

# Gaddum



## Job Description

<b>Job Title:</b>	IAPT Service Manager
<b>Responsible to:</b>	Chief Executive
<b>Accountable to:</b>	Assistant Head of Operations
<b>Reporting to:</b>	Assistant Head of Operations
<b>Salary:</b>	£32,029
<b>Location:</b>	Manchester (Primarily located at Gaddum House, travelling to other delivery areas and sites as needed)
<b>Hours:</b>	35 Hours Per Week

## Job Summary

The IAPT Service Manager is responsible to the Head of Therapy & Advocacy Services in the management of Gaddum's IAPT Service;

- Directly managing the IAPT delivery team, including counsellors in Manchester's GP Counselling and the Roby services
- Managing the coordination of collating, interrogating and submitting (to the Head of Therapy & Advocacy Services) data in line with monthly quarterly and annual reporting deadlines and requirements
- Managing the coordination of the completion of additional requirements for Gaddum against the commissioned contract including, but not limited to;
  - o Quality Risk Stratification (QRST) Audits
  - o Equality, Diversity and Human Rights (EDHR) reports
  - o Care Quality Indicators (CQUIN)
- Managing the coordination of administrative resources to ensure the smooth running of both the IAPT service and other services requiring input.

The IAPT Service Manager may also have cross organisational responsibilities to other departments on occasion as is required by Gaddum.

## Job Purpose

- To manage the day-to-day running of the IAPT Service; it's staff, volunteers and students
- To support the Head of Therapy & Advocacy Services and the team to drive continuous improvements to service delivery
- To work in partnership with fellow Gaddum Therapy colleagues and support the Head of Therapy & Advocacy Services in the development of Gaddum Therapy Services across Greater Manchester
- To promote and raise awareness of Gaddum Therapy and its development, in particular the development of Gaddum's IAPT Services across Manchester.

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## **Duties and Responsibilities**

### **Management of staff**

- Line management of all contracted therapists, volunteers and trainees under IAPT contracted services; ensuring effective case management and supervision
- Line management of administrative resource as directed by SMT
- Induction, supervision and appraising direct reports both internally and for those based in community sites. This includes (but is not limited to) 1-2-1 supervision, chairing team meetings, conducting end of placement interviews and support with case management and monitoring
- Identify CPD in line with national standards and work with local training providers to ensure training and development needs are addressed, - Devise, implement and review Job Descriptions with signoff from the Senior Management Team
- Undertake annual appraisals with the team in accordance with Gaddum policies and processes
- Act as a point of contact for reports to therapy coordinators in their absence and as agreed between the Therapy Services team
- Allocate referrals where appropriate and support the allocation of referrals across Therapy Services when required.

### **Contract Monitoring & Development**

- Reporting, using national frameworks, progress of the service and develop action plans in response to wider reporting needs for IAPT services
- Identify potential Business Development opportunities for Gaddum Therapy Services - Ensure there is a seamless link between Gaddum's IAPT services and the CRM provider
- Ensure sufficient capacity and cover across the service to safeguard best service delivery outcomes and guaranteeing external stakeholder satisfaction with the service
- To support the implementation of national IAPT standards into Gaddum's local delivery plans, particularly the IAPT Manual and NIHCE Guidelines
- To keep accurate and up-to-date casework records and statistical information
- Coordinate, collate, interrogate and submit (to the Assistant Head of Operations) data in line with monthly, quarterly and annual reporting requirements
- Manage the coordination and the completion of additional requirements of Gaddum against the commissioned contract including, but not limited to;
  - o Quality Risk Stratification (QRST) Audits
  - o Equality, Diversity and Human Rights (EDHR) reports
  - o Care Quality Indicators (CQUIN)
- To attend local and regional meetings as required, representing Gaddum's IAPT services
- Demonstrate a solution focused approach to contract issues and concerns relating to delivery having a detrimental impact on performance requirements
- Support SMT in developing the wider Gaddum Therapy offer.

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## **Training and Professional Development**

- To keep up-to-date with relevant policy, legislation and standards relating to the role and key duties of a gold star IAPT service and make recommendations for organisational implementation
- Attend and participate in training as agreed by SMT and highlight own needs for training
- Engage in the one-to-one process – as both supervisor and supervisee
- Participate, coordinate and chair team meetings regularly and when appropriate
- Ensure Gaddum, its colleagues, volunteers and other agencies deliver services in line with best ethical and national IAPT practice standards.

