263060 Cognitive Behavioural Therapist



LIVING OUR VALUES

Care and compassion

Dignity and respect

Openness, honesty and responsibility

Quality and Teamwork

Our Values





Care and Compassion

A commitment to creating a supportive and inclusive environment, where everyone is valued and treated with respect. Care and Compassion guide our interactions with colleagues, patients, and partners, and serve as a foundation for building meaningful relationships.

Dignity and Respect

Treating everyone with fairness, courtesy, and kindness, regardless of differences in background, belief, or opinion. Building trust and credibility in our interactions with others. Creating a positive work environment which is inclusive, respectful, and empowering.

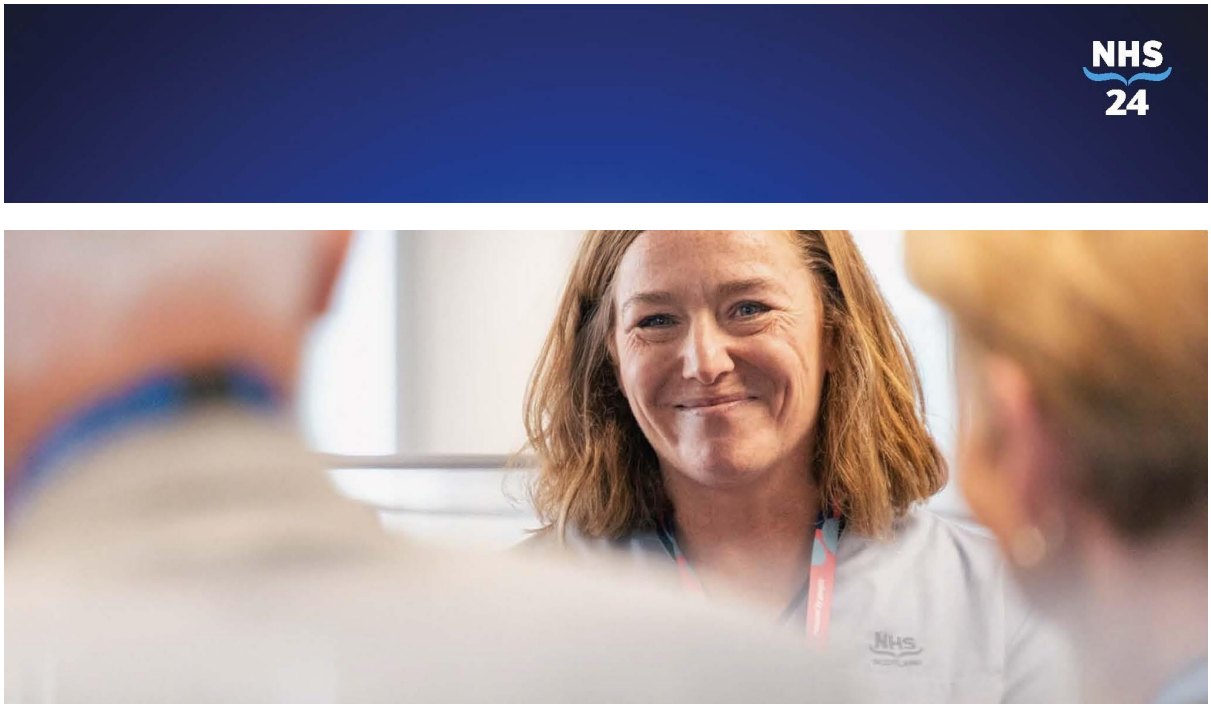
Openness, Honesty and Responsibility

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work.

Quality and Teamwork

Striving for quality and excellence in all our endeavours and setting a high standard for ourselves and demonstrating our dedication to our patients across Scotland. This is coupled with working collaboratively to achieve our common goals, and leverage individual strengths and expertise, resulting in better outcomes and improved efficiency.

A Career with NHS 24



Our service touches the lives of people across Scotland when care and compassion is what matters most. Our people are our most important asset, and it is through them that we can deliver high quality, clinically safe services across Scotland. We want to reduce health inequalities, to work seamlessly across boundaries, to utilise technology to provide our patients with omni channel access to the latest and most effective digital healthcare. We employ around 2000 staff across five main contact centres in Scotland. Continual investment and growth of our workforce is vital to the delivery of services.

