



**together we**  
Cumbria

# **TOGETHER WE TALK CLINICAL LEAD AND SERVICE MANAGER**

## **RECRUITMENT PACK**



**EMPOWERING PEOPLE TO BETTER MANAGE  
THEIR PHYSICAL AND MENTAL HEALTH AND WELLBEING.**

# INTRODUCTION

RECRUITMENT PACK

Together We is a growing, award-winning social enterprise in Cumbria. We're a high energy and creative team, recognised for Innovation in our Health & Well-being sector for the last 5 years running.

Our policy is to hire for attitude and train for skills. We invest in a great training portfolio for our people, plus mentoring programmes, so that we're all constantly gaining new skills and work experiences. We pay fairly too and we advocate for a healthy lifestyle.

Our Employee Assistance Programme is there to help our staff and their families, 24/7, 365 days a year. We operate a confidential telephone helpline and you can expect both practical information and emotional support. The range of expert counselling is extensive and covers mental health, addictions, debt, legal issues, family issues, housing, childcare, tax, bereavement, relationships, domestic abuse/violence and eldercare etc. The Online Health Portal offers brilliant well-being resources too including four-week programs, videos and webinars.

Together We operates throughout Cumbria. We also support flexible working and homeworking, wherever possible. Wherever you are, in our workplace, everyone's goal is to help more people reach for a better life. We work hard and everyone makes a difference.

Our people are the reason for our success. The staff and volunteers at Together We are on a mission to help people in our local community learn skills to better manage their physical and mental wellbeing.

The Office Manager role is a new position which, forms part of the organisation's management team, bringing the skills and knowledge to help to organise and balance its desire to grow its services with the need to do this in a structured and organised way.



Samantha Joughin & Janine Ward  
Founding Managing Directors

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*Together We is a growing, award-winning social enterprise in Cumbria. We're a high energy and creative team, recognised for Innovation in our Health & Well-being sector for the last 2 years running.*

Our services offers a range of interventions for mental health and physical health, all of which place the client at the centre of our work. Four connected services combine well to provide care 'from cradle to grave' and with a "whole person" approach to mental health and physical wellbeing:

- Carry – Providing wellbeing support for expecting and new families, including tools such as baby carriers and psychoeducational sessions for keeping well as a new parent.
- Talk – One to one and small group talking therapies, delivers multi-model mental health support which client centric.
- Fitness – One to one and small group exercise sessions with a focus of improving mental and physical wellbeing. Also hosts female only public sessions to allow for a generation of income.
- Recovery- The Recovery College delivers courses throughout Cumbria which help individuals better manage their mental and physical health and wellbeing and see their health as being a journey.

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All service delivery is designed to be evidence-based intervention and guided discovery. Each of the services interlinks, with a series of projects and programs for one to one and group support. We target multi-model psychological intervention, education and physical activity to improve a person's wellbeing and we aim to reduce the impact of mental health and physical health problems on individuals and on their wider community.

We have clearly defined Guiding Principles that help us to ensure we do not drift from our mission of improving physical and mental wellbeing:

*"We aim to increase a person's understanding of their health and factors and determinants that may contribute to improving their overall health and Wellbeing.*

*We aim to increase access to low level interventions and stop referrals into other services. We aim to provide a whole person approach to health that covers all ages, social economic background, and ability.*

*We aim to provide support that is individually tailored for the person and group sessions which provides psychoeducation to educate and put the person at the centre of their care. We also aim to provide training and opportunities for staff to undertake a very different and niche role working with mental and physical wellbeing together"*

# JOB DESCRIPTION

**Job Title:** Clinical Lead and Together We Talk Service Manager

**Employer:** Together We CIC

**Band:** F £44,938.42- £56,370.75 pro rata (16 hour post)

**Responsible to:** Managing Directors

**Accountable to:** Board of Directors

**Responsible for:** Clinically leading the Talk service team, working alongside the Deputy Clinical Lead, meeting agreed targets and clinical decision making.

## **Location:**

We have several locations across Cumbria some of which are permanent bases others are outreach locations. We would encourage the post holder to be flexible in their working arrangements and work from different locations as and when required. We would also consider home working, however this would be in agreement with the post holder and the demands of the role.

## **Contract:**

Permanent post- 16 hours only

## **Pension:**

We offer the opportunity to join a pension scheme which makes a matching contribution of up to 3% of salary.

## **Leave:**

28 days per year plus bank holidays (Pro rata)

## **Review:**

This role has a three-month probationary period.



# MAIN PURPOSE OF ROLE

The post holder will clinical lead and service manage the Together We Talk team. This includes working with young people, children and families. The role will require you to meet agreed service targets, clinically cover, make clinical decisions and manage the team effectively within the context of Together We's service aims and mission statement.



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# TASKS AND RESPONSIBILITIES

## 1. Job Summary

A highly motivated, resilient leader who's drive is quality, encourages innovation, values partners and partnership working, ensures equality and actively improves the behaviours and attitudes of our next generation.

The post holder is responsible for creating and managing ways of supporting those individuals that fall into statutory service gaps. This will include clinically leading a team of professionals working with individuals from mild to severe and complex mental health presentations. Several projects run within the Together We Talk service and it will be the service manager's responsibility to meet the agreed target and objectives within these projects alongside the Directorate board. They will facilitate discussions and advise colleagues as to how best practice might be adopted for future processes and oversee their delivery.

Promote the early identification, adoption and spread of new ideas that are robust enough to remain in clinical practice.

