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Psychotherapy Service Manager - 21 hours per week

Job Title: Psychotherapy Service Manager

Accountable to: Head of Recovery

Location: Acton, London, W3

Background

Community Activities Project Ealing (CAPE) was founded 21 years ago, to meet the needs of individuals living with mental health needs in the local community. Our founding service was a safe place in the form of a Café where people could meet and take up peer support. This service continues to this day. However, over the years we have recognised that we are working with a wide range of needs that have an impact on an individual's mental health and well-being, so we have developed and continue to develop a suite of services to respond to a wide range of needs. We focus on the individual not just the diagnosis, which encourages us to recognise that each person is different and has complex needs, so our response needs to be multi-layered.

We run our services from our base in Acton, West London. Historically, there have been two main strands to our work – Outreach Support (based in the community) and Recovery Centre (based in our Acton premises). The Recovery Centre is open to clients on Mondays, Wednesdays and Fridays. It runs a diverse programme of activities including psycho-educational, therapeutic, hobby/activity, ICT and physical and mental wellbeing groups. In addition, it offers service users advocacy support and extensive advice on, and support with, benefits, housing, financial, and other matters. We also offer employment coaching and a specialist service for women with particularly complex needs.

Just over a year ago, we launched a feasibility study that considered the option of adding a third main strand to our services, a Psychotherapy Service offering a programme of group therapy work as well as long-term (one year plus), 1:1, weekly, 50-minute sessions to people with experience of severe and enduring mental illness. The study was informed by our successful track record in delivering group therapy to individuals with complex mental health needs and the clients articulated need to access 1-1 therapy enabled CAPE to provide seed funding into the development of offering individual psychotherapy. The year-long, 1:1 psychotherapy pilot scheme offered, in any one week, six individuals ongoing, long-term (one year-plus) talking therapy in weekly, 50-minute sessions. Referrals came in-house from CAPE staff, from professionals working in the local community mental health service Recovery Teams and Primary Care Mental Health workers. Clients worked with include those with one or more of trauma-induced chronic depression and anxiety, bipolar disorder, domestic abuse, sexual violence, Asperger's syndrome and psychosis.

Our new therapy service had a high average attendance level (circa 80%), relative to the attendance level of many other psychotherapy practices. This is evidence of the quality of the therapeutic relationship between our therapists and their clients, and a powerful demonstration of the benefits our clients derive from receiving this kind of intensive, specialist 1:1 support. The positive results of the pilot Psychotherapy Service were extremely positive, so much so that we have been able to attract funding for a four-year period that will expand this fledgling service from April 1st, 2019. We are now looking for a manager to oversee this service.

The Role

CAPE Psychotherapy Service will comprise of both group-based and individual face-to-face (1:1) treatments for people with complex mental health needs (complex depression and anxiety, trauma, personality disorder and psychosis, including those with co-existing hazardous drug and/or alcohol use, autism or experience of domestic abuse, sexual violence or exploitation). A strengths-based approach will be used to assess need and measure outcomes/impact, putting clients at the heart of how this therapy service is delivered.

CAPE Psychological Support Workers (PSW's) who refer existing Cape clients to the Psychotherapy Service will assess those clients' for their potential risk and their appropriateness and readiness to engage in therapy. Then, in collaboration with the client, the PSW will co-produce a Talking Therapy Recovery Plan (TTRP) that documents which talking therapies are offered and when, as well as the overall strengths-based objectives for therapy and services. These two functions will be supported by the Psychotherapy Service Manager who will take on a similar role as the PSW's for all therapy referrals of non-CAPE clients (who we anticipate will account for the majority of clients referred to the new service).

Our feasibility study provided clear evidence that delivering effective 1:1 psychotherapy to those with more complex needs requires much more emphasis to be put on mentalisation and psycho-education than when working with more common mental health needs. Those with more complex needs find it harder to relate to others and engage in healthy and mutually reciprocal relationships (particularly those who have experienced trauma). In view of the relational difficulties and profound attachment problems that characterise those with more complex needs, the working alliance between therapist and client has to be much more overtly addressed and takes longer to establish. The therapist is also more acutely attuned to risk. These people need long-term holding, consistent attachment, ie. 50-plus 1:1 sessions and we will offer that.

