



JOB DESCRIPTION

Job Title:	Business & Referrals Manager
Accountable to:	Chief Executive Officer
Reporting To:	Director of Business & Operations
Hours:	Full-time, 9am-5pm, Monday-Friday
Contract:	Initial 6-month probation period, then permanent
Salary:	CDS UK pay scale Band 6, approx. £42,824-50,710 per annum based on relevant experience
Location:	CDS UK (Clinic for Dissociative Studies), 35 Tottenham Lane, Hornsey, London N8 9BD, with some home working to be agreed.

ORGANISATION OVERVIEW

CDS UK (the Clinic for Dissociative Studies) is a psychotherapy service, established 25 years ago to provide assessment and long-term specialist outpatient treatment to people with dissociative disorders. Its patients have often suffered the most extreme forms of abuse over a long period, and represent one of the most vulnerable and complex client groups. CDS UK is a Charitable Incorporated Organisation (CIO) and an Independent Provider to the NHS, and is subcontracted by NHS commissioning organisations nationally on a discretionary per-patient basis, where local mental health services are unable to provide appropriate treatment. CDS UK has a small core team of employees, mainly based around London, and a larger group of associate therapists, support workers and supervisors working throughout England and in Scotland. The organisation has seen steady growth in referrals over the past few years.

JOB SUMMARY

One of the key elements of the role will be to manage a caseload of referrals from receipt of referral through to submission of funding application and referral outcome. The postholder will be one of two people within CDS UK's core team with responsibility for this.

There will also be an allocations management function, involving matching new (and/or existing) patients with suitable clinical staff, usually from within CDS UK's group of associates, but sometimes via the recruitment of new practitioners.

The role will include a range of other tasks key to the successful functioning and development of CDS UK. Amongst these are maintaining a log of, and costing where appropriate, all

potential service developments (from requests for training to submissions to funders), developing reporting from basic information systems, checking and sending of patient progress reports and monitoring of patient funding. They also include developing our outgoing communications – such as via our website – and helping to explore opportunities for developing our charitable arm.

As part of our small Business and Administrative Team, the role will encompass some ad hoc administrative tasks, and may require delegation of some tasks and/or some line management duties as required.

The post-holder will work on their own initiative and independently deal with issues of workload and problem-solving, becoming a specialist in their areas of work within an agreed period, supported with appropriate training if required. This will include responsibility for analysing, interpreting and comparing a range of complex material, proactively reporting on key metrics, and helping to develop systems and procedures to serve the aims of the organisation.

KEY TASKS

Reports and Funding

- To lead on monitoring and reporting on the funding status of CDS UK's patients, keeping CDS UK's core team updated regularly, including alerting relevant case managers where funding is due to come to an end.
- To develop positive working relationships with commissioners, both informing them of current patient progress and identifying areas for service improvement.
- To review when clinical progress reports are due to be sent to commissioners and other relevant parties, working to create a reporting schedule which, where appropriate, correlates with timescales for the renewal of funding, and alerting case managers when reports are becoming due or are overdue.
- To review, proofread and where necessary amend assessment and clinical progress reports, ensuring they are processed in a timely manner, sending them to commissioners and other stakeholders in line with agreed timeframes, and accurately maintaining CDS UK's records.
- To report to the Director of Business & Operations and/or the wider team on trends and emerging issues to ensure that CDS UK's reports are of a consistently high quality and delivered according to agreed schedules.

Referral and Assessments

- To answer queries from potential patients, referrers and commissioners, as well as CDS UK staff.
- To work with a designated clinician to assess an agreed caseload of incoming referrals and agree next steps, and to maintain contact with referrers, commissioners and patients throughout the process.
- To draft funding submissions and seek funding authorisation for assessments, maintaining accurate detailed records on progress.
- To monitor performance against the standard operating procedure for this area and associated targets, drawing issues to the attention of the Director of Business & Operations, clinicians involved in referrals, and other members of the core team where appropriate.
- To manage the referrals and current patients spreadsheets.
- In collaboration with the Office & Referrals Manager, to provide the Director of Business & Operations and core team regular updates so that both the status of cases and the organisation's performance in this area are tracked.

- To cover the referrals caseload of the Office & Referrals Manager during any periods of leave.

Allocations

- To work with the clinical team to ensure the smooth running of the allocations process by providing information and support for the allocation of clinicians and support staff to patients.
- To be responsible for keeping records and assisting with the development of new systems to improve the efficacy of the allocations process.
- To work with the administrator to secure rooms for therapy work where required and to maintain an up-to-date database of rooms currently used.
- To act as a liaison point for associates where required.

Budget

- To maintain accurate and up-to-date records of confirmed and predicted income for all patient activity and to contribute to the budgeting process for patient work for each financial year.
- To report on actual and predicted income, compared to the budget, each quarter.