If you are resilient, committed to personal development and up for a challenging but rewarding career then you sound like our kind of person.

NHS 24 is the national provider of digital and telephone-based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online. We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists and pharmacists as well as all the usual support services, the diversity of our workforce reflects the constantly evolving needs of our patients. As an integral part of the NHS in Scotland, NHS 24 continues

to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

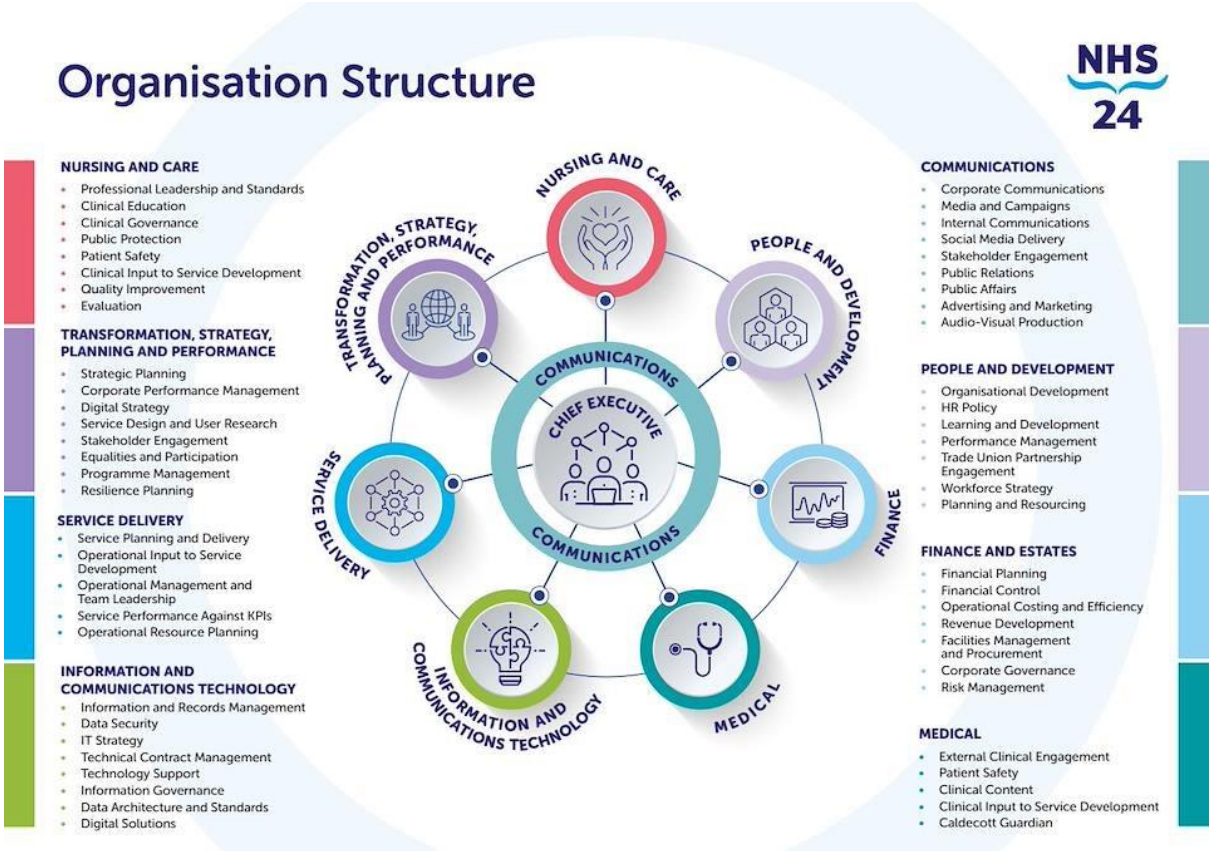
You can find more information about NHS 24 at https://www.nhs24.scot/

