



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Programme Manager</b> (Clinical, Forensic, Counselling Psychologist or Systemic Family Therapist and other relevant clinical qualifications).
<b>Grade:</b>	Family Psychology Mutual scale equivalent to 8c/8d (£63,966 - £73,132)
<b>Operationally Accountable to:</b>	Clinical Director
<b>Professionally Accountable to:</b>	Clinical Director
<b>Responsible for</b>	Line management Supervisor staff in allocated service area Implementation of 2 FFT services in Suffolk and Norfolk
<b>Base:</b>	Norfolk and Suffolk (office base to be determined)
<b>Contract type:</b>	Permanent
<b>Sessions:</b>	3 days per week

## Background

Family Psychology Mutual, [www.fpmcic.com](http://www.fpmcic.com) is a new and expanding social enterprise (spun out of Cambridgeshire County Council) based in Huntingdon, Cambridgeshire.

FPM, in collaboration with Bridges Fund Management have been contracted by Norfolk County Council and Suffolk County Council to deliver edge of care services. The Norfolk service will be delivering FFT-CW with staff based in Norwich, Kings Lynn and Thetford. The Suffolk service will be delivering FFT standard with staff based in Ipswich, Lowestoft and Bury St Edmunds. Both services are embedded with the social care teams and are funded by social impact bonds.



## **JOB SUMMARY**

To lead and assure the contractual delivery of specialist treatment services in commissioned services in Norfolk and Suffolk through strategic programme management.

To ensure that the Supervisors and Teams are able to work autonomously within professional guidelines and to oversee the psychological and systemic practice within the service so that it is of a high quality. To support the Supervisors to achieve high adherence to the principles of the FFT/FFT CW programme requirements. To support the Supervisors and the professional systems to maintain and secure clear referral pathways. To work with the County Commissioners, Officers and Supervisors in carrying out audit, policy, service development and research activities. To ensure high alignment of the teams to the operating environment and to facilitate the optimal conditions for the services to achieve the contractual outcomes

The post holder will receive training in the FFT methodology without holding cases but will expect to attain a good understanding of the model to assist in the implementation of the intervention.

To provide senior clinical support to FPM across the portfolio of services and interventions as part of the senior clinical team.

### **Liases with:**

FFT/FFT-CW national consultant  
FFT/FFT-CW Steering Groups  
Boards of the companies established for the contract delivery of the Social Impact Bonds  
Performance Manager for contract adherence and data collection  
Norfolk County Council Social Care and Commissioners  
Suffolk County Council Social Care and Commissioners  
Bridges Fund Management



## KEY RESPONSIBILITIES

### Clinical:

1. To have strategic oversight of the two contracts in Norfolk and in Suffolk as Programme Manager. To support the FFT and FFT-CW supervisors to lead and to provide Functional Family Therapy services in accordance with the clinical models. To collaborate with the FFT/FFT-CW Consultant in assuring the adherence to the principles of the intervention methodology. To build the reputation of the team within the business in terms of project delivery so that it can reach a position of high functionality quickly.
2. To line manage the FFT/FFT- CW Supervisors and to support them in taking responsibility for ensuring that the services are adherent to FFT/FFT-CW principles and treatment process. To provide regular supervision for the Supervisors. To develop the capacity of the Supervisors to take on leadership roles and accountability as services reach a point of relative maturity.
3. To support the clinical competency needs of each team and to remove individual barriers to effective implementation of therapies, including providing structured feedback and coaching to Supervisors and FFT/FFT-CW workers to promote positive outcomes for children and young people.
4. To strategically assure the quality assurance of the service and to support the Supervisor in ensuring that the team achieves high adherence to the intervention principles and consistently delivers required outcomes. To assure the effectiveness of the services through effective management and performance monitoring of outcome data and processes.
5. To assure that work is conducted in ways which are sensitive to and appropriate for the needs of families from a wide range of racial, cultural and religious backgrounds and be sensitive towards differences in sexual orientation. To take a proactive stance in challenging racism and discrimination and support the development of a culturally competent service across the two contracts
6. To lead the strategic relationship between the commissioned services and the respective County Councils. To lead the production of performance and strategic reports for the Boards and steering groups. To support service evaluations and research
7. To model and promote the appropriate use of FFT/FFT-CW within the professional systems and to facilitate the effective utilisation of the services. To assure the referral and discharge processes so that these are of a high quality. This may include initiating and leading professional development with referrers and organisational systems in collaboration with the Supervisors.
8. To contribute to the requirements of CPD provision and support the learning and development of the Supervisors and of their teams and in collaboration with the FFT/FFT-CW Consultant.
9. To prioritise own workload and the workload of the FFT/FFT-CW Supervisors to ensure that skills and capacity are used to greatest effect and with recognition of competing demands and flow across Suffolk and Norfolk.
10. To problem solve and negotiate appropriate professional relationships with stakeholders and referrers in both statutory and voluntary agencies together with the supervisors to ensure that casework is appropriate to the child and family's needs and that the services can achieve desired outcomes.



