



NHS Living Life: Cognitive Behavioural Therapist

Job Pack
October 2021



Contents

Welcome to NHS 24	3
Our Organisation	4
Our Structure	5
Service Delivery	6
Our Centres	7
The Role	8
This Opportunity	9
The Job Description	11
Recruitment Process	18

Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this role. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person centred services to the public of Scotland.

We are proud to employ 1600 staff across our centres in Scotland. As the Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are: care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values I would be delighted to hear from you and welcome your application.

Jacqui Hepburn
Director of Workforce, NHS 24

Reference Material

You can find more information about NHS 24 and our services at:

[About NHS 24](#)

[NHS 24 Services](#)

[Key Documentation](#)

Our Organisation

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.

Our Services

Delivery of safe, effective and person centred care to the people of Scotland is the absolute priority for NHS 24. Our services are delivered across a range of channels including telephone, online, web chat, text, email and social media, on a 'Once for Scotland' basis to complement the face to face delivery of NHS Scotland's health and care services. Key services include the telephone triage service 111, our national health and care information service NHS inform, the Mental Health Hub, Breathing Space, NHS Living Life, Care Information Scotland and, more recently, providing an Urgent Care support service to the citizens of Scotland.

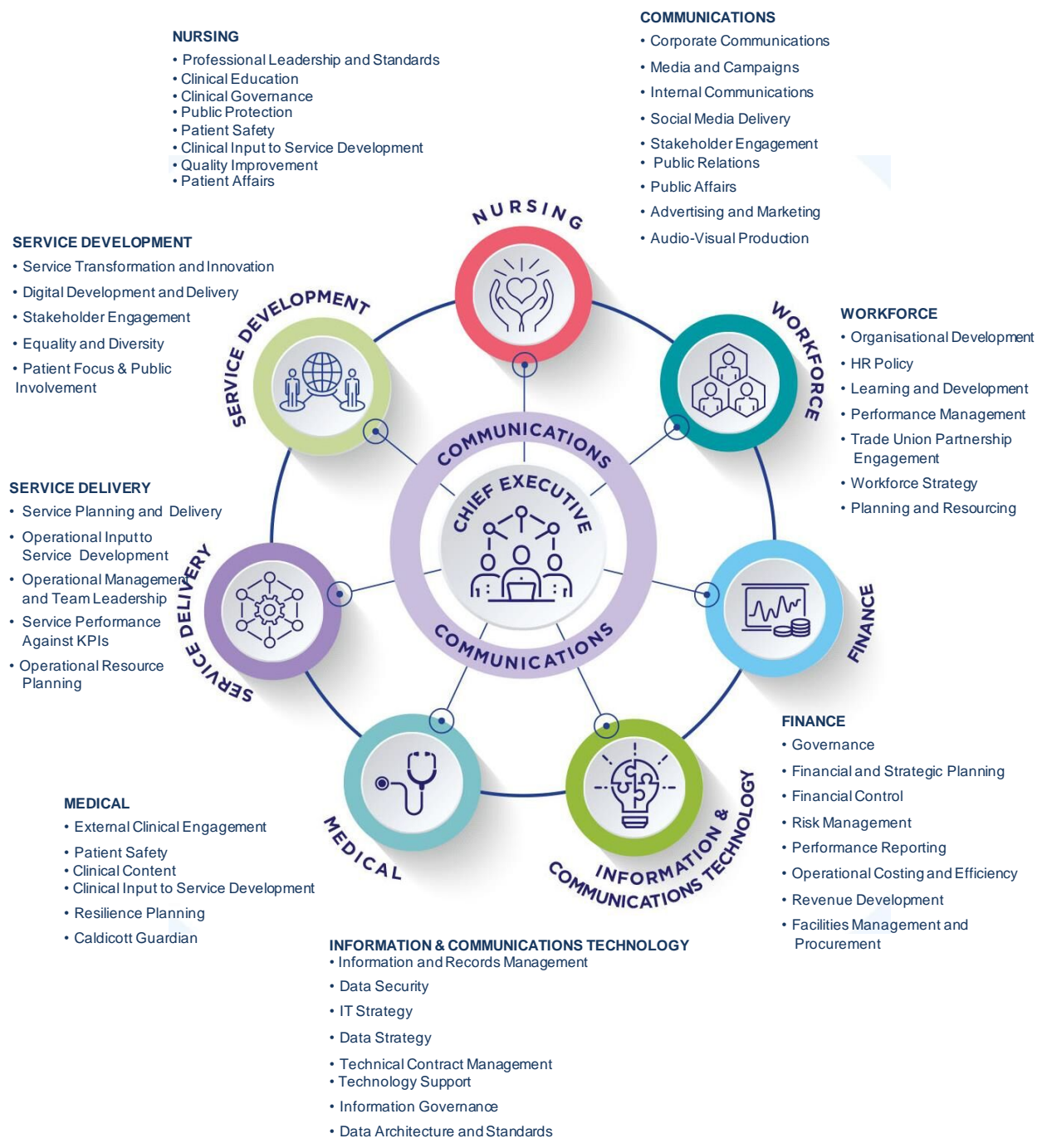
Our services are delivered by multi-disciplinary teams, which include a range of clinical and non-clinical skills sets, including nurses, pharmacists, physiotherapists, call handlers (all operate under clinical supervision), health information advisors and mental health counsellors.

