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# Welcome

**Dear Candidate**

Thank you for your interest in the Professional Lead for Psychological Wellbeing Practitioners role in West London NHS Trust’s NHS Talking Therapies services in Ealing, Hounslow and Hammersmith & Fulham. This pack provides you with all the information you may need to apply for this vacancy.

West London NHS Trust has grown significantly in the last two years with investment in mental health services and this growth is set to continue over the next five years. In 2019, the Trust expanded its portfolio to include community services in Ealing and beyond, through ourIntegrated Care Services. We are incredibly proud that more staff than ever would recommend us a place to work and we have seen a 28% increase in staff engagement in the national staff survey over the last 5 years.

We are on a significant journey of transformation in the quality of services provided, through greater co-production with service users and carers, and addressing long-standing inequalities. Increasingly, we are leading and collaborating closely with Integrated Care Partnerships and at the wider system level, as a strong voice for integrated services and the most vulnerable in society.

We are looking for a candidate with the drive, enthusiasm and vision to lead the expansion and transformation of both mental health and community services in collaboration with our staff and our partners.

Thank you for your interest this role and I wish you every success with your application.

Yours sincerely

Ruth Dennis

Head of Psychology for the Psychological Medicine Service Line

# About West London NHS Trust

West London NHS Trust is one of the most diverse healthcare providers in the UK, delivering a range of mental health, physical healthcare and community services commissioned locally and nationally. The Trust runs Broadmoor Hospital, one of only three high secure hospitals in the country with an international reputation.

Our high secure services care for patients from across the South of England and we provide low and medium secure services covering eight London boroughs. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs over 3800 staff, of which 51% are from a Black and Asian Minority Ethnic (BAME) background. Our turnover for 2021-22 is approximately £350m.

In recent years, there has been a step change in staff engagement, culture, performance and ambition of the organisation. The Trust is now rated as ‘Good’ overall by the Care Quality Commission, and the rating for our Forensic services has improved from ‘Requires improvement’ to ‘Outstanding’. Rigorous financial management has been central to our ability to deliver service improvements. The Trust has delivered consistent surpluses since 2009, totalling more than £77m. In parallel, we have also improved efficiencies by reducing length of stays and improving patient flow, with almost no out of area placements in recent years.

The Trust is an established key partner and contributor in the development of the evolving North West London Integrated Care System (ICS). The Chief Executive leads for mental health, equalities and engagement across the sector, mirroring her commitment to these issues.

The Trust leads the North West London CAMHS provider collaborative. This involves managing the delegated specialist-commissioning budget with a commitment to a recurrent investment of £1.8m a year for community services. This includes a reduction in hospital admissions, improved provision of care closer to home through reduced out of area placements and reduced length of stay for children and young people. Our forensic services are part of the North London Forensic Consortium. Patient care is founded on recovery and co-production principles.

In direct response to the Covid-19 crisis, and in partnership with Central and North West London NHS Foundation Trust (CNWL), the Trust set up a new psychological support service for NHS staff, residential homes, care facilities and the London Ambulance Service. [The Keeping Well service](https://www.keepingwellnwl.nhs.uk/), received over 900 referrals in its first 9 months, 54% of which are from BAME staff, which broadly matches the workforce profile across North West London ICS.

Collaboration has been the key to our success in recent years, and the launch of Ealing Community Partners (ECP) in July 2019 exemplifies our ambition. ECP is led by West London NHS Trust and brings together 14 organisations, including NHS, Ealing Council and the voluntary sector to deliver community health and care services to local residents. The partnership extends to a GP practice supporting care homes in Ealing.

Our staff have rated us highly and in the 2020 staff survey, the Trust received the top score nationally in two categories: immediate managers and quality of care. The Trust was highly commended in the mental health trust category of the year HSJ Awards in 2020. It received an award for workforce innovation to improve staff recognition in the same year.

More details about the Trust’s services and workforce are shown in the diagram below



# How we are organised

The organisations structure chart shows the current service structure.

Clinical Lead

Deputy Clinical Leads x2

Professional Lead for PWPs

Senior High Intensity Therapists

Office manager

CBT Therapist Team

Administration Team

Senior PWP X 5

PWP Team

# Our Trust Values

**Togetherness:** Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team

**Responsibility:** Ensure when we say we are going to do something, we do it. We do not leave it to someone else to do. Our service users are responsible for engaging in their treatment.

