

## **Job Description**

Job Details		
Job Title:	IAPT High Intensity Therapist	
Business Unit:	Community Services Business Unit	
Department/Ward:	North Tyneside Talking Therapies (IAPT)	
Location:	Wallsend Health Centre/Hawkeys Lane, North Shields	
Pay Band:	Band 7	
CAJE No:	COM1269	

## **Main Purpose of the Job**

- The post holder will work within North Tyneside Talking Therapies (IAPT) service, providing high intensity interventions, mainly cognitive behavioral therapy (CBT), Eye Movement Desensitisation and Reprocessing (EMDR) or Interpersonal Therapy (IPT) to clients with a range of moderate to complex mental health problems for which CBT is demonstrated to be clinically effective.
- To role model compassionate and inclusive leadership in order to shape the creation of a
  collective leadership culture within the trust. This means demonstrating a consistent leadership
  style which (a) engages, enables and empowers others (b) uses coaching to promote
  ownership of learning and quality improvement and (c) facilitates team working and
  collaboration within teams / departments and across organisational boundaries.

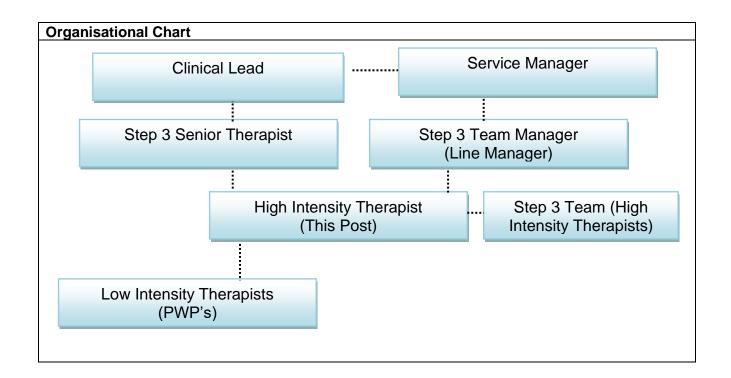
## **Dimensions**

- Training expectations of the post holder to pro-actively pursue continuing professional development (CPD) opportunities in line with service need and remit.
- Clinical Providing clinical intervention in the form of CBT (and other IAPT compliant therapies as applicable), to clients experiencing common mental health disorders. Use clinical supervision appropriately to provide evidence based interventions
- Administrative Accurate recording and processing of patient information and data in line with NHS Information Governance policies and procedures.
- The post has a requirement to work flexibly in line with the aim of providing greater access to clients this includes some work outside usual office hours.

This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.











# 1. Communications and Relationships

- Elicits highly sensitive information and builds effective professional therapeutic relationships with patients
- · Communicate effectively and empathically with patients
- Conduct comprehensive assessment and treatment formulation for patients with a range of complexities suffering from common mental health disorders
- Communicate sensitive information to patients and others involved in their care
- Work collaboratively with patients to agree therapeutic treatment regimes with patients' informed consent
- Educate and involve family members and others in treatment as necessary
- Liaise with other professionals involved in the patients care to support any therapeutic treatment plans and inform assessment of risk. E.g. GP's, CTT, Crisis Teams, Social Services, Criminal Justice Services, Physical Healthcare Staff, Safeguarding Teams (this list is not exhaustive)
- Attend multi-disciplinary meetings relating to referrals or clients in treatment where appropriate
- Communications skills that support de-escalation of incidents and help to resolve any potential conflict
- Excellent verbal and written communication skills
- Ability to adapt practice to overcome barriers to communication. E.g. communication through interpreters/advocates/adapted literature and resources
- To be responsible for the production of highly specialist and extensive reports (orally and in writing) for third parties such as the judicial system, benefits agencies and social services under appropriate level of supervision
- Work closely with other members of the team ensuring appropriate step-up and step-down arrangements are in place to maintain a stepped care approach
- Operate at all times from an inclusive values base which promotes recovery and recognises and respects diversity
- To communicate highly complex and potentially contentious information in a very skilled and sensitive manner in situations with patients who may be extremely hostile or extremely emotional requiring the utmost level of communication skills.
- To skillfully communicate in a sensitive manner information concerning the assessment, formulation and treatment of clients under their care and to monitor and evaluate progress during the course of treatment.
- Ability to form effective working relationships with colleagues in order to clinically supervise and advise.
- Must be able to demonstrate the English language proficiency level required for this post





