

Child Protection & Family Services Agency
Ministry of Education, Skills, Youth and Information
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE	Director, Therapeutic Services and Psychosocial Support
JOB GRADE	Level 11
POST NUMBER	
DIVISION	Therapeutic Services and Psychosocial Support
REPORTS TO	Chief Executive Officer
DIRECT REPORTS	Clinical Psychologists Guidance Counsellors Speech & Language Therapists Occupational Therapists Play Therapist Psychiatrist

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

JOB PURPOSE

Under the direction of the Chief Executive Officer, the Director, Therapeutic Services and Psychosocial Support will provide oversight for all therapeutic support provided to children through, Smiles Mobile, Residential Therapeutic Facilities, Therapeutic Centres, Therapeutic Places of Safety, LIFE Program, National Children and Family Therapeutic Intervention Program, in addition to other counselling, psychosocial, psychoeducational, psychological and psychiatric support provided across the regions within the RCCFs and Places of Safety.

KEY OUTPUTS

- Division's Operational Plan and Budget prepared
- Pertinent Policies and Procedures developed and implemented
- Psychological, Psychiatric and Behavioural assessment reports
- Therapeutic/treatment services and programs developed and implemented
- Implementation of programs, policies, procedures, and projects
- Operational protocols
- Internal clinical governance systems
- Quarterly review reports of therapeutic programme plans implemented
- Statistical and special reports

- Service Quality Reports
- Annual, quarterly and monthly reports
- Evaluation Systems
- Diagnosis produced
- Clinical Records including computerised database systems
- Performance Appraisals completed
- Research conducted
- Psychological formulations
- Training and Development programs

JOB RESPONSIBILITIES

Technical

- Directs all efforts and activities associated with the overall coordination, guidance, supervision, and direction of the practices, processes, and programs of the division and ensuring uniformity of processes with other divisions within the CPFSA.
- Provide specialist consultation across the regions and with external stakeholders.
- Oversee the receipt and analysis of statistics from all regions, advising the CEO, Divisional Directors and regional Directors on priorities, new programmes, etc.
- Facilitate the flow of technical information through submission of regular and special reports to the CEO and other relevant agencies as authorized, and to all officers who have a need for such information and ensure feedback.
- Plan, organize and conduct research and data analysis in matters related to mental and psychological health across all regions.
- Oversee the assessment, evaluation and diagnosis of children regarding a wide range of behavioural and other disorders, disabilities and other related therapeutic needs which were undertaken based on biopsychosocial evaluations, semi-structured interviews, therapy sessions, neuropsychological tests as well as other assessments.
- Oversee the mapping and planning of appropriate therapeutic interventions/treatment based upon an appropriate conceptual framework of the problems, as well as make robust judgements regarding the timing of these treatment, have these treatments implemented in a structured manner and in consultation with facility managers, Institutional officers, parents and other key internal and external stakeholders.
- Oversee the adjustment and refinement of psychological formulations drawing upon different explanatory models and maintaining a number of provisional hypotheses.
- Oversee the delivery of group and individual therapy as required throughout the various Therapeutic Centres, Residential Therapeutic Facilities, Therapeutic POS, Smiles Mobile, LIFE Program and NCF-TIP and other respective locations islandwide.
- Ensure the effective provision of psychological support for children preparing to exit care and for those who have recently exited care.

- Ensure that therapy programmes are of the highest quality and are relevant for children being treated.
- Address and effectively monitor parental and/or service anxieties regarding intervention and prognosis.
- Ensure the implementation of an effective and efficient evaluation system relating to the quality of treatment services provided to children and their parents, through the management of routine audit and outcome monitoring as well as a programme of more specific detailed audits of services and clinical programmes.
- Carry a specialist caseload of clients (children) for which assessments are conducted, diagnosis is given and treatment plans are executed and monitored.