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 digital and telephone based-health and care services.

For example:

- NHS 24 is the national provider of a range of digital and telephone services including 111, NHS inform and Breathing Space.
- Working with partners across the health and care sector, NHS 24 provides health and social care information and access to urgent and out of hours care for people across Scotland via a range of channels including telephone, website and webchat.
- In response to COVID-19, NHS 24 has utilised its national telephony and digital capability to support a national 24/7 COVID-19 pathway, provided through a 24/7 111 service that focuses on COVID patients only in the in hours period and supported by a non-clinical special 0800 helpline and the use of digital assets including NHS inform.
- In the first 11 months of 2019/20 (excluding March 2020 COVID-19 related activity), NHS 24 recorded a call demand of 1.4m calls to 111. In the same period, demand to the new Mental Health Hub service, accessed via 111, was 22,653.
- Throughout 2019/20, visits to NHS inform online averaged 4.4 million per month, however this has grown rapidly during the pandemic to over 2 million visits per week.
- NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.

Our 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, Musculoskeletal Advice & Triage Service (MSK), 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 is a predominately Out of Hours Service, which means that 90% of calls to the service are received between the hours of 6pm and 8am. Weekends are our busiest time of the week, when 50% of our call demand is received.

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.

Our Centres

We have seven regional centres, four in the West, two in the East and one in the North of Scotland. We also have a number of local centres.

This post will be based at our Cardonald Regional Centre.

Cardonald Regional Centre

Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB



The surrounding area benefits from exceptional public transport links, many of which directly serve Cardonald Park.

Cardonald has a dedicated railway station which is approximately a 10 minutes' walk from Caledonia House, providing regular services to Glasgow Central Railway Station, (7 minutes) and Paisley Gilmour Street Station (8 minutes) at 30 minute intervals.

There are numerous bus routes nearby which link Cardonald to Hillington, Braehead and Paisley as well as a number of the services linking direct to Glasgow city centre.

- Braehead Shopping Centre 5 mins
- Glasgow City Centre 8 mins
- Glasgow International Airport 10 mins
- Glasgow's West End 15 mins
- Edinburgh 60 mins

The Role –

Cognitive Behavioural Therapist (NHS Living Life)

Working as a Cognitive Behavioural Therapist you will be part of a unique service providing a safe and confidential space for the people of Scotland to get the time and space they need to be heard in relation to their mental health. You will listen sensitively and communicate clearly, providing a compassionate, respectful and professional approach to every caller. Callers may be anxious, depressed and in emotional distress.