Please visit our NHS 24 career website: https://www.nhs24.scot/careers/

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Organisation Structure





Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service was initially a predominately Out of Hours Service, which meant that 90% of calls to the service were received between the hours of 6pm and 8am. However recent national changes to Urgent Care pathway now means demand from 111 service has increased across both the in and out of hours periods. Weekends continue to be our busiest time of the week.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

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Mental Health Hub



The concept of the Mental Health Hub came as the result of the Scottish Government's Mental Health Strategy in 2017. The 10-year plan aims to improve mental health and wellbeing of the citizens of Scotland. In relation to the Mental Health Hub, the Scottish Government stated that there was a need for Urgent Care Transformation: a patient with

mental health problems in the Out of Hours, should know how to, and be able to access support as easily as they can for physical health problems.

In February 2019, patients with mental illness and poor mental wellbeing were able to access the Mental Health Hub, which is available to all in Scotland. This service aims to support patient's by using evidence based psychological interventions, anxiety management, de-escalating patients in distress, risk assessments and numerous other techniques and interventions. Furthermore, the hub effectively and efficiently triages patients to the correct services when it is unable to provide the specialist mental health support the patient requires.

Since its conception, approximately 60% of calls to the hub result in no partner action (Self-care, routine GP, etc.) demonstrating that the hub effectively manages the needs of patients with poor mental health/wellbeing. Call times for patients with a mental health issue have been reduced and when the Mental Health Hub service is live there is an increase in identifying vulnerable or at risk patients with mental health concerns.

Following extensive review of current service provision, as well as liaising closely with key partners to better understand the needs of our users, NHS 24 are about to embark on an exciting development linked to both national and organisational strategic objectives.

The initial phase of this work will see an enhanced “first response” model being developed and embedded within our current 111 service. The model will bring together Psychological Well-being Practitioners, Mental Health Nurses and Mental Health Senior Charge Nurses, supported by existing NHS 24 service provision, including Breathing Space and Living Life.

Another key area of development for the team will be to work closely with colleagues from Police Scotland & the Scottish Ambulance Service to improve pathways of care for individuals in mental health distress.

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Our Centres



We have five regional centres Aberdeen, Cardonald, Clydebank, Dundee and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.



North Regional Centre

Forest Grove House, Foresterhill Road,
Aberdeen, AB25 2ZP



West Regional Centre

Caledonia House, Fifty Pitches Road,
Cardonald Park, Glasgow G51 4EB



East Regional Centre

Norseman House, 2 Ferrymuir,
South Queensferry, EH30 9QZ



West Regional Centre

Aurora House, 3 Aurora Avenue, Clydebank,
Glasgow G81 1BF



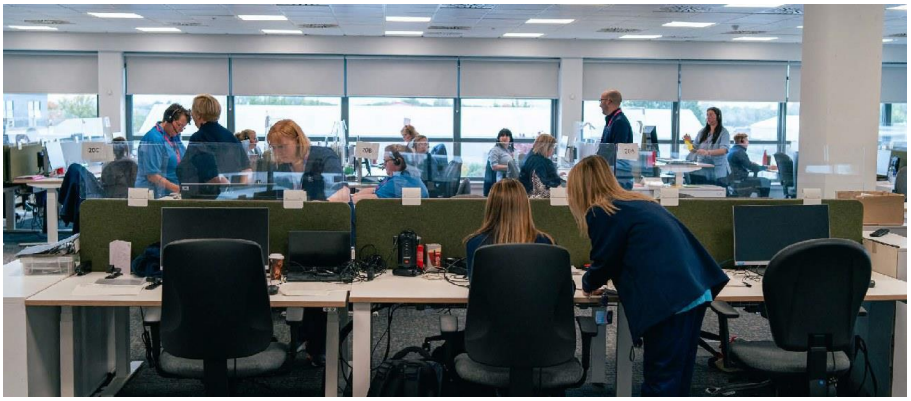
Dundee Contact Centre

Kings Cross Hospital, Clepington Road,
Dundee, DD3 8EA

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Shift Working at NHS 24

NHS 24



NHS 24 can be described as a predominately “Out of Hours” Service which means our busiest times of the day are from 6pm to 8am and our busiest days of the week are Saturday and Sunday, across the full weekend. As a result, all staff rotas are designed around these times which means anyone working for NHS 24 will find their working pattern is heavily weighted to working at these times.