## 2. Knowledge, Skills, Training and Experience

- A recorded/registered qualification in one of the following at graduate level in nursing, social work, occupational therapy, or within a psychological therapy or KSF, and further post graduate qualification training in an IAPT compliant evidence-based psychological therapy, including CBT, EMDR, IPT to at least equivalent of a Masters level (Post Graduate Diploma); and significant experience working as a psychological therapy practitioner.
- Professional registration and accredited with, or working towards accreditation with the BABCP or therapy appropriate recognised body.
- Experience of providing clinical supervision to other therapists.
- Experience of working with clients with common mental health disorders within a Primary Care or Health Psychology setting.
- In depth knowledge of a range of IAPT compliant therapies. E.g. Cognitive Behavioural Therapy, Interpersonal Psychotherapy (IPT), Dynamic Interpersonal Psychotherapy (DIT), Eye Movement Desensitisation and Reprocessing (EMDR), Couples Therapy for Depression
- Demonstrates experience of working in mental health/IAPT services
- Ability to meet agreed/specified service targets
- Ability to manage own caseload and time
- Demonstrates high standards in written communication
- Able to write clear reports and letters to referrers
- Demonstrates an understanding of anxiety and depression and how it may present in IAPT/Primary Care
- Demonstrates a knowledge of the issues surrounding work and the impact it can have on both physical and mental health
- Knowledge of medication used in anxiety and depression and other common mental health problems
- Experience of supervising qualified and trainee IAPT staff (both High, Low Intensity and Trainees)
- Experience of attending multi-disciplinary and/or patient interface meetings.
- Full range of skills and competencies as laid out in the competence framework for CBT (Roth and Pilling 2007)
- Highly specialist ability to formulate and provide a therapeutic intervention within a NICE recommended therapy model/s
- Well-developed skills in the ability to communicate effectively, orally and in writing, complex and highly technical and/or clinically sensitive information to clients, their families, and other professional colleagues both within and outside the NHS.
- Demonstrates an understanding for the need to use evidence based psychological therapies and how it relates to this post
- Knowledge and understanding of adult and child safeguarding issues
- Good record of Continuing Professional Development and willingness to continue this
- To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development
- To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients
- To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients
- Accountability for the leadership of post holders staff / teams / departments
- It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role

#### Desirable

- Qualification in clinical supervision
- Knowledge of or experience in coaching and mentoring practices and tools
- Knowledge of or experience in Quality improvement tools, techniques and methods





# 3. Analytical Skills

- Comprehensive assessment of patients presenting with multiple and complex issues
- Formulation of client presentation utilising evidence based therapeutic model to inform treatment
- Robust, collaborative decision making regarding referrals to specialist services
- Comprehensive risk assessment skills
- Use of diagnostic measures to inform patient treatment and outcomes
- Complete all requirements relating to data collection within the service
- Keep coherent records of all clinical activity in line with service protocols
- Understand the performance metrics related to the service/role

# 4. Planning & Organisational Skills

- Organises and plans own workload to accommodate complex activities, both clinical and non-clinical, and achieve agreed targets
- Excellent organisation skills including time management and prioritisation
- Ability to manage diary effectively to accommodate client appointments, referral supervision, administration time, meetings and other role commitments
- Understanding of client progress and planning for effective discharge
- Complete all requirements relating to data collection within the service
- Organise, plan and deliver training within role remit
- Organise and plan for clinical supervision, reviewing treatment plans in advance
- Preparing for management and service meetings including feedback mechanisms and document sharing.

# 5. Physical Skills

- Advanced and effective active listening skills
- Requires precision, accuracy and co-ordination in the administration of questionnaires and data recording
- Sitting for long periods of time
- Ability to tolerate and manage clients who are in highly distressed states of emotional distress
- Access to transport and ability to travel between a range of locations across North Tyneside
- Accuracy transcribing patient records/notes