Communications and Events

- To work with others in the Core Team on areas such as communications with associates, events, external communications and other areas as the role develops.

Business Development

- To develop and submit business and funding proposals to external organisations and individuals, in partnership with clinical and other colleagues.

Business Processes

- To develop and modify processes and procedures to support the work of the Clinical and Business & Admin teams.

General Administrative

- To cover for the Administrator and/or the Office & Referrals Manager when they are absent.
- To assist with typing and editing reports/letters for clinical staff and Director of Business & Operations where asked.
- To assist with other tasks, e.g. arranging travel and accommodation for clinic staff (e.g. for conferences) when required.

Other Duties

- To undertake other duties commensurate with this post.

PERSON SPECIFICATION

	Essential	Desirable
Previous Experience	<ul style="list-style-type: none"> • At least 4 years' previous experience in an office environment • Experience of negotiation and liaison with NHS or publicly-funded organisations • Evidence of interest and success in improving office-based systems • Experience of analysing and presenting a range of complex data in the form of summaries, reports and presentations • Managing a variety of work areas and systems at any one time 	<ul style="list-style-type: none"> • Experience of working in the NHS, healthcare and/or the charity sector • Experience in a role involving workforce planning and/or data analysis • Producing basic financial reports and analyses • Producing outgoing communications
Qualifications & Training	<ul style="list-style-type: none"> • Excellent academic results in written English • Evidence of continuous professional and personal development 	<ul style="list-style-type: none"> • Postgraduate-level qualification • Training in software from which reports can be generated – e.g. spreadsheet or database software
Skills & Knowledge	<ul style="list-style-type: none"> • Excellent written and verbal communications skills • Excellent numerical skills • Proven use of common computer applications, with intermediate or advanced use of Microsoft Office (Word, PowerPoint, Outlook, Excel, SharePoint and Teams) • Attention to detail, even when working quickly • Negotiation and problem-solving skills, and ability to respond to sudden unexpected demands • Ability to work on own initiative and organise own workload without supervision, working to tight and often changing timescales • Excellent interpersonal skills and the ability to communicate and work effectively with a wide range of people from different backgrounds at all levels of seniority • Knowledge of general data protection requirements and good information governance practice, including handling confidential and sensitive information in 	<ul style="list-style-type: none"> • Understanding of the structure of the NHS and related stakeholder organisations • Basic knowledge of psychotherapy services • Data modelling and analysis skills • Proofreading

	accordance with key related legislation	
Personal Qualities	<ul style="list-style-type: none"> • Proactive approach, willing to seek and suggest solutions where helpful • Ability to work well as part of a small team • Ability to remain calm and friendly under pressure • Ability to deal with distressing or emotional situations and discussions objectively and with emotional intelligence • Ability to maintain appropriate professional boundaries • Ability to use own time effectively, even when working from home and during periods without direct supervision • Ability to seek and utilise support where needed 	<ul style="list-style-type: none"> • Evidence of prior work in an environment where clients/patients have experienced trauma

TERMS AND CONDITIONS

Pay

You will be paid monthly in arrears on 25th of the month, or the nearest working day to that date.

Pension arrangements

In accordance with current 'auto enrolment' pension regulations, all employees will be invited to join the CDS UK pension scheme within 3 months of employment. There will be an option to opt in or out of the CDS UK's pension scheme within your initial period of three months. You will be provided information about this scheme prior to joining.

Assuming that you are eligible and wish to join this scheme, the scheme requires all employees to contribute 5% of your gross salary, which is the minimum employee contribution required by law. This will change in accordance with legislation. CDS UK has agreed to match your contribution of 5% to your pension, even though the current minimum employer contribution is 3%.

Should you wish to opt out of the CDS UK pension scheme, this must be put in writing.

Place of work

Your normal place of work is 35, Tottenham Lane, London N8 9BD. Home working will be considered when it supports the delivery of a high-quality service and the development and maintenance of an effective team, as we recognise home working can benefit staff and the service. At the time of writing, some members of the Business & Admin team work from home for one day per week, by agreement with their line managers.

Working hours

Your normal working days and hours are 9am-5pm, Monday-Friday. An hour's lunch break is unpaid and all staff are expected to take their break. Therefore a day equates to 7 working hours, and a 5-day working week equates to 35 hours. Your hours of work and/or days of work may change, subject to consultation.

Holiday entitlement

Your holiday entitlement is 30 days per year, plus bank holidays. This will be calculated pro rata from 1st January to take account of your start date. Similarly, if you leave our employment during the year, your leave entitlement will be calculated pro-rata to the number of days you have worked from 1 January to the last day of your employment.