**Excellence:** Ensure we strive for excellence in everything we do. ‘Good enough’ is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.

**Caring:** Ensure caring means more than showing compassion to our service users and each other. It is also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it’s due.

# About Hounslow Talking Therapies & the role

The Hounslow Talking Therapies service is provided by West London NHS Trust in partnership with Connect Health and Twining Enterprise. The service operates from the main hubs in Isleworth and Hounslow House (close proximity to the Piccadilly line) with clinics also being run from sites in Feltham, Brentford, Chiswick and Hounslow Central and Hounslow West.

Hounslow Talking Therapies offer talking therapies for people over 18 who have a GP or live in the London Borough of Hounslow and helps service users with common problems such as stress, anxiety and depression. The service offers a range of modalities from Cognitive Behavioural Therapy, IPT, BCT, MBCT and EMDR. We have an extensive group programme ranging from Stress Control and workshops and specialist area groups to Step 2 and Step 3 groups.

An exciting new opportunity has arisen for a new Senior Manager Grade 8A who has a keen interest in providing outstanding support within primary care mental health settings. As one of our new senior management team you will be employed on a permanent NHS contract. Throughout your employment with the Trust you will receive regular supervision and line management. You will work within an agreed scope of practice, although we expect this to change and develop as your skills and experience increase.

Applicants will need to be self-motivated, have some prior experience of working in a mental health setting (or similar person-facing roles). **We welcome applicants from a range of backgrounds including those who have significant experience as a Psychological Wellbeing Practitioner/ Senior Psychological Wellbeing Practitioner or a post graduate diploma or higher degree in CBT**. Professional registration with the appropriate Health and Care Professions Council (HCPC) and/or to be accredited by the BABCP as a fully accredited practitioner.

We would likely to encourage applicants from a range of diverse backgrounds and would be keen to hear about how you could bring experience of diversity to your clinical practice.

# Job Description

|  |  |
| --- | --- |
| **Post title**  | **Psychological Wellbeing Practitioner Professional Lead (PWPPL)** |
| **Grade**  | **Band 8a** |
| **Responsible to**  | **Clinical Lead** |
| **Key Relationship** | **Patients and staff in the Hounslow Talking Therapies services, other WLNT services, voluntary sector organisations as appropriate.** |
|  |  |
|  |  |

# Job Summary

* To provide a therapeutic service to clients of the Hounslow Talking Therapies service; providing highly specialist psychological assessment and low intensity therapy or cognitive-behavioural therapy at the same time as offering advice and consultation on clients’ psychological care to non-psychologist colleagues and to other, non-professional carers.
* To provide clinical supervision to members of qualified and training members of the PWP or CBT team (depending on experience).
* To provide line management across the Hounslow Talking Therapies team, as delegated by the Clinical Lead.
* To provide professional leadership to the PWP team.
* To utilise research skills for audit, policy and service development and research within the area served by the service.
* Support with the recruitment into Step 2 roles
* The post holder works autonomously within professional guidelines and within the overall framework of the team’s policies and procedures.

**Key result areas and performance:**

**Clinical:**

* Undertake patient-centred interviews which identifies areas where the person wishes to see change and or recovery and undertakes an accurate assessment of risk to self and others.
* Make decisions on suitability of new referrals with support from supervision and duty structures. Refer unsuitable clients on to the relevant service or back to the referral agent as necessary or steps-up the person’s treatment to high intensity psychological therapy.
* Provide a range of information and support for evidence based high-volume low-intensity psychological treatments. This may include signposting and providing information about pharmacological treatments alongside under appropriate supervision. This work may be face to face, telephone or via other media.
* Assist in clinically related administration, the conduct of audits, collection of different outcome statistics and/or other project work as appropriate and agreed with the line manager and clinical supervisor.
* Adhere to an agreed activity contract relating to the overall 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.
* Attend multi-disciplinary meetings relating to referrals or clients in treatment, where appropriate.
* Keep coherent records of all clinical activity in line with service protocols and use these records and clinical outcome data in clinical decision making.
* 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 work clinically with translators.
* To have and maintain professional accreditation with the BABCP or BPS.