## 6. Patient/Client care

- Assess clients for suitability for a range of therapeutic treatments for the service.
- Provide highly specialist assessments of clients referred to the service based on appropriate use, interpretation and integration of complex psychological data from a variety of sources including psychological tests, self-report measures, rating scales, direct and indirect structured observations and semi-structured interviews with clients, family members and others involved in the client's care.
- Formulate and implement plans for treatment and/or management of a client's emotional and mental health problems, based on an appropriate conceptual framework of the client's problems, and employing evidence-based interventions.
- Evaluate and make therapeutic decisions about treatment options/interventions taking into consideration both theoretical and therapeutic models and highly complex factors concerning historical and developmental processes that have influenced the individual, family or group. Communicate these to the Multidisciplinary Team and service user.
- Exercise autonomous professional responsibility for the assessment, treatment and discharge of clients ensuring appropriate assessment, formulation, and interventions, communicating with the referral agent and others involved with the care on a regular basis
- Provide highly specialist psychological advice and consultation regarding interventions to other members of staff and to clients which contribute to appropriate/timely treatment interventions and plans.
- Provide IAPT/primary care compliant treatment, dealing with complex cases both through direct therapy, referral supervision and frequently managing highly distressing or disturbing content.
- Undertake risk assessment and risk management for individual clients and to provide highly specialist advice to other therapists and supervisees on the psychological aspects of risk assessment and management.
- Support clinical staff and offer appropriate advice to clinical queries regarding referrals, assessment information, appropriate treatments and risk issues.
- Make decisions on suitability of new referrals, adhering to the department's referral
  protocols, and refer unsuitable clients on to the relevant service or back to the referral
  agent as necessary
- Adhere to an agreed activity contract relating to the number of client contacts offered, and clinical sessions carried out per week in order to minimise waiting times and ensure treatment delivery remains accessible and convenient
- Assess and integrate issues surrounding general wellbeing, social support and employment into the overall therapy process
- Ensures that client confidentiality is protected at all times
- Ensures that clients wishes and needs are accommodated where ever possible
- Provide specialist advice to other disciplines/services within role and service remit
- Educate and involve family members and others in treatment as necessary, conveying CBT/EMDR/IPT formulations with sensitivity in easily understood language





# 7. Policy & Service Development

- Contribute to the development of best practice within the service
- Ensure standards of practice and professional codes of conduct are adhered to
- Maintains up to date knowledge of legislation, national and local policies/guidelines relevant to the field of Mental Health, Primary care and the role (e.g. NICE, DoH)
- Contribute to the development of specific policies and pathways linked to specific areas of service improvement within the North Tyneside Talking Therapies referral pathway to resolve highlighted issues, and evaluate these to contribute to the development of IAPT operational frameworks.
- Contribute to service improvement through effective and timely feedback and proposals for changes to service delivery
- Work across the Multi-Disciplinary Team within IAPT/primary care and with local stakeholders (GPs, specialist MH services) to plan and evaluate service developments and pathways.

# 8. Financial & Physical Resources

- Care for and utilise all assets and property of the Trust in a right and respectful manner
- Demonstrate efficiency in the use of Trust assets and property
- Responsibility for keeping personally accrued costs to a minimum
- Holds responsibility for the safe use of expensive or highly complex equipment including therapy equipment.

## 9. Human Resources

- Provide support and referral supervision to clinical staff.
- Provide training to other disciplines as appropriate
- Ensure clear professional objectives are identified, discussed and reviewed with management on a regular basis as part of continuing professional development.
- Proactively engage in clinical/managerial supervision on a regular basis including appraisal processes as agreed with Manager.
- Keep up to date all records in relation to Continuous Professional Development and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models/developments.





#### 10. Information Resources

- Responsibility for the frequent and routine recording of comprehensive clinical notes and personally generated clinical observations and routine word-processing associated with client and research reports
- Maintain the highest standards of record keeping including electronic data entry and recording, report writing and the responsible exercise of professional self-governance in accordance with professional codes of practice and the Service/Trust policies and procedures.
- Maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- Particular sensitivities are involved in clinical record management, given the sensitivity and stigma associated with psychological difficulties
- Responsibility for taking and transcribing notes from meetings
- Responsibility for routinely maintaining records of patient attendance and demographics, for subsequent administrative and audit purposes
- Computer Literacy. E.g. communication via e-mail, to write reports, to perform computerised web-based literature searches for projects.
- All employees have a responsibility and a legal obligation to ensure that information
  processed for both patients and staff is kept accurate, confidential, secure and in line with
  the Data Protection Act (1998) and Security and Confidentiality Policies.
- You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)

## 11. Research & Development

- Complete appropriate audits as directed by manager relating to the role
- Understanding of performance metrics relating to the service and role
- Participation in research activities
- Carries out research projects where appropriate in own specialist area relating to the role
- Ability to apply research findings and evidence-based literature to ensure the most effective clinical decision making
- Attends relevant conferences / workshops in line with identified professional objectives.
- Be aware of, and keeps up to date with advances in the spheres of treatment for common mental health problems
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.





