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Description automatically generated

**Job Description: Clinical HUB Manager (Level 3 Manager, Holds a Talking Therapies Qualification)**

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| **Responsible to** | Deputy Service Manager/Service Manager |
| **Salary** | £39, 404 This salary is aligned to fixed point B6+3yrs |
| **Hours** | 37.5 |
| **Job Family and Level** | Team Leader, Level 3 |
| **Annual Leave** | 25 (rising to 30 days after 5 years) |
| **Based** | Oakland House |

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| Main Aims of the Post |
| To work with the service manager to support team members to deliver the service to a high standard.  To supervise staff where necessary, ensuring staff are supported and confident in their roles. This will include facilitating line management, case management acting as Duty Manager, and performing triage on a weekly basis.  To support the service manager to deliver the service by facilitating the development of the team.  The role will also have an emphasis on developing and maintaining relationships with Manchester NHS Mental Health Services, and the other 3rd sector mental health organisations across Manchester.  Applicants will need to hold a Psychological Wellbeing Practitioner qualification and have professional registration. |

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| Main duties | |
| **1** | To work with a team of staff to ensure that the team are cohesive and work well together |
| **2** | To provide caseload management and clinical supervision |
| **3** | To provide advice, support, and guidance to team members |
| **4** | To help staff understand the KPI’s for the service, and help staff achieve them |
| **5** | To develop and implement innovative ways of working with staff and service users |
| **6** | To deliver or facilitate training and development opportunities for the team as required |
| **7** | To ensure that relevant data and information is collected and where necessary collated for reports and recording |
| **8** | To develop and maintain relationships with external organisations and agencies |
| **9** | To carry a personal caseload to maintain professional registration |
| **10** | To undertake appropriate administrative duties for the post |
| **11** | To provide information for the manager to ensure that the service is compliant with relevant external regulatory requirements |
| **12** | To represent the team and organisation at external events |
| **13** | To manage risk and safeguarding concerns |
| **14** | To participate in an on-call system and /or duty manager rota as required. |

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| General Work-Related Expectations | |
| **1** | To work within The Big Life group’s values, ethos, and vision. |
| **2** | To contribute to the development of The Big Life group |
| **3** | To work in accordance with all policies and procedures of The Big Life group |
| **4** | To identify and attend training as required |
| **5** | To work in accordance with all relevant legislation |
| **6** | To undergo regular one to one meetings and an annual review |
| **7** | To undertake any other duties as required, appropriate to the post |

**Minimum Training required for this post.**

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| Course title | Needed for this post | Frequency | Other notes |
| Group induction | ✓ | Once |  |
| Mission and Values | ✓ | Once |  |
| Confident Managers | ✓ | Once | Discuss with line manager |
| Safeguarding training Adults and Children | ✓ | Every 3 years |  |
| Safeguarding for Managers | ✓ | Every 3 years |  |
| Designated Safeguarding Lead Training | ⬩ |  | Potentially dependant on team size |
| Health and Safety (external IOSH) | ⬩ | Every 3 years | Potentially dependant on team size |
| Health and Safety internal/briefing | ✓ | Annual |  |
| Information Governance | ✓ | Once | Annual refresh |
| Equality and Diversity | ✓ | Every 3 years | Updates as legislation changes |

Attendance at other training courses will need to be discussed with your line manager.

**Person Specification: Clinical HUB Manager (Level 3 Manager, Holds a Talking Therapies Qualification)**

The successful candidate will be able to demonstrate that they meet all the following points.

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|  | | **Method of Assessment** |
| **Employment experience** | | |
| 1.1 | Experience of managing staff or a project | A/I |
| 1.2 | Experience of working with a range of service providers and stakeholders | A/I |
| 1.3 | Experience of developing and improving services and projects | A/I/P |
| 1.4 | Experience of effectively working under pressure in a dynamic environment | A/I |
| **Knowledge** | | |
| 2.1 | Knowledge of the barriers that service users face when accessing mainstream services | A/I/P |
| 2.2 | Knowledge of the local area your service is based in (community groups, services available as well as local demographics) | A/I |
| Skills | | |
| 3.1 | Ability to effectively manage staff and teams | A/I |
| 3.2 | Ability to successfully contribute towards bids and tenders | A/I |
| 3.3 | Ability to effectively work with a range of people from different skills and backgrounds, both internally and externally | A/I/T |
| 3.4 | Ability to write reports and communicate well in English | A/I/ |
| 3.5 | Ability to use IT (Word and relevant software including databases) | A/T |
| **Personal** | | |
| 4.1 | Positive outlook and a ‘can do’ attitude |  |
| 4.2 | Personal resilience and flexible attitude in the face of difficulties |  |
| 4.3 | Commitment to working towards the Big Life group’s missions and values including having a non-judgemental approach |  |
| 4.4 | Commitment to personal development and willingness to regularly update skills and experience |  |
| **Education** | | |
| Qualifications required for the post | |  |
| 5.1 | Qualified Psychological Wellbeing practitioner | A |
| 5.2 | Qualified PWP supervisor or willingness/capability to gain IAPT supervisor qualification | A |

**Key:** A = Application Form, Interview = I, T = Test

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| **Leadership Compentency** | **Method of Assessment** |
| **Shapes And Manages Strategy** |  |
| 1. Inspires a sense of purpose and direction | Interview |
| 1. Focuses strategically | Interview |
| 1. Interprets and analyses information (including financial) and opportunities | Interview |
| 1. Shows judgement, intelligence, and common sense | Interview |
| **Drives Results** |  |
| 1. Builds organisational skill and responsiveness | Interview |
| 1. Marshals professional expertise | Interview |
| 1. Steers and implements change and deals with uncertainty | Interview |
| 1. Delivers intended results | Interview |
| 1. Manages Resources | Interview |
| **Builds Productive Relatonships** |  |
| 1. Nurtures internal and external relationships | Interview |
| 1. Facilitates cooperation and partnerships | Interview |
| 1. Values individual differences and diversity | Interview |
| 1. Guides, coaches, and develops people | Interview |
| 1. Skill sharing | Interview |
| **Exemplifies Personal Integrity and Self Awareness** |  |
| 1. Demonstrates the group values, professionalism, and probity | Interview |
| 1. Engages with risk and shows personal courage | Interview |
| 1. Commits to action | Interview |
| 1. Displays resilience | Interview |
| 1. Demonstrates self awareness and a commitment to personal development | Interview |
| 1. Self Management | Interview |
| **Communicates And Influences Effectively** |  |
| 1. Communicates clearly | Interview |
| 1. Listens, understands, and adapts to audience | Interview |
| 1. Negotiates persuasively | Interview |
| 1. Influencing | Interview |