As well as recruiting and overseeing the work of nine volunteer 1:1 therapists who will work in the new service offering 1:1 support, and processing and assessing all non-CAPE client therapy referrals, the Psychotherapy Service Manager will look after referrals of non-CAPE clients into a rolling programme of four group therapy interventions:

1. Behavioural Activation Therapy for Depression, BAT (10 weeks) - for those with moderate or severe depression. A range of standardised quantitative measures (BDI, the QIDS and the WSAS) are used to gauge the effectiveness of our BAT work.

2. Interpersonal Effectiveness Therapy, IET (16 weeks) - based on the principles of Dialectical Behaviour Therapy (DBT), this group seeks to improve interpersonal response patterns and is particularly suited to people who live chaotic lives (such as those with personality disorders and/or substance misuse issues), those who have experienced trauma (such as sexual violence, abuse, trafficking, sex working and domestic abuse), and those with autism who struggle to relate with others.

3. Compassion Focussed Therapy for Psychosis, CFTP (16 weeks) - Compassion-focused therapy is an integrated and multimodal approach that draws from evolutionary, social, developmental and Buddhist psychology, and neuroscience. It uses compassionate mind training to help people develop and work with experiences of inner warmth, safeness and soothing, via compassion and self-compassion. The programme encourages supportive interactions and building capacity to relate to peers as those who experience psychosis often live very withdrawn lives and have chronic feelings of loneliness.

4. Mentalisation Based Therapy, MBT (18 months) - this group is aimed principally at people with personality disorders.

Outcome measures for all therapy clients (1:1 and group) will be taken regularly by those people who are working directly with the therapy clients. The Psychotherapy Service Manager will collect, analyse,

interpret and present the results of these outcome measurements to the Head of Recovery on a regular basis. In addition, the role of Psychotherapy Service Manager will also involve publicising the new service to potential referrers of clients into the service, and maintaining the service's profile on an ongoing basis (Including servicing Ealing Talking Therapies Network) . Finally, you will supervise all of the 1:1 therapists as well as any non-CAPE employee group therapists (of which there is likely to be just one). You will also oversee the clinical supervision that CAPE will provide to its therapists, working with qualified psychotherapy clinical supervisors who will deliver that supervision.

Required Skills, Qualifications and Experience

The post-holder must have proficient knowledge in the following areas:

- Certificate in Clinical Assessment - over 100 hours of assessments
- Ability to structure and use sessions to make a referral
- Writing up assessments and referring on to therapists
- Risk assessment/case formulation
- A working understanding of DSM-5
- Experience of (and an understanding of the implications of working with) a variety of clients with differing presentations, and from a variety of cultural backgrounds
- A knowledge of the complexities of chronic presentations
- Inclusion/Exclusion criteria, and the implication of these on an individual level
- Experience of the wider referral system within the NHS
- Using standardised measures to assess and formulate therapeutic intervention
- Awareness of issues arising from working within an organisation
- Management of small and large teams
- Producing, interpreting and presenting statistics/departmental reports
- Managing and maintaining internal systems and databases in a timely and accurate fashion
- Budget monitoring
- Knowledge of the volunteer therapist environment, and regional training organisations
- BACP/UKCP ethical requirements

Skills:

- A proven focus on the client, not their diagnosis
- A passion for ensuring delivery of the appropriate support for the client
- Calm response to pressure and risk
- Ability for self-reflection, especially regarding issues of self care, transference/counter-transference and awareness of personal challenges
- Flexible, reliable and resilient
- Ability to manage self and workload effectively, and to seek support when overloaded
- Strong management and organisational skills
- Proven interpersonal skills within a group; a committed team-player who prioritises communication within an organisation
- Highly motivated and well organised

Attributes:



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- Resourceful
- Patient
- Empathetic
- Comfortable multi-tasking
- Emotionally robust
- Calm when under pressure
- Ability to manage difficult/distressed clients
- Respectful
- Possessing cultural awareness and sensitivity
- Boundaried

Terms and Conditions

Job title: Psychotherapy Service Manager

Accountable to: Head of Recovery

Salary: £15,300

Pension 7% per annum.

Annual leave: 118 hours per annum + statutory bank holidays

Probation period: six months

Notice period: 1 month

Hours: 21 hours per week

Deadline for applications: 19th February 2019

Interview Date: Monday 25th February 2019