# 12. Freedom to Act

- Guided by broad occupational policies.
- Works with clients independently within policies and code of conduct according to the employing organisation and any regulating, professional and accrediting bodies. E.g. BPS, UKCP, BABCP, HCPC, NMC
- Pro-actively participates in regular clinical supervision within role remit and in line with professional registration requirements
- Proactively participates in regular management supervision to support role remit
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.





#### **Standards**

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

#### Infection Control:

It is your responsibility to adhere to infection control polices and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

#### Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

#### Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensures that patients are the focus of everything we do, we share good practice in line with trust policies and procedures, this includes learning from complaints and concerns.

## Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

## **Environment and Sustainability:**

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.





Appendix 1

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes <u>only</u>.

## **Effort and Environment:**

# Physical -

- The role involves routinely and frequently sitting in a constrained position for long periods over client clinics, which last typically for 3 hours continuously. Typically, the clinic space that is allocated as therapy rooms within GP Practices is of a smaller size and can be without ventilation and natural light.
- The role requires frequent long periods of time within a small open office space. Typically the role is fast paced and quick decision making regarding assessment outcomes and treatment choices
- The role also involves the daily transportation between clinic venues and the base of case files, test equipment (e.g. large boxed test materials) and electronic equipment (e.g. laptop computer).

## Mental -

- Psychological assessment and therapy requires frequent, prolonged periods of intense concentration and an appropriate degree of responsiveness and active participation.
- Prolonged periods of intense concentration are required for the production of psychological reports because they distil and summarise a large amount of highly complex information.
- The care of patients requires liaising with other professionals through meetings, as co-professional.

## Emotional -

- Delivering psychological services necessitates the frequent and routine exposure to highly distressing or traumatic information/circumstances.
- Patients that are seen by the service often have a diagnosable mental disorder and/or personality problems.
- Patients' behaviour may be challenging, e.g. expressing hostility towards the therapists or third parties.
- Patients may express thoughts relating to suicide and other self-harming behaviours. Patients may act on these thoughts and undertake suicidal acts.
- Patients' current situations can be distressing and require immediate action (e.g. a victim of abuse who has left their home and requires to be put in touch with a shelter or housing agencies).

# Working Conditions -

 As noted above, the role involves frequent exposure to unpleasant conditions. This includes conditions of extreme and frequent emotional stress associated with patients' accounts of their traumas. It also entails direct exposure to occasional verbal aggression at times with a risk of physical aggression





# Appendix 2

# Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		✓
2.	Manual Handling Operations		✓
3.	Dust, Dirt, Smells		✓
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic		✓
	gases, reconstitution/handling of cytotoxic drugs)		
5.	Patient Contact	✓	
6.	Babies/Children Contact		✓
7.	Food handling / Preparation		✓
8.	Driving	✓	
9.	Fork Lift Truck Driving		✓
10.	User of Display Screen Equipment	✓	
11.	Noise		✓
12.	Infestation		✓
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		✓
14.	Excessive Cold		✓
15.	Excessive Heat		✓
16.	Inclement weather		✓
17.	Radiation		✓
18.	Laser Use		✓
19.	Heights over 2 metres		✓
20.	Confined Spaces		✓
21.	Vibration i.e. Power Tools		✓
22.	Using machinery with moving/exposed parts		✓
23.	Shift work		✓
24.	Use of latex products		✓
25.	Physical violence / aggression	✓	
26.	Employment of young people		✓
27.	Any other hazards please specify		✓
28.	Other		

If any hazard is identified above please give details below.	

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

<sup>\*</sup>Definition of Exposure Prone Procedures (EPP's)



