

RECRUITING NOW FOR – SERVICE LEAD (TALKING THERAPIES TEAM)

JOIN OUR DYNAMIC NEW EMPLOYMENT SUPPORT TEAM WITHIN A THRIVING MENTAL HEALTH CHARITY

WHO WE ARE

We are a leading mental health charity on a mission to support Londoners with mental health challenges find and remain in good employment as part of their mental health recovery journey. We have been changing lives for almost 30 years and we have just secured a large contract, submitted in partnership with Shaw Trust and Smart London, to provide Employment Advisors to support NHS Talking Therapy teams across West London. This is therefore an incredibly exciting time to join a thriving organisation at the beginning of an innovative mental health support service.

THE OPPORTUNITY

We are now inviting suitable candidates to apply for the role of Service Lead. This position will manage a team of around 20 Employment Advisors (EAs) and Senior Employment Advisors (SEAs). The role will be guided and supported by a Head of Services, as well as Twining's established and experienced Senior Leadership Team and Trustees.

THE OFFER

In return we offer a friendly and supportive working environment, flexible working, career development opportunities, a comprehensive training and induction programme, a generous holiday entitlement and competitive financial rewards. We also practice what we preach in terms of creating a positive working environment to support our own employee's wellbeing.

Salary – £47,000

Locations – Ealing, Harrow and Hounslow

Working format – based at NHS Talking Therapy sites, as well as some possibility of working from home

Contract – Full-time and permanent

THE ROLE – SERVICE LEAD

You will be responsible for the ongoing day to day leadership and management of the Employment Advisors (EAs) and Senior Employment Advisors (SEAs) in Talking Therapies service across Ealing, Harrow and Hounslow.

You will liaise with managers, clinicians and GPs across the NHS primary care pathways to ensure that services are coordinated and pathways into, and out of, the service are managed effectively and efficiently.

You will ensure the service operates in line with national guidance related to Employment Advisors in Talking Therapies and gives consideration to wider disability employment and retention support models, whilst striving to achieve and maintain national best practice in this field.

You will ensure the team develops in a manner that facilitates clients being referred to the service quickly, so they do not remain unsupported whilst on sick leave, and then support them to return to work swiftly (where appropriate), or to follow the destination that is best suited to their circumstances, enabling individuals to achieve positive service experience outcomes.

You will work in partnership with key stakeholders and contract managers.

This role will require someone experienced in leading the delivery of a mental health support programme, whilst managing and meeting commissioner performance expectations.

SERVICE LEAD RESPONSIBILITIES AND DUTIES

1. To develop and manage the Employment Advisors in Talking Therapies Service, providing high quality, timely assessment and support interventions, including signposting for specialist external advice such as ACAS, welfare benefits advice, union or specialist employment law advice.
2. To have specialist knowledge and understanding of employment support and retention to be able to promote an early intervention model, which predominately focusing on supporting people into their preferred job choice, supporting them to remain in work, or enabling them to gain early access to advice and support to reduce the risk of not starting or losing their employment.
3. To manage the performance activity, data quality and service delivery of the team and ensure they provide an integrated and effective service.
4. To ensure the staff have an understanding of the process and philosophy of the positive benefits that work can have on an individual's health, as well as understanding the benefit of early intervention and support for those at risk of losing their employment due to poor mental health, disabilities, health conditions or issues at work.
5. To oversee the development of new initiatives within the Employment Advisors in Talking Therapies Service in line with national best practice and planning capacity for the team to meet the anticipated increases in demand for the service as a result of changes in the economy or incidence of poor mental health.
6. Ensure the service works within national and locally agreed frameworks and develop key performance indicators if none exist.
7. To ensure that the team has appropriate arrangements in place to guarantee that efficient, effective, equitable and economical services are provided to all clients.
8. To respond to complaints and suggestions from clients and carers in accordance with policies and procedures, and to participate as appropriate in the investigation of complaints, grievances, significant events and disciplinary matters in accordance with policies and present the outcome of the investigations to the relevant personnel.
9. To lead the team in the development of knowledge, ideas and work practice.
10. To monitor the workload and performance of team members using electronic systems to monitor performance.
11. Provide reports to senior managers and stakeholders regarding activity and exception reports for information.
12. To provide regular line management supervision to members of the team.
13. Ensure all team staff receive annual Appraisals and have personal development plans in place.

14. To participate in own Appraisal to ensure development and planning.
15. To agree and monitor explicit performance targets with staff relevant to service delivery.
16. To monitor staff sickness and absence and offer appropriate counselling or appropriate actions.
17. To recruit new staff to vacancies that may arise within the service.
18. To promote and foster good relations with other teams and agencies and stakeholders, ensuring that any issues are addressed at the earliest stage.
19. To ensure that full and appropriate use is made of information systems and that all relevant activity and intervention is recorded appropriately to enable access to information regarding individual clients and also aggregated data.
20. To attend regular management and planning meetings, workshops and conferences relating to health issues and employment, as appropriate.
21. To remain well informed about the national agenda for Employment and Retention, health and social care, and the economic picture.
22. To keep abreast with current best practice in the field and continue to foster a network of specialist support for those who are employed but need support.
23. To make presentations, where appropriate, to staff, clinical colleagues or management groups regarding current national or local issues.
24. To implement and support any performance management systems agreed by senior managers. To regularly monitor and audit systems and records to ensure compliance with procedures and standards.
25. To take note of and, where appropriate, act upon any external audits or reviews that are of relevance to the team.
26. To take responsibility for the efficient use of resources within the team.
27. Provide the team with specialist advice for more complex cases as required.
28. To undertake any other duties of a similar nature consistent with the responsibilities of this post and as required by your manager.

The role holder must also:

1. Pass a Disclosure and Barring Service (DBS) check at an Enhanced level.
2. Possess excellent IT skills, including familiarity with Microsoft Office software, as well as experience updating and maintaining databases.
3. Maintain accurate and up to date records of activity and outcomes in line with service performance requirements, ensuring the IT database is up to date and paperwork compliant.
4. Receive regular supervision and training to meet individual, team and organization's needs.
5. Contribute to the development of a service that is locally responsive and supports minority/disadvantaged communities.
6. Comply with and actively promote all Twining policies and procedures including Equality and Diversity, Safeguarding, Data Protection and the Health and Safety at Work Act 1974.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with their line manager.

The role will receive comprehensive training at induction, and ongoing career development and support as part of a structured performance programme thereafter.

HOW TO APPLY

Please email jobs@twiningenterprise.org.uk with:

- an up-to-date and tailored copy of your CV;
- a covering letter stating how you feel your skills and experience meet the role description provided. Where possible, please provide clear examples to demonstrate your experience. We will not accept generic cover letters.
- please also state if you have a strong location preference for either Ealing, Harrow or Hounslow.

The deadline for applications is: On-going. We will interview candidates as soon as suitable applications are received.