

Job Description

JOB TITLE	CBT Clinical Case Manager
LOCATION/DEPARTMENT	Mental Health (Home based)
REPORTS TO	IPRS Mental Health Clinical Service Delivery Manager

MAIN PURPOSE OF THE JOB: (JOB SUMMARY)

To provide clinical assessment, analysis, diagnosis and appropriate management of patients with mental health complaints using current evidence and clinical reasoning, within agreed client Key Performance Indicators. To provide clinical support to a multidisciplinary team of clinicians on best practice mental health assessment and treatment.

KEY TASKS AND RESPONSIBILITIES: (JOB CONTENT)

- To demonstrate an understanding of IPRS services from an insurance and industry client perspective
- To undertake telephone based clinical assessment to your individual clinical caseload
- To be responsible for delivery of timely, quality and accurate client reports in accordance with IPRS standards
- To be able to make clinically accurate recommendations, within the scope of IPRS practise, and within the scope of providing value to the client.
- To be able to review and summarise extensive medical documents and include the vital information gained from these documents in accurate client reports in accordance with IPRS standards
- To convert data against outcomes into case studies, which will deliver tangible information against results and outcomes
- To demonstrate a high standard of telephone etiquette and report writing skills, whilst being able to adhere to deadlines, and time allocation for each task.
- To demonstrate a good knowledge and working practise of the IPRS database.
- To achieve statistical and quality targets consecutively over each week.
- To achieve all required key performance indicators and service level agreements as stipulated by each Creditor client
- To consistently and accurately update and operate the database
- To reduce the turnaround time on priority cases when highlighted
- To be able and willing to amend your responsibilities as and when required by IPRS or their clients.
- To incorporate a holistic approach to patient management, which takes into account the Biopsychosocial Model, including principles of Cognitive Behavioural Therapy (CBT).

GENERAL:

- To take initiative in maintaining your individual professional development in order to continue to deliver the most appropriate interventions at all times
- To maintain good communication and relations with the client's Human Resources, Occupational Health and Line Management
- To liaise, as regularly as is needed, with your Line Manager and in certain situations with other IPRS staff e.g. Group Clinical Operations, Human Resources, Administration team
- To audit outgoing clinical reports to maintain core clinical standards
- To have an understanding of, and work within, the agreed client Key Performance Indicators
- To prioritise work tasks, and time manage to ensure that all tasks are completed accurately and within set timescales
- To take initiative and responsibility within your site and actively contribute to the overall effectiveness of the clinical service
- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
- To undertake any other duties compatible with the grading of the post, as required

PERSON SPECIFICATION**(E) Essential (D) Desirable****Education and Qualifications:**

- Qualified Cognitive Behavioural Psychotherapist (E)
- Minimum 3-years Mental Health experience through both face to face treatment and assessment as well as telephone triage (E)
- Full BABCP accreditation (E)
- Evidence of continuing professional development (E)

Experience & Knowledge:

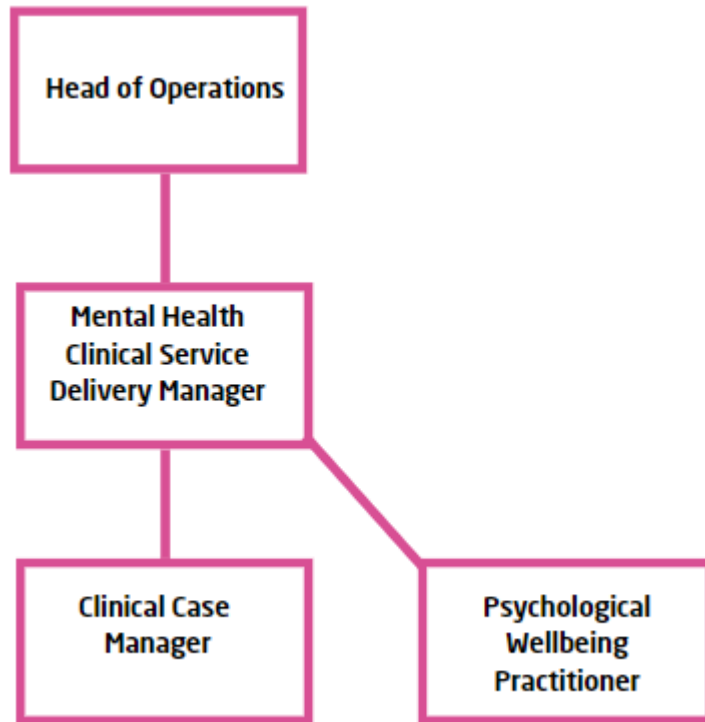
- Experience in the Insurance Rehabilitation Case Management Market (D)
- Experience of the Occupational Health and Healthcare Insurance Markets (D)
- Previous experience working in public and private healthcare (E)
- Computer literate with good Excel, Word and PowerPoint skills (E)
- Proven experience in the use of Databases (D)

Skills & Abilities:

- Ability to work within a team to achieve the best outcomes for your patients
- Ability to work under minimum supervision
- Ability to communicate effectively with internal and external customers verbally and in writing
- Ability to time manage in order to meet agreed deadlines in a demanding environment
- Ability to collate and produce statistics; reporting to Line Manager on a regular basis.
- Ability to provide detailed reporting to the client on patient progress using standardised report templates and the company database
- Ability to audit outgoing reports to ensure that core clinical standards are maintained
- Ability to demonstrate an understanding of the client and its needs
- Ability to maintain accurate medico-legal recording
- Ability to work with databases and Microsoft programmes
- A good of understanding of clinical governance

ENHANCED DBS CHECK REQUIRED:**Yes**

ORGANISATION CHART



Date: December 2020