11. To manage exposure to distressing and emotionally charged circumstances for self, Supervisors and for workers. This may necessitate managing /meetings in which there is high expressed emotion
12. To participate in professional development meetings within the company including discussion regarding in house policies and future service development.

### **Management and professional leadership**

1. To be a member of Family Psychology Mutual and to contribute to, participate in and adhere to the values, ethos and policies of the company
2. To directly manage the two FFT/FFT-CW Supervisors in Norfolk and Suffolk. To be fully responsible for new recruitment of all staff, their evaluations and appraisals. To ensure full management and operational duty cover at all times of programme operation including deputising for Supervisors for planned and unplanned absences.
3. To recruit, coach and supervise FFT/FFT-CW Supervisors according to FFT/ FFT CW principles and in collaboration with the Clinical Director.
4. To lead and assure the implementation of clinical and operational practices and procedures as appropriate so that the services are successfully implemented and embedded across Norfolk and Suffolk.
5. Working with the Supervisors to develop, monitor and assure the referral pathways across Norfolk and Suffolk
6. To support the FFT supervisors in having a profound case management overview of all cases and have organisational systems to achieve this.
7. To initiate and maintain links with senior local stakeholders across a range of agencies and at a strategic and political level. To ensure that the team keeps accurate and up to date records of professional activity and ensure that the provision of routine, accurate clinical and professional statistics flows to the relevant stakeholders including boards.
8. To work with the Supervisors to ensure the principles of clinical governance are incorporated in service delivery by maintaining a high-quality service based on agreed clinical standards. To deliver written reports as required.
9. To participate in and establish priorities for non-clinical activities e.g. projects, audits and research to further the development of the services and that of the company
10. To consider user voice in the refinement of the FFT/FFT CW intervention and in assuring the competence of the service delivery.
10. Able to solve problems in a measured and creative way. Capable of independently assessing a wide variety of tasks and be proactive in relation to identifying and undertaking activities that are to the benefit of the business. Able to balance long and short-term objectives and understand business value. Be responsible for own decisions.



- 11 Able to use staff capital and resources well. Able to delegate tasks, responsibilities and authorities effectively. Effective at identifying goals and objectives and motivating and leading others towards their achievement.
12. To support the overarching priority for child protection and safeguarding practice in regard to cases held by the team.
13. Able to run services at a strategic level by taking an overall view on the company's projects and services, ensuring that interdependencies are understood and operational efficiencies maximised.
14. Actively challenges poor practices as necessary.
15. To hold authorised signatory for payments for the services
16. To undertake senior clinical cover for FPM as designated deputy for the Clinical Director
17. To work closely with the Performance manager and analyst of the SPV to ensure that the necessary data is collected for the contract KPI's and to problem solve any barriers hindering contract targets.
18. To work closely with the performance manager to provide reports for the relevant stakeholders in the Counties.

