



Job description and specification



IAPT Therapy Assistant Band 4



JOB DESCRIPTION

JOB TITLE: IAPT THERAPY ASSISTANT

BAND: 4

RESPONSIBLE TO: TALKING THERAPIES PWP TEAM LEAD

KEY RELATIONSHIPS:

Internal	External
Own Team PWP Team Manager Service Manager Clinical and Strategic Lead	GPs Other Health and Social Care Services within Barking and Dagenham Voluntary Sector organisations.

CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder will achieve this by working within the Talking Therapies (IAPT) service to support clinical colleagues in the facilitation and administrative organisation of psycho-education groups. They will also help improve access to the service through community engagement and outreach. The post holder will work with people with different cultural backgrounds and ages, using interpreters when necessary, and should be committed to equal opportunities.



Key Responsibilities:

1. To be responsible for providing accurate records of information required by the Trust for Audit purposes
2. To undertake administrative duties related to clients who are engaging in treatment with the service.
3. To support, under supervision, IAPT clinicians in the facilitation of psycho-education groups.
4. To help organise and facilitate outreach and public engagement events for the IAPT service.
5. To maintain a calendar of outreach activities, including community events, workshops, appearances and other communication opportunities
6. To participate in service development programmes within the team.
7. To work with Special Interest Group Leads in developing relationships and increasing referrals to the service from their local group populations.
8. To develop and maintain self-help information and resources for the service.
9. To provide support to clinicians in facilitation of specific activities within their individual clinical work where required.
10. To ensure effective risk management at team level by accident/incident reporting, ensuring support from clinicians with assessing and controlling risk and reporting risk to supervisor/senior clinicians.

Leadership

1. To participate in the development of an effective team and the development of productive working relationships throughout the Trust.
2. To facilitate the development of a positive and “supportive” team culture by taking responsibility for dealing effectively with potential conflict.
3. To participate in the audit process, linking in with clinical governance agenda.

Clinical Skills

1. The post holder will have a first degree in psychology or social sciences
2. To work with qualified staff to support clients with engaging in low intensity self-help interventions and group psycho-education.
3. To provide psycho-education and self-help materials to carers and family members and increase public awareness of IAPT via outreach events.
4. To be able, with the support of qualified staff, to identify possible risk issues and report these as appropriate. To support qualified staff in engaging clients in development and implementation of safety plans.

Computer/Administration

1. To be computer literate and encourage implementation of the Trust’s IM&T Strategy.
2. To ensure accurate recording of actions, and updating patient’s records on PCmis, maintaining confidentiality at all times.
3. To take part, and assist, in the planning and administration relating to day to day running of Step 2 groups and outreach work.
4. To take part in audit processes and to support the team in ensuring accurate data-entry to enable clear recording of IAPT KPIs.
5. To attend Team Business meeting regularly.



Communication

1. To have a range of knowledge in approaches to communicating and managing patient care.
2. To be able to effectively communicate with colleagues, peers, senior managers and clinical leads within the Trust.
3. To be able to communicate complex patient and service related information facilitating positive outcomes and ensuring collaborative working.
4. Participate in the review and development of clinical policies and identifies improvements to service provision.

Training

1. To undertake, and assist in, the planning of own mandatory training and e-learning.
2. To undertake a regular appraisal, developing a personal development plan that includes clinical competences reflecting the health needs of the local population and relates to Trust strategy.
3. To support training as part of the role including changes to professional development and implementation of new policies and guidelines.
4. To attend relevant internal teaching programmes and events within the Trust.
5. To meet regularly with a clinical/case management supervisor for the purpose of discussion of clinical/case matters, professional support, and advice.
6. To attend Team and Service Development events.
7. To undertake continuing professional development activities, agreed through the annual appraisal, by various methods, e.g. attending training events, study and research.

Specific Tasks directly related to the post:

To undertake to develop knowledge and understanding of the PWP role with a view to applying for training in IAPT Low Intensity Interventions within the service at the end of the year's fixed term contract.

Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.



Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

Safeguarding Children and vulnerable adults

NELFT is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

Standards of Business Conduct & Conflict of Interest

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

NELFT requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;



- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

Equality and Diversity

NELFT is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPI)

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.



Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

For HR Use Only:

Date of template:

Version: 1

For Manager Use Only:

Date last reviewed:

Date to be reviewed:

Signed:.....
(Manager)

Dated:

Signed:

Dated:.....

	Essential	Desirable	Measurement
Demonstration of Trust Values			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
Qualifications			



NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Interview Assessment
A first degree in psychology or a relevant first degree with additional graduate membership of BPS or a relevant core profession (eg nursing, social work or occupational therapy).	✓		Application Form Interview
Experience			
Experience in either a paid or voluntary capacity of working with individuals who are experiencing common mental health problems	✓		Application Form Interview
Experience of working in an administrative capacity which involved communication with members of the public.	✓		Application Form Interview
Experience of working within a Healthcare setting, either community or in-patient as part of a multi-disciplinary team.		✓	Application Interview
Knowledge			
An awareness of NHS Plan, NSF and clinical governance priorities		✓	Application Form Interview
Knowledge of common mental health problems and their impact on individuals.	✓		Application Form Interview
Knowledge of IAPT and the Stepped Care approach	✓		Application Form Interview
Skills			
Basic awareness of IT and IT skills	✓		Application Form Interview Assessment
Skills in, and awareness of, the use of PCmis and RIO Data bases		✓	Application Form Interview
Presentation and group facilitation skills.		✓	Application Form Interview



The ability to communicate clearly and with empathy with a wide variety of clients, fellow professionals, and the general public	✓		Application Form Interview Assessment
Other			
To be able to travel efficiently throughout the area	✓		Application Form Interview