National Public Holidays are the busiest times, when other services across the Health Service are reduced.

Rota Information

- When joining the organisation successful candidates are issued with an 8-week rota, however these are subject to the following changes
- Rotas offered are fixed (and aligned to the call arrival patterns and volumes) therefore NHS 24 is unable to amend days off or shift start/end times
- If NHS 24 do require staff to alter their rota, NHS 24 will aim to provide 8 weeks’ notice of any change to the rota

Over the busy Christmas and New Year period a ‘festive rota’ will be issued which will differ from the core rota, and may involve working different days, different shift times etc. during this period.

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Benefits

NHS 24 offers a complete benefits package, with a permanent contract on Band 5 £28,384 - £35,365 (pro rata for part-time hours). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

• 35 days annual leave (rising to 41) pro-rata if applicable

• Development opportunities including study bursaries, e-learning and classroom based courses

• Where applicable, enhanced payments may be payable for work undertaken on public holidays in line with Agenda for Change terms and conditions.

• Enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme

• NHS discounts on goods and services

• HELP, employee support and assistance

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

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Recruitment Process



NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.

- **Application Shortlisting –** applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme.

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website **here**.

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is ESSENTIAL that you have checked that you have an appropriate right to work in the UK BEFORE submitting your application form.

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Job Description

1. JOB IDENTIFICATION

Job Title: NHS 24 Living Life Cognitive Behavioural Therapist

Responsible to : Clinical Services Manager, Mental Health Hub and Living Life

Department(s): NHS Living Life

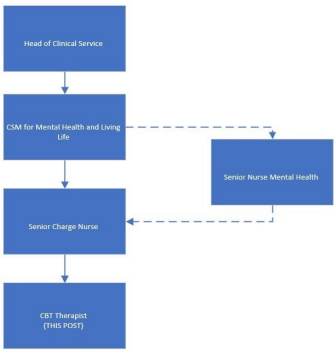
2. JOB PURPOSE

The post holder is required to have an appropriate professional background and be registered with the British Association for Counselling & Psychotherapy (BACP) British Association for Behavioural and Cognitive Psychotherapies (BABCP) or similar. The post holder should exercise full clinical responsibility and accountability for the assessment, treatment and discharge of their caseload, adhering to their professional guidelines and scope of practice.

They must also work collaboratively within a multi disciplinary team, to provide a specialist primary care mental health service, through provision of assessment and evidence based psychological interventions. This will typically include assessment, formulation, signposting and facilitating the patient to access other modes of treatment as appropriate. The role of the therapist will also be to promote good mental health and well-being initiatives.

- By providing specialist advice, consultation, training, and supervision as appropriate to other members of the team and wider NHS 24 workforce.
- Leadership Skills will be required to ensure a high standard of service delivery.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The Living Life service offers support through Cognitive Behavioural Therapy and brief psychological interventions. The service operates a self-referral care pathway; however, we also receive referrals from health and social care professionals.

Living Life is a free service, offering therapy over the phone for anyone over 16 years of age experiencing: -

- low mood
- mild to moderate depression
- anxiety

Patients will be offered an initial assessment appointment by a Cognitive Behavioural Therapist or Enhanced Psychological Practitioner (EPP) and following this if clinically

appropriate, the individual will be offered a series of telephone support sessions with a Therapist or EPP.

The post-holder will be expected to practice within a legal & ethical framework as defined by: -

- Code of Professional Conduct of their own profession,
- National mental health related legislation
- National and local policy, guidelines and protocols. The post-holder will practice within a telehealth setting.
- Contributing to the design of specialist intervention packages for individual patients
    - To act as a specialist resource for other NHS 24 staff
    - To provide peer supervision / mentorship to individual colleagues as required. The team provides a service for individuals with common mental health problems. It is imperative that the Cognitive Behavioural Therapist has a high level of education/training and a broad spectrum of analytical skills and experience as their responsibilities are varied. This should include:
- Extensive involvement with preventative, developmental and wellness initiatives, as well as organisational contributions. The post carries no responsibility for financial management though the post holder is expected to support the Team Lead and Operations Manager by utilising available resources to maximum effect whilst effectively meeting the essential demands of patient care. A specialist part of the role is to promote knowledge and the use of self-help techniques. This will be instrumental in promoting good mental health. There is constant pressure to contain waiting lists and to utilise very scarce resources in an effective and efficient manner, whilst referral rates remain high. Offering leadership, education and guidance to other professionals, building and maintaining strong links with other agencies.