**Teaching, training and supervision**

* To ensure the development and articulation of best practice in PWP interventions across the service, by continuing to develop the skills of a reflexive and reflective scientist practitioner, taking part in regular line management and clinical supervision and appraisal, and maintaining an active engagement with current developments in the field of PWP interventions and related disciplines.
* Develop skills and competencies that assist in the delivery of current duties, including through attending statutory and mandatory training.
* Ensure the maintenance of standards of practice according to the employer and any regulating bodies, and keep up to date on new recommendations/guidelines set by the department of health (e.g. NHS plan, National Service Framework, National Institute for Clinical Excellence) through attending relevant conferences / workshops in line with identified professional objectives.
* To provide professional and clinical supervision and training to Psychological Wellbeing Practitioner and other suitable roles identified by the Clinical Lead within the service
* Provide formal training and advice to professionals in partnership organisations (GPs, hospital and community, social care, and voluntary sector staff) relating to aspects of Low intensity psychological interventions.

**Management, recruitment and service development**

* To provide direct line management of team members as delegated by the Clinical Lead.
* Contribute to the development and maintenance of systems for the clinical and professional supervision and support of trainee and qualified Low Intensity Therapists across the service, including systems for effective recruitment, professional appraisal, and the identification of CPD needs in consultation with Clinical Supervisors for Low Intensity Therapists and senior clinical team.
* To hold a lead area in line with the service needs and demonstrate a commitment to service development and quality improvement.
* To support with the recruitment into Step 2 roles. To liaise with other partners involved in the recruitment process including HR and training partners. Some recruitment is held as a tri-borough and would require liaison and management of recruitment with other West London NHS Talking Therapies services.

**IT responsibilities**

* To maintain the highest standards of clinical 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 of the British Psychological Society and WL NHS Trust policies and procedures.
* To create or format databases or spreadsheets using computerised systems where appropriate, such as SPSS, Excel spreadsheets and other packages. To input data and generate reports. To use literature, search systems.

**Research and service evaluation**

* To be actively involved in the development, implementation, evaluation and monitoring of the service’s governance and operational policies through the deployment of professional skills in research, service evaluation and audit.
* To work with senior members of the team to assist in the design and implementation of audit and service evaluation projects to improve service performance.
* To undertake searches of evidence-based literature and research to assist members of the Talking Therapies team.
* To utilise theory, evidence-based literature and research to support evidence based practice in individual work and work with other team members.
* To undertake project management, including complex audit and service evaluation, with colleagues within the service to help develop service provision.

**General**

* To contribute to the development and maintenance of the highest professional standards of practice, through active participation in internal and external CPD training and development programmes, in consultation with the post holder’s professional and team/operational manager(s).
* To maintain the highest standards of clinical 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 of the British Psychological Society, the BABCP and Trust policies and procedures.
* To undertake specific administrative duties as required.
* To perform other duties of a similar kind appropriate to the grade, which may be required by the Clinical Lead.
* 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.

**Financial**

* No budgetary responsibilities

**To be noted:**

***This is not an exhaustive list of duties and responsibilities and in discussion with the manager the post holder may be required to undertake other duties which fall within the Banding of the post.  The job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.***

***The post holder is expected to comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information.***

# Person Specification

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Criteria | Essential | Desirable | AssessmentMethod |
| Training and Qualifications | Talking Therapies Low Intensity CBT or High Intensity CBT Qualification.Accredited PWP or CBT TherapistLTC certificate of competencyPWP Supervisor training | XX | X X | AF/I |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Experience | Experience of offering detailed assessments and treatment interventions within an Talking Therapies service, including individual and group interventionsExperience of working with a wide variety of client groups, across the whole life course presenting problems that reflect the full range of clinical severity including maintaining a high degree of professionalism in the face of highly emotive and distressing problems, verbal abuse and the threat of physical abuse.Experience of the application of CBT in different cultural contexts.Experience of supervising qualified and trainee PWPs within an Talking Therapies service Demonstrates high standards in written communicationWorked in a service where agreed targets in place demonstrating clinical outcomes Ability to manage own caseload and time | XXXXXX | X | AF/I |
| Knowledge and Skills | Demonstrates an understanding of anxiety and depression and how it may present in Primary Care Skills in providing consultation to other professional and non-professional groupsDemonstrates a knowledge of the issues surrounding work and the impact it can have on mental health Knowledge of medication used in anxiety and depression and other common mental health problemsDemonstrates an understanding for the need to use evidence based psychological therapies and how it relates to this post | XX   | X XX | AF/I |
| OtherRequirements | Ability to teach and train others, using a variety of complex multi-media materials suitable for presentations within public, professional and academic settings.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 challenging behaviour. High level of enthusiasm and motivation. Advanced communication skills Ability to work within a team and foster good working relationshipsAbility to use clinical supervision and personal development positively and effectivelyAbility to work under pressure Regard for others and respect for individual rights of autonomy and confidentiality Fluent in languages other than EnglishAble to demonstrate understanding of diversity and commitment to principles of inclusion and equality  | XXXXXXX X |  X X  | AF/I |

