

Role profile description

Date	August 2020
Family	Therapeutic and Clinical Support
Role profile level number	65A
Purpose	
To ensure the effective, efficient, and integration and operation of a specialist area or a range of programmes within therapeutic and clinical services to support vulnerable individuals and promote independence and wellbeing.	
Role accountability	End result
Planning and preparation	
Ensure the implementation of strategies and plans into functional business objectives.	<ul style="list-style-type: none"> • Together Trust strategies are implemented and the objectives achieved
Management	
To effectively manage the service delivery of teams and units including oversight of exceptionally complex and high risk cases.	<ul style="list-style-type: none"> • All cases, including complex and high risk are progressed in line with quality, national and legislative standards • Public accountability and public relations dealt with effectively

Budget	
Plan, control and monitor the allocation and use of own areas' budget.	<ul style="list-style-type: none"> • Delivery of effective and efficient use of essential resources • Delegation and supervision of expenditure levels
People and performance management	
Advise managers on appropriate course of action in line with quality standards.	<ul style="list-style-type: none"> • Delivery of services to required internal standards • Meeting of quality, national and legislative standards
Ensure proper processes and resources are in place for training and developing professionals, staff and managers in a specialist area).	<ul style="list-style-type: none"> • Procurement of funded resources • Improvement of unit performance • Facilitation of career progression within the service • Increased pool of experienced and qualified resource within the service
Determine the allocation and prioritisation of resources at the team/unit level.	<ul style="list-style-type: none"> • Support is delivered to the most urgent and important areas of service • Managers have the appropriate support from appropriately qualified individuals in line with legislative requirements
Service Development	
Provide authoritative opinion and directly contribute to the strategic development of own service in line with Together Trust and any relevant national policy drivers. Develop service in line with operational demands.	<ul style="list-style-type: none"> • Effective identification and use of expertise and resources to meet service requirements • Improved quality of service and efficiency and effectiveness • Service meets operational requirements

Relationships

Liaise with key internal and external stakeholders to develop Trust wide service delivery.

- Integrated approach between agencies
- Improved efficiency and innovation in service delivery

Clinical governance

Take lead responsibility for complex audit and service review

Take lead responsibility for quality improvement.

Take lead responsibility for clinical supervision in specialist clinical area

Support other professionals as required in quality improvement processes e.g.: audits etc....

Take lead responsibility for clinical research for a specialist area

- Continuous improvement and innovation across the Trust
- Delivery of provision based on evidence based practice across the Trust
- Ensuring clinical supervisions are carried out in accordance with relevant professional standards across the Trust
- Ensuring continuous professional development is meeting appropriate standards across the Trust
- Contributing to evidence base within a specialist area
- Service users benefit from new developments
- Ensure quality improvement of clinical services is established and maintained across the Trust

Nature of contacts and relationship (who and the nature of the communications)

- Senior managers in partnership organisations and departments and other agencies, regular liaison with government departments.

Working environment context (disruption, physical, disagreeable, health and safety aspects)

- Office based

Procedural context (creativity, discretion and impact)

- Influence and discretion in formulating policy and procedures in response to issues in the service area or programmes responsible to Departmental/Service Senior Management team

Planning requirement

- Developing and implementing service plan and contributing to departmental and Joint and integrated service planning

Key facts and figure ranges (include likely size of any team managed)

- Plans and controls associated budget and resources

Skills, knowledge and qualifications

- Degree or equivalent
- Post graduate professional qualification in practice and/or in management
- Organisational awareness and understanding of political agenda
- Understanding of roles of key partnership agencies
- Resource management ability
- Deep understanding of relevant legislation

Equipment operated and essential skills

- Computer – basic ICT skills, use of MS Office package

Role profile specific behaviours

Introduction
Our behaviours framework describes the actions we believe are at the heart of bringing our values to life at Together Trust. They explain how we should approach our behaviours at work. This is a generic framework designed to introduce the concept of behavioural competencies in a flexible format in the first instance. The behaviours are split into several levels to reflect the different expectations we should have of ourselves and colleagues whatever their role in the organisation.
Positive: We take pride in celebrating the difference we make
Purpose: Taking a positive approach which delivers high quality people focused service
<ul style="list-style-type: none">• I take time to create and communicate a clear vision of the future for my function, reinforcing a sense of purpose and direction in the Trust• I facilitate high performance by creating a culture of constructive feedback, clear direction, focus, and recognition.• I identify and develop a pipeline of talent for the future across the Trust• I create opportunities to share the successes of the Trust externally
Professional: We act in a fair and respectable way that recognises our collective expertise
Purpose: Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all

- I show alignment with the leadership team, speaking with one voice to deliver organisational clarity.
- I value all areas of the organisation, including the unfamiliar, and build strong cross-functional relationships
- I work in participation with others across services and functions, and develop synergies to improve the service to my key stakeholders
- I role model my commitment to values at all times, even when I am under pressure

Passionate:

We encourage creative ideas and inspire one another

Purpose:

Being passionate about continuous improvement in the Trust; bringing new and imaginative ideas, taking calculated risks, and learning from experience

- I seek opportunities to learn from innovative practice elsewhere, benchmarking performance internally and externally
- I actively build new partnerships to improve our delivery and ways of working
- I identify the need for strategic change, identifying risk, engaging stakeholders effectively, managing conflicting views and ensuring alignment
- I use inspirational leadership to motivate people across the Trust

Supportive:

We are considerate and caring towards one another

Purpose:

Working in a supportive way with others in the pursuit of collective goals, and valuing diversity in the workplace.

- I build a culture of learning and improvement rather than blame
- I understand the impact of my emotions and those of others
- I take time to break down barriers and promote inter-departmental working and understanding
- I coach and mentor senior and aspiring leaders