Strategic and Operational Management

- Ensure that the delivery of therapeutic support provided by the organization is consistent with CPFSA's overall policy direction.
- Provides leadership for the overall strategic direction, planning, and implementation of programs, policies, procedures, and projects and ensures adherence among the therapy team members
- Ensures that operational protocols are in place to assist with the operational management of the service and the delivery provided by the division.
- Ensure delivery of high quality professional psychological services by planning a broad range of complex activities across the range of specialties within the division while ensuring strategic coherence.
- Provide effective oversight of the division's budget ensuring the work of the Division is carried out according to plan, and agreed targets.
- Ensures that appropriate systems and structures are in place within the division to enable delivery of high-quality psychological services including internal clinical governance systems.
- Monitoring the targets for all Psychologists, Counselors, and other direct reports across the region.
- Oversee and evaluate quarterly reviews reports of therapeutic programme plans implemented.
- Ensure all treatment records and other documentation are current and maintained in accordance with respective policies and regulations.
- Oversee the development of regional and divisional clinical electronic database system.
- Advises staff in the resolution of sensitive, complex, or precedent-setting situations; determines appropriate course of action; assigns responsibilities and monitors actions and responses whilst recognising own professional boundaries and access supervision, advice and support when necessary.

- Ensure the development and implementation of Annual Work Plans for the Division as well as Individual Work Plans for staff supervised
- Provide guidance/direction to direct reports to ensure that the necessary and appropriate interventions are provided for children being served by the CPFSA.
- Foster and support institutional linkages between the Agency and relevant professional associations, academic institutions and other bodies.
- Engage in partnership arrangements with academic institutions to facilitate the expansion of clinical support provided by the division.
- Ensure annual, quarterly, monthly and other reports are submitted by the Division and ensure their completeness, accuracy and timeliness as required.
- Represent the Agency at meetings, conferences, seminars, workshops and other functions as directed.
- Represent the CEO in the media, when requested by the CEO.

Human Resource Management

- Ensure that all clinical staff of the division meets the requirements for practice set out by their respective professional/accrediting bodies.
- Professionally support a multi-disciplinary, multi-professional staff establishment in an integrated and cohesive way, despite varying theoretical and professional training backgrounds.
- Maintain constant forward momentum and high morale in a growing division which is under constant pressure simply due to the nature of the work and service pressures and balancing these against risk of staff burnout in a stressful profession.
- Conduct monthly and quarterly meetings with team members within the division.
- Ensure supervisees participate in training and development programs to bridge knowledge gaps and for strategic and succession planning purposes.
- Complete Performance Appraisals for staff being directly supervised and ensure appraisals are completed for all team members within the division.
- Ensure the maintenance of confidentiality and trusting relationships in accordance with the mandate of the Agency
- Participate in the recruitment of staff for the Division.
- Uphold timely attendance at meetings and other functions as required
- Participate in the administration of discipline and grievance process when necessary

Other

Perform other job functions as assigned from time to time.

PERFORMANCE CRITERIA

- Key outputs are produced within agreed timeframes to required standards
- Division's Operational Plan and Budget prepared, implemented and monitored
- Pertinent Policies and Procedures are effectively developed and implemented
- Psychological, Psychiatric and Behavioural assessments conducted are thorough and provided to all children in need of CPFSA's services.
- Therapeutic/treatment services and programs are comprehensively developed and effectively managed/maintained.
- Effective implementation of programs, policies, procedures, and projects.
- Operational protocols developed and implemented
- Internal clinical governance systems implemented
- Monthly and quarterly review reports of therapeutic programme plans implemented, are submitted to the CEO in a timely manner.
- Statistical and special reports produced in a timely manner
- Service Quality Reports consistently produced and maintained
- Annual, quarterly and monthly reports submitted as required and in a timely manner.
- Evaluation Systems effectively developed and implemented
- Timely, effective and accurate diagnoses provided
- Clinical Records effectively maintained
- Electronic clinical database system developed and implemented
- Performance Appraisals are completed for all team members and produced in a timely manner
- Thorough and relevant research conducted
- Training and Development programs strategically implemented.
- Disciplinary matters effectively managed
- Staff Morale is maintained at a high standard

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Authorise programme expenditure within approved limit.
- Represent the Agency at seminars, conferences and meetings locally and internationally.
- Access all user files on databases.
- Recommend staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues;
- Approve travel vouchers
- Approves Petty cash

QUALIFICATION & EXPERIENCE

- PHd. Degree in Clinical Psychology or related field

- Minimum of five (5) years' experience as a practicing Child Psychologist/Clinical psychologist, two (2) of which should be in a leadership capacity. **OR**
- Msc Degree in Clinical Psychology or related field
- Minimum of eight (8) years' experience as a practicing Child Psychologist/Clinical psychologist, four (4) of which should be in a leadership capacity.
- Experienced with specialist psychological assessment and treatment of a wide range of mental health problems of varying severity and complexity.
- Leadership experience in the field of psychology, in a high-quality, child and family-centered care organization, would be an advantage.