Skills

Excellent listening and communication skills are required, along with an open minded, supportive and empathetic approach to callers.

People contact NHS Living Life from all walks of life, needing assistance with a wide range of mental health and emotional issues, so you must be able to listen, understand and respond appropriately in a flexible and adaptable way.

You are expected to have an understanding of a range of appropriate health & social care services and be able to signpost callers if need be.

You will be able to remain calm and professional during challenging conversations, and you may be required to de-escalate conversations involving conflict.

Callers to NHS Living Life may express suicidal ideas or intent, so you must be comfortable talking about suicide, and discussing / agreeing suicide safe-plans with callers. You will be required to liaise with Clinical and Emergency Services in high risk situations.

Background / Qualifications Required

Relevant qualifications specifically in Cognitive Behavioural Therapy (Accredited) and potentially a background in Psychology, Counselling, Mental Health, or Social Care, alongside **significant and recent work** experience in a mental health setting.

Working patterns

As a Cognitive Behavioural Therapist you will be expected to carry a caseload of 5 patients a day with the service open from 1pm until 9pm Monday to Friday.

This Opportunity

Job Reference:	071124
Position Title:	Cognitive Behavioural Therapist
Hours:	22.5 and 30 hours
Location:	Cardonald Regional Centre
Band:	Band 6
Band:	Permanent
Salary:	£33,072 - £40,736 per annum (Pro-Rata for part time hours worked plus enhancements for working in the out-of-hours period) and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

WHO ARE YOU?

Someone who is enthusiastic about helping people who are going through a difficult time in their lives, compassionate, professional, and has the ability to listen sensitively and communicate clearly and accurately.

Working for the NHS Living Life service, you will be part of a busy and growing team playing your part in helping to improve mental health outcomes across Scotland. NHS Living Life receives referrals from all over Scotland from people experiencing distress in their lives. You will provide a confidential, compassionate and expert response by providing Cognitive Behavioural Therapy over the telephone for up to six sessions as part of NHS 24's suite of Mental Health services.

As part of a supportive, multi-disciplinary team at NHS 24 you can make a real difference to people's lives with a career that is exceptionally rewarding.

OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based at NHS 24's Cardonald base where the service is open from 1pm until 9pm albeit these hours can be changed to accommodate patient need.

TRAINING

NHS 24 provides an Induction Programme to all staff who start with NHS Living Life.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 6 £33,072 - £40,736 (pro rata). 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, childcare vouchers, 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
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working public holidays
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

INTERESTED?

For an informal discussion, please contact Lisa MacDonald, Operational Manager at: Lisa.MacDonald@nhs24.scot.nhs.uk

Job Description

1. JOB IDENTIFICATION

Job Title:	NHS 24 Living Life Cognitive Behavioural Therapist
Responsible to (insert job title):	Living Life Operational Manager
Department(s):	NHS Living Life
Directorate:	Scheduled Care

2. JOB PURPOSE

The post holder is required to have an appropriate professional background and be registered with the British Association for Behavioural and Cognitive Psychotherapy (BABCP) or other relevant professional body. 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. ROLE OF THE DEPARTMENT