5. MAIN DUTIES/RESPONSIBILITIES

Clinical

· Provide telephonic CBT therapy, ad-hoc support, and crisis management in a professional, supportive and ethical manner.

· To carry out specialist mental health assessments of referred patients and appropriately provide feedback in writing to any relevant professionals

· To provide Cognitive Behaviour Therapy in line with national clinical guidance, via the telephone for patients with mental health and well-being difficulties.

· To apply specialist knowledge and expertise in the application of evidence-based psychological interventions and assessments.

· To demonstrate effective caseload management and skills in determining priorities and the effective managing of resource allocation.

· To independently make decisions with regard to the clients package of treatment, which may include redirecting referrals onto other agencies and services (e.g. CMHT, voluntary organisations).

· To discharge when appropriate to the care of the GP and to inform them, in writing, of the outcome of the intervention/treatment.

· To have clinical responsibility for the patient/client whilst in the Cognitive Behavioural Therapists care.

· To use existing systems for recording clinical activity.

· To be aware of and monitor ongoing assessment of risk and manage accordingly.

· Support additional tasks as identified by the clinical management team.

Professional

- To adhere to the Cognitive Behavioural Therapists own Professional Code of Conduct in line with local guidelines.
- To review and reflect on practice and performance through the effective use of professional and clinical supervision and appraisal to facilitate professional development, in accordance with good practice guidelines. **Service Development**
- To contribute to the development of the service by responding to locally identified needs and participate in regular audit and review of the services.
- To promote and strengthen links between Living Life, clients and other relevant agencies. **Education and Research**
- To participate in the evaluation and monitoring of the effectiveness of the services offered by Living Life by the use of measures such as PHQ9 / GAD 7, and by contributing to quarterly reporting as well as the annual report.
- To contribute to research and the development of the service by the gathering and analysing of data, and to use such data to identify both gaps in the service and unmet needs.
- To contribute to in-service training programmes within NHS 24 by means of participation and formal presentation.

- Provide support and supervision, as appropriate to trainees in psychological therapies.
- To provide a specialist educational resource not just to the Living Life Team, but the wider NHS 24 staff team. **Organisational**
- Planning and organising appointments with clients.
- To contribute to the development and maintenance of the highest professional standards of practice through active participation in internal and external CPD training and development programmes in consultation with the clinical lead
- To maintain the highest standard of clinical record keeping and report writing in accordance with professional codes of practice and trust policies and procedures
- To undertake administrative duties such as keeping appointment diary up-to-date, maintaining accurate records, completing psychological assessment tools and other data recording systems as used by the team, providing written reports for GP's and maintaining up to date progress notes
- To assist in the evaluation of the service by ongoing collection of statistical and qualitative data
- To be aware and comply with the policies, procedures and service standards of NHS 24. **Communication**
- To assess and treat clients needs using sensitivity and enhanced interpersonal skills within a highly emotive atmosphere
- To communicate sensitively with clients regarding their treatment, where there may be barriers to communication associated with mental ill health
- To communicate the complex nature of psychological therapies and the conditions under which they are delivered
- To establish a therapeutic alliance or referral pathway to enable better communication
- To communicate effectively with other non statutory bodies
- To develop close working relationships with internal and external colleagues.
- To provide written reports (initial assessments, treatment and discharge reports) for referrers as required.
- To communicate effectively and sensitively with clients over and above therapy regarding logistical information
- To liaise with the clinical lead and operational manager as required.

- To promote positive attitudes to mental health and psychological well-being, e.g. by participating in public awareness events.