Annual leave should be taken regularly throughout the year, in part to avoid the need for staff all to take annual leave at the end of the year. In order to support staff, CDS UK requires all staff to take a minimum of 25 days (pro rata for part time staff) annual leave a year. A maximum of five days (pro rata for part time staff) can be carried over to the next annual leave year, with the agreement of your manager.

By agreement, you may choose to work on bank holidays and carry those days over into your annual leave entitlement.

Sick pay

You are entitled to four weeks sick pay at full pay and four weeks sick pay at half pay (for part-time staff, at their usual pro-rata rates of pay). You are then likely to be eligible for statutory sick pay for a period of time.

Training

Staff training needs will be assessed on an annual basis. If CDS UK finances allow, CDS UK is able to contribute funding for courses or seminars which are in line with the professional development plan of each staff member.

Probationary period

There is a probationary period of six months for new employees. During this time, your probationary period terms will be the same as for other staff as outlined in this contract of employment, apart from notice period.

Notice period

During your probationary period, the notice that you or CDS UK must give to end your employment in writing is two weeks. After your probationary period, the notice that you or CDS UK must give to end your employment in writing is two months.

Dispute Resolution

Staff are encouraged to voice any concerns or difficulties informally first, politely and openly as they arise. All staff commit to working constructively to try to find solutions to any issues. If an issue needs to be raised more formally the CDS UK Grievance Policy, Complaints, Capability or Disciplinary Policy can be used.

CDS UK Policies

It is your responsibility to make yourself familiar with all relevant CDS UK policies, to keep up to date with changes made and to ensure that you comply with all relevant policies. When a new policy is agreed, the terms of the policy will supersede the related terms in the contract of employment.

Disclosure and Baring Service (DBS) Check

Before accessing any patient information, we require that you have an enhanced DBS check. If you already have one, we will ask you to send the appropriate information to the Business Manager so we can review your certificate online. If you do not already have one, we will ask you to provide the information and ID documents required. CDS UK will pay for your initial DBS check, after which you are responsible for subscribing to the DBS update service within 14 days of receiving your certificate and renewing and paying for this on an annual basis. You must keep your DBS information up-to-date and provide CDS UK with renewal information, within one week of annual renewal and immediately inform CDS UK if there are any lapses.

Appraisal, Supervision and Support

CDS UK places a significant emphasis on the need for quality and regular appraisal and supervision in order to support staff and to ensure the best and safest possible practice. Clinical support sessions will take place at least once a fortnight to allow the impact of the traumatic material that may be viewed/discussed as part of the work to be thought about and processed. Appraisal takes place once a year. 1:1s with line managers are usually held weekly.

Risk and Risk Management

All staff have a responsibility to:

- Report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.
- Support CDS UK in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety precautions for themselves and others, and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.
- Ensure they are fully aware of and familiar with the Fire Safety Policy and Procedures at the places they work.

Data Protection and Security

CDS UK handles personal and sensitive clinical data relating to highly vulnerable patients. You must comply with the information governance framework at CDS UK, comprising of policies for information governance, security, quality and management, as well as the staff handbook. Rules and procedures for appropriate practice will be written into your employment contract and must be followed at all times.

Confidentiality

Maintaining the confidentiality of our patients and their data is essential, both so that CDS UK complies with relevant legislation and in order to protect patients' safety, wellbeing and trust. No details that could identify any patient may ever be disclosed without permission, and it is the duty of all staff to take reasonable steps to ensure that information is secure.

Conflict of Interests

CDS UK requires you to declare all situations where they or a close relative or associate has a controlling interest in a business (such as a private company, public organisation, NHS organisation or voluntary organisation) or in any activity which may supply goods or services to CSD UK. You must therefore register such interests with CDS UK on appointment or subsequently, whenever such interests are gained.

Environmental issues

CDS UK is committed to reducing its impact on the environment by preventing pollution, continually improving its environmental performance which increases the wellbeing of staff and clients. As a member of staff you are expected to adhere to policies to assist CDS UK in this area.

Equality Statement

CDS UK commits to building a workforce which is valued and whose diversity reflects the communities it serves, enabling it to deliver the best possible assessment and treatment services to those communities. CDS UK strives to attract and retain staff from diverse backgrounds and communities and strives to ensure that:

- Everyone who works for CDS UK should be able to achieve his or her full potential, in an environment characterised by dignity and mutual respect.
- The past effects of institutional discrimination are identified and remedial action taken.
- Equality of opportunity is guaranteed.
- Individual difference and the unique contribution that individual experience, knowledge and skills can make is viewed positively.
- Job descriptions, person specifications and the terms and conditions of service fit with the needs of the service and those who work in it, regardless of age, disability, race, nationality, ethnic or national origin, gender, pregnancy or maternity, marriage or civil partnership, religion, beliefs, sexual orientation, domestic circumstances, social and employment status, HIV status, gender reassignment, political affiliation or trades union membership.