking contract.



IMPACT on Teesside is now much more than IAPT. As well as core IAPT therapies of high and low intensity, Cognitive Behavioural Therapy and other IAPT accredited treatments, it includes:

- Extended and integrated psychological therapies for people with long term physical health conditions.
- Counselling and wellbeing support, including employment support, for people with emotional and wellbeing difficulties.
- Recovery and outreach support for people who find it more difficult to engage with mental health support and have multiple difficulties.
- A specialist pathway to bridge into and out of secondary care supported by IMPACT staff and link workers within the TEWV NHS Trust.
- The contract value for IMPACT on Teesside is over £7 million per annum, for a term of 5 years with potential to extend. IMPACT on Teesside has a workforce of over 200 staff including trained and training therapists, recovery and outreach workers, administrators and support staff.
- The leadership team includes locality managers, clinical and performance leads, with senior/lead staff in each service pathway. The service aims to work with 19,000 people each year and its performance is measured against national and local outcomes and targets including referrals, waiting times and recovery measures.

We are currently developing the IMPACT on Teesside website. Additional information is available at:

www.england.nhs.uk/mental-health/adults/iapt/
www.alliancepsychology.com/
www.middlesbroughandstocktonmind.org.uk
www.insighthealthcare.org/
www.tewv.nhs.uk



Role Description

Reporting to:

IMPACT on Teesside Partnership Board

Responsible to:

Clinical Director, Alliance Psychological Services



Role Purpose

The post holder will be accountable for the leadership and management of the service, ensuring contract delivery and quality outcomes for local communities and people. They will work with their senior team to ensure that a positive, inclusive culture, backed up by robust structures and systems, enables the service and its staff to thrive.

MAIN RESPONSIBILITIES

1. Leadership and management

- Ensure the service is established as part of the wider system of health care across Teesside in collaboration with wider stakeholders, developing effective relationships with appropriate authorities, funders and agencies including those that can multiply the effectiveness of the service.
- lead the planning process for the service and ensure the whole team is committed to its delivery.
- establish a reporting framework with the Partnership Board covering all aspects of the service and that issues requiring the Board's consideration are brought to its attention.
- ensure the service meets all quality standards agreed by the Board.
- ensure the service meets all contract requirements, working alongside NHS commissioners and contract managers to convey any challenges faced by the service and how these will be overcome.
- ensure the service is delivered within the agreed budget, with all funds spent prudently, value for money achieved and demonstrated, with maximum resources drawn down and no penalties incurred.
- provide leadership and direct line management for the senior team and ensure a shared leadership and management approach is in place across the service.
- ensure appropriate people recruitment, management and development systems are in place across the service that enable staff to reach their full potential.
- ensure processes are in place for managing and reporting on performance targets and standards across the service.
- ensure a learning ethos and continuous improvement processes are in place across all areas of the service.
- ensure there are internal and external communication strategies and plans in place for the service.
- create a positive working environment in which the importance of equality and diversity is recognised, health, safety and wellbeing are supported and dignity at work is upheld. Ensure compliance across the service with the Information Governance Strategy and policies.

2. Policy and Service Development

- Ensure the service develops and maintains the necessary policies and procedures for quality service delivery including the identification and management of clinical risk, Safeguarding, all aspects of clinical governance and clinical audit.
- ensure a clinical audit framework is in place and followed, reporting to the Board.
- ensure people who use the service have appropriate opportunities to be consulted on and involved in the development of the service.
- ensure all service staff have access to appropriate training programmes to equip them to deliver relevant interventions within the service.
- ensure the service maintains an appropriate clinical supervision plan and workforce.
- ensure the service meets the needs of identified priority groups and different communities, responding to the identified mental health needs of each locality.
- ensure all pathways within the service promote recovery, resilience, social inclusion and mental well-being.
- ensure the service gathers a range of data to support service review and evaluation and meets contract requirements for record keeping and data collection.



3. Clinical

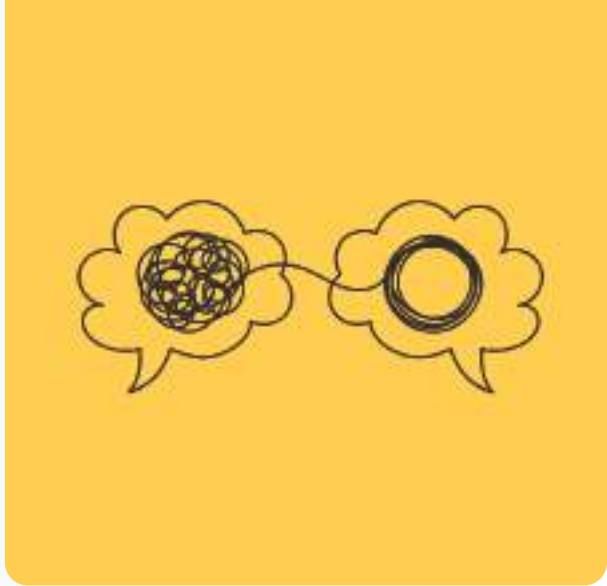
- Work with the management team to ensure all pathways are in place across the service, maintained and regularly reviewed.
- work with the management team to ensure clinical risk is effectively managed across the service including safeguarding children and young people and vulnerable adults.
- work with the management team and clinical leads to ensure that all members of the clinical team have access to a psychologically based framework for the understanding and care of service users, through the provision of advice and consultation and the dissemination of psychological knowledge, research and theory.
- work with the management team to ensure all feedback and complaints from service users or others are properly acknowledged, considered and addressed, and any trends identified and that learning from feedback and complaints is incorporated into training and service development work.