Lead in removing potential barriers and stigma associated with our clients and to promote equality, diversity and safeguarding service-wide.

The clinical lead will act as an advocate for the patient, guiding them through the complex journey and multi faceted approach which results in appropriate use of scheduled and unscheduled care services.

A further element of the role would be coordination, sharing and learning of the work with all of Together We's staff to promote safe practice and sustainability.

The post holder must be proficient in creating and maintaining client centred and client driven care plans to provide bespoke care in a preferred setting.

The post is responsible for providing professional expertise to be involved in reporting and also future project development.

## 2. Key Working Relationships

The post holder will be required to communicate and provide highly complex information to a wide range of internal and external stakeholders.

The post holder should have robust and active links with statutory services and other third sectors orgs and unscheduled care groups whom they will be working in partnership or be competent in connecting well with other partners.

Commit to working and engaging constructively with internal and external stakeholders on a range of highly sensitive issues.

Nurture key relationships and maintain networks internally and externally, including national networks.

Assist with public relations and marketing activities to underpin efficiency and effectiveness on a large scale across the health and social care economy.



# TASKS AND RESPONSIBILITIES

## 3.1 Operational

To lead and support scoping work on health and social care services and resilience and translate outcomes into plans.

To undertake reviews of the Talk services and advise on future project specifics.

To work closely with Social Care, GP's and other key health professionals to facilitate optimal joint working on safe and effective care for patients with complex needs.

To operate as sole lead working internally and externally to deliver the project aims, initiatives and services to time and in a cost effective way.

To support the identification and sharing of best practice within community settings.

To operate in a highly political and sensitive environment.

Support the portfolio of local programmes in demonstrating value for money for the current spend, through tracking, managing and delivering agreed benefits.

## 3.2 Financial and Physical Resources

Responsible for advising on the commissioning and streamlining of services to support project delivery as well as highlighting gaps in service provision for our cliental.

Interpret and produce complex quarterly quality and financial reports to the board of directors.

Provide advice and prepare strategic reports and briefings for directors and stakeholders.

Constantly strive for providing quality care for our clients by addressing any underlying issues that contribute to the number of calls they make.

Constantly strive to provide value for money and greater efficiency in the use of unscheduled care services and to contribute to how they operate in recurrent financial balance for future years.

## 3.3 Staff Management

The post holder will be responsible for colleague development and knowledge in this area of expertise.

Work to manage confidential information about an individual's wellbeing and capability development.



# TASKS AND RESPONSIBILITIES

## 3.4 Information Management

Create and develop the acquisition, organisation, provision and use of knowledge and information to ensure data analysis of clients is meaningful and efficient.

Present highly complex information about the project, initiatives and service providers to a wide range of stakeholders in a formal setting.

Highlight exceptions and risks ensuring mitigating action can be taken to keep the programme on track.

Drafting reports summarising status on issues, patient outcomes, and providing progress reports for funders of all types.

Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust business cases.

Analyse, interpret and present data to highlight issues, risks and support decision making within the niche of our clients.

Produce quarterly and annual reports for the service, including information that demonstrates the qualitative and quantitative benefits delivered.

## 3.5 Research and Development

Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information.

Deliver the service to comply with key performance indicators.

## 4. Operational Responsibilities

### 4.1 Planning and Organisation:

Adhere to a service specification and engage with commissioners as required.

Lead on the project to ensure that the outcomes agreed are delivered on time, to quality standards and in a cost effective manner, adjusting plans as required.

Determine links to existing projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency as necessary.

Determine short, medium and long term business plans, achieving quality outcomes.

### 4.2 Policy and Service Development

To share information on the outcomes of the service to support the development of policies and procedures for our clients, including briefings, commissioning, business and resources.

Responsible for proposing and drafting changes, implementation and interpretation to policies, guidelines and service level agreements (SLA's) associated with the service.



# PERSON SPECIFICATION

## SKILLS & ABILITIES

- Ability to remain calm and focused in a rapidly changing context, in an organisation delivering a wide range of services
- Ability to work as a leader and manager and as part of a team, demonstrating appropriate communication and advanced interpersonal skills
- Excellent time management skills and experience of prioritising competing demands with minimum support.
- Emotional resilience to work calmly under pressure, containing anxiety in self and others.



## EXPERIENCE & KNOWLEDGE

- Knowledge of relevant legislation/policy/best practice including human resources, company responsibilities on tax and reporting, health and safety at work and any other relevant topics
- Analytic and evaluation skills
- Strong leadership skills including the ability to successfully manage change
- Experience of working in the third sector, including knowledge of third sector funding streams such as grants and local government contracts
- Experience of managing a staff team





## EDUCATION

### Essential

Core profession in mental health specifically with additional therapeutic intervention training (i.e. CBT, Hi Intensity, DBT, counselling)- must be registered with a professional body and have at least 5 years post qualified experience

### Desirable

**3 years experience in clinical leadership**

**Management qualification**

## ADDITIONAL REQUIREMENTS

- Confidence in presenting to organisations / employers, teams of health professionals and other community groups.
- Good organisational and prioritisation skills
- Able the use IT and tools such as MS Word, PowerPoint and Excel
- An understanding of customer relations management systems
- Good problem-solving skills
- Flexibility to travel within region
- Commitment to the organisation's values
- Commitment to the organisations Equal opportunities and Diversity Policies
- Enhanced DBS check
- Safeguarding training required
- Flexibility with working hours to include working evenings and weekends when required.



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