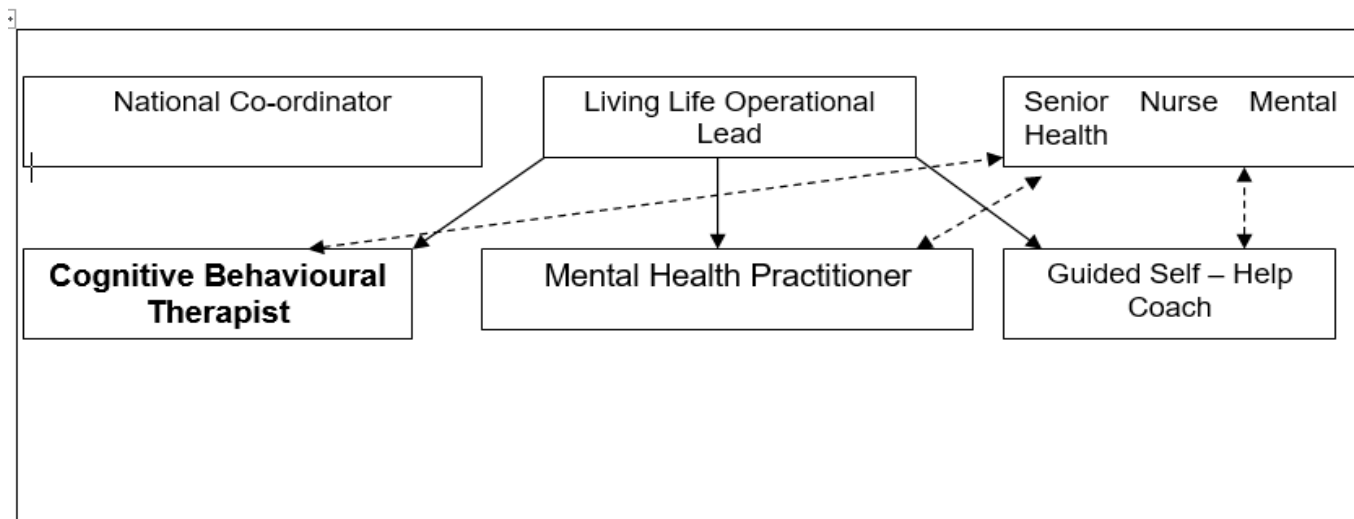
The Living Life service offers support through Guided Self-help and Cognitive Behavioural Therapy. The service operates a self-referral care pathway; however, we also receive referrals from health and social care professionals.

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 either a Mental Health Practitioner or Cognitive Behavioural Therapist and following this, if clinically appropriate, the individual will be offered a series of telephone support sessions with either a Guided Self-help Coach or Therapist.

4. ORGANISATIONAL POSITION



5. SCOPE AND RANGE

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.

6. MAIN DUTIES/RESPONSIBILITIES

Clinical

- To carry out telephone assessments and give advice
- To carry out specialised mental health assessments of referred patients/clients and if required to feedback in writing to any referrers the findings of the assessment using a variety of measuring proforma as used by the team which will specify details of planned interventions and appropriate redirections

- 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.

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
- 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 in conjunction with the availability of necessary facilities
- 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.

7a. EQUIPMENT & MACHINERY - will typically include:

- Computer and Microsoft Systems
- Telephone, including fire and emergency functions
- Computer accessories e.g. laptops and projectors
- Audio recording e.g. for use in clinical sessions

7b. 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

8. 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. It is expected that you will work with 5 patients per day.
- 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 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.

9. 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.

10. 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 :

- Constant 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

11. 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.

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

The post holder must:

- Have an appropriate professional background, and be a registered practitioner with the British Association of Behavioural and Cognitive Psychotherapy (BABCP) or equivalent professional body.
- 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.

Recruitment Process

The NHSScotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We will use a Values Based Approach in our selection process which will consist of the following assessments:

- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency based interview.
- **Interview / Assessment** – these 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.

QUERIES:

For any queries in relation to this vacancy, please contact a member of the HR Business Support Team at recruitment24@nhs24.scot.nhs.uk

GENERAL:

Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

Working Time Directive:

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.

Regulated Work:

As this post is deemed regulated work, any successful candidates will be subject to clearance through Disclosure Scotland Protection of Vulnerable Groups (PVG)

APPLICATION DETAILS

If you think this is the career for you, then please submit an online application no later than midnight on **Wednesday 10th November 2021**.

NHS 24 expect this vacancy to attract a high level of interest, therefore the advert may close prior to the advertised date. Candidates should submit their application at their earliest opportunity.

The Candidate Application Guide included with this vacancy provides information on how to make the most of your application.

*Candidates submitted via Recruitment Agencies will not be considered for this post.