#

# Assessment Key

AF - Application Form

I - Interview

T - Test

P - Presentation

# How to Apply

Applications should be made via NHS Jobs.

The recruitment schedule is as shown below:

|  |  |
| --- | --- |
| **Timescale**  | **Event**  |
| Closing date for advert |  See advert |
| Shortlisting  | W/C 6th November 2023 |
| Interview Date | Tuesday 14th November 2023 |

For more information or an informal conversation or visit please contact:

Harpreet Dhaliwal, Deputy Clinical Lead

harpreet.dhaliwal3@nhs.net

0300 123 0739

# Main terms and conditions

|  |  |
| --- | --- |
| Salary  | Band 8a |
| Base  | The Isleworth Centre, 146 Twickenham Road, Isleworth, TW7 7DJ |
| Hours  | 37.5 hours |
| Notice period  | 12 weeks |

# General

The post holder may be required to work at any of the Trust’s sites in line with the service needs. All staff has a responsibility to participate in the Trust’s Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

# Fit and Proper Person Test

All Trust Board appointments are expected to be in accordance with the requirements of the Fit and Proper Persons Test, which covers evidencing suitability for the role, background checks and compliance with NHS Code of Conduct for Managers.

# Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 2018, the Caldecott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

# Data Protection Act

All staff have a responsibility to ensure that their activities comply with the Data Protection Act. Staff should not disclose personal data outside the organisation procedures or use personal data held on others for their own purposes .All staff has an obligation to ensure that care and/or personnel records are maintained efficiently and that confidentiality is protected.

# Continuous Improvement

The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of service users.

# Health & safety

Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

# Professional registration

If you are employed in an area of work that requires membership of a professional body in order to practice, it is a condition of your employment to maintain registration of such a professional body and comply with its code of practice. You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment.

# Risk management

All Trust employees are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All managers have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

# Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks and comply with infection control policies and procedures. It is our expectation that staff will voluntarily receive the annual flu jab and other vaccines relevant at the time, to protect staff and patients from infection.

# Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. The post holder will be required to comply with the Trust’s Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the Trust and its stakeholders.

# Safeguarding & Duty of Candour

All staff must be familiar with and adhere to the Trust’s safeguarding procedures and guidelines. All Trust staff have a Duty of Candour to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

# Standards of Business Conduct

We expect the highest standards of corporate behaviour and responsibility from our staff. All staff have a responsibility to respect and promote the Trust values and vision. When speaking as member of West London NHS Trust to the media or any other public forum, employees should ensure that they reflect the current polices or views of the organisation. Staff should ensure that they do not engage in any behaviour that can cause reputational damage to the Trust.

# Valuing Diversity & Human Rights

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability and part time working status.

**Agile/Flexible working**

The Trust recognises that Agile Working brings a number of benefits to the organisation. Not only does it support more cost effective workplace utilisation but it also enables us to attract and retain the best talent whist increasing productivity and efficiency. The Trust is committed to supporting Agile working and empowering our staff to work in a manner that provides maximum flexibility and minimum constraints.

The Trust also continues to support staff via its flexible working arrangement options. These options enable staff to work in a way that suits their personal needs whilst also meeting the needs of the service.

# No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds. Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

# Trust Policies

All staff are required to familiarise themselves with Trust policies and comply with them at all times. Policies are reviewed regularly and may be revised from time to time.