REQUIRED COMPETENCIES

Behavioural	Level	Technical	Level
Oral Communication	4	Knowledge of principles and practices, current theories, developments, and trends in the field of mental health.	5
Written Communication	4	Competent in neuropsychological testing, interpretation and analysis.	5
Assertiveness	4	Competence in treating patients with complex conditions associated with mental health disorders, trauma; substance use, etc.	5
		Knowledge of research design and methodology as practiced within the field of clinical psychology.	5

		Sound knowledge of Child Care and Protection Act, Children (Adoption of) Act and other legislation relevant to the welfare and development of children, National Parenting Support Policy Executive Agencies Act, Sound knowledge of Government Administration Systems and Staff Orders, Public Service Regulations, and other pertinent pieces of legislation.	5
Teamwork and Cooperation	5	Budget Management	3
Interpersonal Skills	4	Change Management	4
Initiative	5	Conflict Management	4
Client and Quality Focus/Commitment to Service	5	Negotiation and Consultation	5
Compliance	5	Performance Coaching	3
Adaptability	5	Risk Management	4
Integrity and Confidentiality	5	Policy Development, analysis and evaluation	5
Methodical	3	Mentoring	5
Problem Solving and Decision Making	5	Monitoring and Evaluation	5
Planning and Organizing	5	Research Methodology	4
Goal/Result Oriented	5	Project Management	4

Confidentiality	5	Strategic Planning	4
Leadership	4	Workforce Management	4
Management of external relations	4	Training and development	5
Strategic Vision	5	Organizational effectiveness and development	4
Analytical thinking	5	Employee Labour Relations	3
Impact, Motivation and Influence	5	Performance Management	5
Creativity and Innovativeness	4	Sound judgement and convictions of purpose in unfavourable or unpopular situations.	5
Listening	5	Project Management	4
Observation	5	Prioritizing amongst conflicting demands and making rational decisions based on sound understanding of the facts in limited time	5

WORK RELATIONSHIPS

Internally

Chief Executive Officer

Divisional/Regional Directors

Psychologists/Psychiatrists & Counsellors

Unit Managers/Supervisors

Team Leaders/Institutional Officers

Externally

Ministry of Education Youth & Information

CISOCA

OCA

Ministry of Justice

Families of Wards

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical effort:

- Occasional travel required to oversee regional operations, attend meetings and workshops and interact with stakeholders.
- The incumbent might sit in a restricted position for long periods on a daily basis, for example, during therapy sessions of up to one hour or during meetings lasting up to 3 hours.

Mental effort:

- The range of responsibilities necessitates an ability to switch tasks rapidly, constantly having to deal with several high priority issues and to exercise rapid decision making in response to urgent demands.
- Sustained concentration is required during clinical sessions (regularly in excess of 3 hours) when attending planning, strategy and management meetings and when reviewing/preparing policy documents or reports.

Emotional effort:

- Emotional demands arise from the nature of clinical work when interacting with children with severe psychological disorders, dealing with judgements on suicide risk and coping with acute human distress and misery on a regular basis.
- Daily emotional demands also arise from managing clinical colleagues who may have conflicting views about key professional or operational issues or may simply have personal conflicts in the work situation, or colleagues who themselves are currently suffering from personal stress who need to be supported.
- Another source of constant emotional demands is in the nature of the judgements and decisions required which involve the considerable responsibility for the service as a whole and the effects of such decisions on staff wellbeing and the care of the children.
- Handling complaints, often from very distressed or angry parents or children which have to be dealt with objectively and even-handedly but are nevertheless upsetting either because they are unfair and ill-founded.