6a. EQUIPMENT & MACHINERY - will typically include:

- Computer and Microsoft Systems
- Telephone, including fire and emergency functions
- Computer accessories e.g. laptops and projectors

6b. SYSTEMS

The post-holder will be required to have a sound working knowledge of a wide range of local systems which will include: -

- Care-planning and record-keeping systems
- Fire and emergency procedures
- Clinical and managerial policy relevant to the clinical area
- Health and safety policy relevant to the clinical area
- Infection control policies and guidance Staff appraisal including the Knowledge and Skills Framework and professional development systems
- Data Protection and Freedom of Information
- Electronic recording of patient relevant clinical/non clinical directly into Case Management System and progress work-flow and appointment booking as appropriate
- Within NHS 24, contribute to operational policy implementation and monitoring
- Ensuring availability of the resources necessary for therapy to take place

7. DECISIONS AND JUDGEMENTS

The Cognitive Behavioural Therapist is expected to make autonomous clinical decisions on a day-to-day basis. In this respect the post-holder will be regularly required to make decisions and judgements related to: -

· Allocation and discharge of patients from his/her caseload.

· Assessment of individual's mental health problems and feeding this back to the referrer if appropriate.

· Prioritising the care needs of people and altering the treatment plan as required

· Identifying the most appropriate interventions required to address identified needs.

· Recognising and responding to emergency situations in a manner which minimises clinical risk

· Making judgements with regard to enacting the 'least restrictive' measures to manage identified clinical risks

· Identifying sudden and gradual changes in the patient's condition and responding accordingly in a manner that minimises clinical risk.

- Making judgements about the person's ability to participate in the planning and delivery of care and make informed choices in this regard.
- Making judgements regarding the need to maintain or breach confidentiality in line with Professional Guidelines
- To function as an independent specialist practitioner, to make decisions and judgements regarding suitability for therapy, readiness for discharge and the onward referral to other services if indicated.
- To participate in supervision and discuss individual casework and professional al development.
- To analyse complex information and its interpretation and to make it meaningful and applicable to the client.
- To differentiate between a range of options in terms of interventions
- To formulate opinions regarding diagnosis of presenting conditions
- To take appropriate action as to assessment and management of risk, which Includes public protection issues.
- To complete specialist mental health assessments to decide on the appropriate service for the client and facilitate onward referral.
- To deliver evidence based psychological therapy, as appropriate, over a time limited treatment period.
- Use clinical judgement to make decisions regarding appropriate allocations and treatment planning.
- Post holder must have highly developed analytical skills based on broad knowledge and skills in adult mental health which is underpinned both by experience and therapy.
- Evidence of working with adolescents, using a psychological framework would also

be desirable but not essential.

- To be able to demonstrate good awareness of Scotland's wider mental health network.

8. COMMUNICATIONS AND RELATIONSHIPS

- To receive and communicate complex and sensitive information in a form understandable to people with mental health problems and if required their carers.
- To relate empathically to clients with wide ranging complex needs. This could include major traumatic life events, social deprivation and poor physical health.
- To communicate with clients and carers who may not use English as a first language due to cultural diversity, making use of translators in some cases.
- To make use of interpreters if required in light of impaired communication due to a disability or if English is not spoken.
- To demonstrate effective communication skills with clients and carers, team members, colleagues and other agencies regarding the outcome of short-term intervention.
- To produce written reports for other professionals.
- To gain consent from the client if information is required to be shared.
- To establish robust communication networks with clients, carers and other health and social care workers and agencies including independent and voluntary sector.
- To provide and develop awareness of the role of Living Life and facilitate effective working relationships.
- To ensure that up to date electronic records and activity data are maintained in accordance with professional and divisional standards.
- To take an active role using interpersonal skills in establishing and maintaining relationships through day to day team building and promoting staff morale within the Living Life team.
- To be aware of the potential conflict issues within and between agencies and liaises with the appropriate individual regarding resolution and support for staff.
- Sound presentation skills to communicate a wider understanding of key topics.
- Effective use of interpersonal skills and advance concentration levels to be receptive to verbal and non-verbal communication.
- Building a therapeutic relationship with someone who is difficult to engage alongside.