# **Person Specification**

Job Title:	IAPT High Intensity Therapist			
Department:	North Tyneside Talking Therapies (IAPT)			
Location:	Wallsend Health Centre/Hawkeys Lane, North Shields			
Specification	Essential	Desirable		
Qualifications / Professional Registration	<ul> <li>A recorded/registered qualification in one of the following at graduate level in nursing, social work, occupational therapy, or within a psychological therapy or KSF, and further post graduate qualification training in evidence-based psychological therapies, including CBT, EMDR and/or IPT to at least equivalent of a Masters level (Post Graduate Diploma); and significant experience working as a psychological therapy practitioner.</li> <li>Accredited with, or working towards accreditation with the BABCP (where CBT trained)</li> <li>In depth knowledge of a range of IAPT compliant therapies. E.g. Cognitive Behavioural Therapy, Interpersonal Psychotherapy (IPT), Dynamic Interpersonal Psychotherapy (DIT), Eye Movement Desensitisation and Reprocessing (EMDR), Couples Therapy for Depression</li> </ul>	Qualification in clinical supervision		
Experience and knowledge	<ul> <li>Demonstrates experience of working in mental health/IAPT services</li> <li>Ability to meet agreed/specified service targets</li> <li>Ability to manage own caseload and time</li> <li>Demonstrates high standards in written communication</li> <li>Able to write clear reports and letters to referrers</li> <li>Demonstrates an understanding of anxiety and depression and how it may present in IAPT/Primary Care</li> <li>Demonstrates a knowledge of the issues surrounding work and the impact it can have on both physical and mental health</li> <li>Knowledge of medication used in anxiety and depression and other common mental health problems</li> <li>Demonstrates an understanding for the need to use evidence based psychological therapies and how it relates to this post</li> <li>Knowledge and understanding of adult and child safeguarding issues</li> <li>Good record of Continuing Professional Development and willingness to continue this</li> <li>Demonstrable experience in providing post-qualification CBT/EMDR/IPT including experience of specialist CBT/EMDR/IPT assessment.</li> <li>Extensive experience of delivering CBT/EMDR/IPT as a qualified therapist</li> <li>Experience of working with a full range of common mental health problems including depression and all</li> </ul>	Worked in a service where agreed targets in place demonstrating clinical outcomes     Experience of supervising qualified and trainee IAPT staff (both High, Low Intensity and Trainees)     Experience of attending multi-disciplinary and/or patient interface meetings.		
	<ul> <li>Extensive experience of delivering CBT/EMDR/IPT as a qualified therapist</li> <li>Experience of working with a full range of common</li> </ul>	OLID		

	Experience of patient interface with other mental health services Experience with routine outcome monitoring.	
Skills and abilities	<ul> <li>Full range of skills and competencies as laid out in the competence framework for CBT (Roth and Pilling 2007)</li> <li>Highly specialist ability to formulate and provide a therapeutic intervention within a NICE recommended therapy model/s</li> <li>Well-developed skills in the ability to communicate effectively, orally and in writing, complex and highly technical and/or clinically sensitive information to clients, their families, and other professional colleagues both within and outside the NHS.</li> <li>Well-developed skills in consultation to other professional and non-professional groups</li> <li>Ability to teach and train others</li> <li>Ability to understand the NICE guidelines and the role of such guidelines in the NHS</li> <li>Ability to identify and employ mechanisms of clinical governance as appropriate, to support and maintain clinical practice in the face of regular exposure to highly emotive material and potentially challenging behavior</li> <li>Ability to work sensitively and supportively with staff who are retraining and/or changing their way of working</li> <li>Skills in the use of complex methods of psychological assessment, formulation intervention requiring frequently sustained and intense concentration</li> <li>Has received training (either formal of through experience) and carried out risk assessments within scope of practice</li> <li>Comprehensive understanding of issues surrounding clinical risk</li> <li>Able to develop good therapeutic relationships with clients</li> <li>Must be able to demonstrate the English language proficiency level required for this post</li> </ul>	<ul> <li>Trained in provision of supervision for CBT</li> <li>BABCP accredited</li> <li>Completed clinical audits within a service</li> <li>To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development</li> <li>To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients</li> <li>To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients</li> <li>Accountability for the leadership of post holders staff / teams / departments</li> </ul>
Personal attributes	<ul> <li>High level of enthusiasm and</li> <li>Motivation.</li> <li>Ability to work under pressure</li> <li>Regard for others and respect for individual rights of autonomy and confidentiality</li> <li>Flexible approach to working hours in order to meet needs of the service. This includes working outside routine office hours and may include some Saturday working on occasions.</li> <li>Knowledge of or experience in coaching and mentoring practices and tools</li> <li>Knowledge of or experience in Quality improvement tools, techniques and methods</li> <li>Learning agility and commitment to self-development</li> </ul>	
Other requirements	<ul> <li>Advanced communication skills</li> <li>Computer literate</li> <li>Excellent verbal and written communication skills</li> <li>Ability to work within a team and foster good working relationships</li> <li>Ability to use clinical supervision and personal development positively and effectively</li> <li>Ability to be self-reflective, whilst working with service users, &amp; in own personal and professional</li> </ul>	Fluent in languages other than English     Experience of working with diverse communities within a multicultural setting



•	development and in supervision  The ability and skills to act as an advocate for a new service, to engage and foster good professional relationships with all health professionals in promoting the good integration of this service with the wider health care system  The resilience necessary to overcome obstacles and resistance.  It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role	
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