### **Teaching, training, and supervision**

1. To gain additional highly specialist skills and training relevant to the FFT/FFT CW service (as agreed with the Clinical Director)
2. To provide highly specialist advice, consultation, supervision and training for FFT/FFT-CW and FPM staff where appropriate.
3. To supervise the two FFT/FFT-CW Supervisors and to assure their progression through their training journey with FFT. To coordinate the FFT/FFT CW team and ensure that all FFT/FFT CW requirements and standards are met and coordinated
4. To present at local, regional and national events on FFT/FFT CW, as required.
5. To receive management supervision from the clinical Director to participate in the annual appraisal process. To attend all relevant mandatory training as and when required to do so and ensure your staff does as well



## **Information Technology**

The post holder is expected to have good keyboard skills and word processing skills, to be able to work with the Family Psychology Mutual, Children's Services data bases and the FFT case management system, which is an extended client information and therapy process data base that keeps notes electronically. Training in this will be provided. A good working knowledge of Outlook is essential as this is the main staff communication channel. Basic knowledge of Excel is advisory for data collection and evaluation.

## **Research and service evaluation**

1. To utilise theory, evidence-based literature and research to support evidence-based practice in individual and family work for the presenting problems.
2. To work with the Supervisor and Clinical Director to collect the data, ensuring that the services provide appropriate data for their SPV Boards and fully co-operate with the programme. To keep an accurate database of all referred clients and their progress and client outcome.
3. To report to the steering group providing progress reports as appropriate
4. To support external and internal evaluations

## **General**

1. To ensure the development and promotion of best practice in systemic therapy within the service area and contribute across the service, taking part in regular professional supervision and appraisal and maintaining an active engagement with current developments in the field of anti-social behaviour and children on the edge of care.
2. To receive regular consultation and continuing professional development To ensure the development, maintenance and dissemination of the highest professional standards of practice, through active participation in internal and external CPD training and development programmes.
3. To ensure 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 AFT/UKCP policies, Suffolk, Norfolk and Family Psychology Mutual policies and procedures
4. 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.
5. To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain an up to date knowledge of all relevant legislation and local policies and procedures implementing this.



6. To ensure that all duties are carried out to the highest standard, and in accordance with currently quality initiatives within the work area.
7. To comply with all relevant Family Psychology Mutual policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
8. The post holder will be required to work flexible hours and to travel across Norfolk and Suffolk but with travel to Huntingdon. London and elsewhere as necessary

### **Equality & Diversity**

Family Psychology Mutual is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Community Interest Company we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with our service is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore, all staff are required to be aware of the Equality and Diversity Policy and the commitments and responsibilities with it.

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.'

### **Quality and Patient Safety:**

Family Psychology Mutual will be inspected as part of Ofsted local inspections, therefore for quality and safety and it promotes the following:

1. Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
2. Implementation of NICE guidance and other statutory / best practice guidelines. *(if appropriate)*
3. Infection Control - To be responsible for the prevention and control of infection
4. Incident reporting - To report any incidents of harm or near miss in line with the Company's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence
5. To contribute to the identification, management and reduction of risk in the area of responsibility
6. To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience



7. To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis
8. To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

The post holder will need to ensure to have an understanding of, and comply with Family Psychology Mutual's procedures for promoting and safeguarding the welfare of children and vulnerable adults and to ensure that the staff managed, are complying with these procedures and that appropriate records are kept.

*To be noted:*

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This job specification is subject to minor review and amendment by Bridges Fund Management.

This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such the post holder will require an enhanced DBS check

- Family Psychology Mutual is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

<b>Post Holder's Name</b> <b>Date</b>	<b>Signature</b>
<b>Professional Manager (if applicable)</b> <b>Date</b>	<b>Signature</b>
<b>Service Manager</b> <b>Date</b>	<b>Signature</b>

**Date:**

Job description and Person specification created August 2018