4. General

- Demonstrate the values of the partnership in daily working practices and lead by example.
- undertake all mandatory training required and commit to ongoing professional development.
- participate in performance appraisal and development processes.
- undertake any roles and activities directed by the Partnership Board that are deemed necessary and commensurate with the role.

Person Specification

In your written application please provide evidence of your knowledge and experience against the first part of the person specification below. For selected candidates, skills, abilities, and leadership style will be further tested through the subsequent interview process.



REQUIREMENTS	ESSENTIAL	DESIRABLE
QUALIFICATION		Qualification in leadership and management.
KNOWLEDGE AND EXPERIENCE	<p>Leadership and management experience at senior level.</p> <p>Experience of collaborative working and partnership building.</p> <p>Experience of managing complex contract arrangement.</p> <p>Experience of managing a significant budget (commensurate with the budget for this service) including payment by results and penalties.</p> <p>Experience of workforce planning and development.</p> <p>Experience of designing and managing services.</p> <p>Knowledge of legislation relevant to health services.</p> <p>Knowledge and experience of evidence-based mental health care.</p>	<p>Experience of managing at a senior level in health or social care services.</p> <p>Clinical background in IAPT or primary care mental health services.</p> <p>Experience of working to a Board or Directors.</p> <p>Experience of professional management of clinical staff.</p> <p>Knowledge of different approaches to staff engagement including staff health and wellbeing.</p> <p>Knowledge of national priorities and targets in mental health.</p>



Person Specification

Continued.

REQUIREMENTS	ESSENTIAL	DESIRABLE
SKILLS AND ABILITIES	<p>Interpersonal skills including facilitation and negotiation, and the ability to lead a large, multi-disciplinary workforce including staff employed across partnership organisations and multiple sites.</p> <p>Communication skills and ability to communicate effectively with a wide range of people and audiences.</p> <p>Service design and evaluation skills including the ability to identify effectiveness, appropriateness and efficiency within services.</p> <p>Skills to manage service quality improvement including the ability to develop, implement and monitor plans to address shortfalls.</p> <p>Able to understand financial information and its implications, and able to interpret this information for a range of audiences.</p> <p>Able to understand data and interpret and interrogate data driven outcomes reports.</p>	

REQUIREMENTS	ESSENTIAL	DESIRABLE
PERSONAL QUALITIES	<p>Ability to travel across sites on Teesside.</p> <p>Resilience to hold accountability for a large and complex service and remain committed and enthused.</p> <p>Commitment to challenging the stigma of mental illness and increasing understanding of good mental health.</p> <p>Commitment to the values of the service.</p>	

“Skills to manage service quality improvement including the ability to develop, implement and monitor plans to address shortfalls.”

Main Terms and Conditions

Salary:

Circa £50,000 depending on experience and skills.

Pension:

There is a 3% employer's contribution to the workplace pension scheme.

Leave:

38 days annual leave including bank holidays.

Location:

Our head office is in Stockton-on-Tees and the post holder will be expected to travel to work locations and meetings throughout Teesside, to occasional meetings throughout the North East region or further afield. We are now working in more digitally enabled ways so this can be balanced with time working from home, considering the needs of the service and the individual.

Contract:

This is a fixed-term full-time position, initially until March 2025, with potential to extend if service contract is extended.

Hours:

37.5 hours per week with flexible working. The Service Manager will be expected to work occasional evenings and weekends as required in order to perform the role effectively.

Probationary period:

6 months.

Notice period:

3 months.

How to Apply and Recruitment Timetable

We hope you will consider making an application

If you have questions about the appointment or job role and would find it helpful to have an informal conversation, please contact Anne Drummond on 01642 352747 option 4 or email info@alliancepsychology.com.

To make an application, please download the application form from

<https://www.alliancepsychology.com/careers/>

Closing Date

Monday 21st September at 5pm

Interviews

Wednesday 30 September and Thursday 1 October

“ Commitment to challenging the stigma of mental illness and increasing understanding of good mental health. ”





impact

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INFORMATION PACK
Service Manager