9. PHYSICAL, MENTAL, EMOTIONAL, ENVIRONMENTAL DEMANDS OF THE JOB

These are wide-ranging and will include: -

Physical Demands:

- Seated for prolonged periods
- Post-holder will be required to use keyboards in line with health and safety legislation.
- To carry out evening work in line with service opening hours.

Mental Demands :

- Sustained efforts to maintain a balance between managing the waiting list and adequately addressing the needs of clients who are currently in treatment.
- Accurately reading and interpreting clinical, legislative and organisational documents whilst working under pressure
- Working on own initiative in the field with a significant degree of autonomy in terms of clinical decision-making
- Effectively managing personal time in the face of competing clinical priorities which can be unpredictable at times
- Frequent, prolonged, intense concentration required for periods of therapy
- Continuous re evaluation of the therapeutic process **Emotional Demands:**
- Communicating with distressed/anxious/worried patients/relatives.
- As an independent specialist practitioner, the post holder is expected to manage a clinical caseload that includes self-harm, suicide risk, neglect, deprivation, abuse, chronic physical illness, and loss and bereavement.
- Maintaining personal wellbeing in an environment in which you are frequently exposed to traumatic and distressing information.

Environmental demands:

- Working in isolated situations
- There is the potential for verbal abuse therefore the post holder must always be aware of risks and deploy systems to manage this

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Effectively assessing and managing clinical risks related to suicide, self-harm and harm to others

- Engaging and maintaining therapeutic relationship
- Developing and maintaining a therapeutic relationship with people and sufficiently detaching from their difficulties to maintain personal emotional wellbeing
- Effectively meeting patient care and service demands within available resources.
- Working jointly, and sharing information with, other statutory and non-statutory organisations in order to provide packages of care, while at the same time maintaining a professional focus in relation to consent and confidentiality.
- To manage pressure to contain waiting lists and to utilise resources in an effective and efficient manner.
- To promote the unique qualities of the post holders profession within this role.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The post holder must:

· Have an appropriate professional background, and be a registered member with the BABCP, BACP or equivalent.

· Have experience of working with individuals who have experienced common mental health problems preferably within a primary care mental health setting.

· Have training and significant post qualification experience in psychological therapies relevant to the post.

The post holder should also be able to demonstrate:

- excellent communication and organisational skills
- good team working skills
- the ability to work independently and without direct supervision
- Set own clinical priorities
- the ability to reflect and critically appraise own performance
- the ability to analyse professional and ethical issues and respond appropriately
- knowledge of health and social work legislation and its practice in relation to clinical area
- The ability to organise and respond efficiently to complex information.
- The ability to select and implement clinical guidelines to ensure best practice and evidence based interventions

- Evidence of continued professional development and a commitment to ongoing continued professional development relevant to area of practice.

Person Specification Form



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Job Title: **CBT (Cognitive Behaviour Therapy) Therapist**

Directorate: **Service Delivery**

Level of Disclosure check required: Protection of Vulnerable Groups (Adults & Children)

Qualifications:	Essential	Desirable
Have appropriate professional background and be a registered member with the BABCP, BACP or equivalent	Y	
CBT supervision qualification		Y
You will hold a recognised postgraduate qualification in Cognitive Behavioural Therapy and be educated to SCQF Level 11 or equivalent, with professional registration where applicable.	Y	

Experience:	Essential	Desirable
Have experience of working with individuals who have experienced mild to moderate common mental health problems	Y	
Working within a multi-disciplinary team such as a Primary Care Mental Health Team	Y	
Have training and significant post qualification experience in psychological therapies relevant to the post.		Y
Experience of delivering telephony or remote psychological therapy		Y

Behavioural Competencies:	Essential	Desirable
Evidence of excellent communication and interpersonal skills	Y	
Excellent Team Working skills		Y

Other:	Essential	Desirable
Evidence of continued professional development and a commitment to ongoing continued professional development relevant to area of practice	Y	

Contact information

For further information please contact the NHS 24 Recruitment team:

Email: recruitment24@nhs24.scot.nhs.uk

Please Note: If you experience difficulties with accessing or using JobTrain, please contact:

nhsscotland@helpmeapply.co.uk