## **Providing Case Work Support**

- To undertake assessments with service users, produce written assessment reports and reviews as required
- To ensure clear and accurate records of all activities with individual service users via the relevant data systems
- Keep up to date with developments locally and nationally in relation to mental health and wellbeing, and ensure dissemination appropriately to colleagues
- To work with and involve the team in contributing to the development of Therapy Services and the wider strategy direction of Gaddum
- Ensure the involvement and consultation of therapists, students, volunteers and service users in the project's activities where possible and as appropriate.
- Support SMT to inform planning and business development of Therapy Services
- Contribute to the newsletters and website content as-and-when required
- Maintain a general understanding of the work of the whole organisation promoting, and attend staff meetings/events as required
- Participate in joint activities e.g. World Mental Health Day, open days and other promotional activities
- Provide information and advice to service users, potential service users and third parties using a variety of methods, as required.

## **Additional Duties and Responsibilities**

- Adhere to Gaddum Safeguarding Policy and report any concerns regarding an individual's safety
- To undertake and maintain Risk Assessments for area of work in the programme
- Promote the work of Gaddum and safeguard its good name and reputation at every opportunity
- Promote Gaddum events and activities
- To adhere to Gaddum Policies & Procedures
- To be aware of personal safety and security when carrying out work
- To maintain privacy and confidentiality in line with Gaddum Centre's policies and procedures
- All other duties reasonably associated with the role associated with the role.

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The details contained in this job description, particularly the principal accountabilities reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

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## Service Manager – Person Specification

Criteria	Essential	Desirable	Assessment
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• Educated to degree level, equivalent</li> <li>• Professional qualification or relevant prior experiential learning</li> <li>• GCSE Grade C (or above) in Mathematics and English (or equivalent qualification)</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of continuous professional development</li> <li>• Qualification in management</li> <li>• Health/social care practitioner qualification</li> <li>• Equality &amp; diversity training</li> </ul>	<b>Application</b>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience of direct operational management of a service</li> <li>• Previous experience and management of successful IAPT service: including meeting associated Key Performance Indicators</li> <li>• Demonstrable commitments to high professional and quality standards</li> <li>• Experience of accountability for service provision</li> <li>• Experience of performance management</li> <li>• Experience of risk assessment &amp; governance</li> <li>• Experience of ensuring contract compliance</li> <li>• Experience of monitoring and data submission</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing health and social care services</li> <li>• Knowledge /Experience of working in voluntary &amp; community sector</li> <li>• Knowledge and understanding of equality and diversity</li> </ul>	<b>Application Interview Test</b>
<b>Skills and Ability</b>	<ul style="list-style-type: none"> <li>• Ability to work effectively within a partnership and as a team member</li> <li>• Self-motivation</li> <li>• Ability to understand budgets and analyse financial information</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to lead, motivate and manage a diverse team</li> <li>• Knowledge of Greater Manchester partner organisations and services</li> </ul>	<b>Application Interview Test</b>

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	<ul style="list-style-type: none"> <li>• Ability to negotiate, influence and solve problems effectively</li> <li>• Proactive commitment to managing and resolving conflict</li> <li>• Excellent oral, written and communication skills with ability to draft and present reports</li> <li>• Excellent interpersonal skills with ability to quickly build a rapport &amp; working relationship with stakeholders at all levels</li> <li>• IT literate including proficiency in all aspect of Microsoft Office</li> <li>• Strong attention to detail and highly organised approach to work</li> <li>• Ability to manage concurrent deliverables and work under pressure on a daily basis</li> <li>• An approach to project management focusing on solutions and outcomes – through to completion</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of relevant legislation, policy &amp; guidance relating to Gaddum services</li> <li>• Knowledge of practice issues for relevant professional groups.</li> </ul>	
<b>Attitudes &amp; Values</b>	<ul style="list-style-type: none"> <li>• Committed to equality &amp; diversity</li> <li>• Committed to the values of Gaddum</li> <li>• Non – judgmental attitude</li> <li>• A flexible &amp; positive work ethic</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Gaddum</li> <li>• Understanding of advice, support and guidance</li> </ul>	<b>Application Interview</b>
<b>Others</b>	<ul style="list-style-type: none"> <li>• Ability to travel throughout the areas where services are being delivered</li> <li>• Ability to work flexibility and unsocial hours as required</li> </ul>		<b>Application Interview</b>