



# Staffordshire Police - Role Profile

## Title: Psychological Services Manager

<b>Grade/Rank:</b>	H
<b>Directorate:</b>	Enabling Services Directorate
<b>Reports to:</b>	Head of OHS&W
<b>Direct Reports:</b>	Counsellors, Welfare Advisers

### Role Purpose

Provide management of psychological services and welfare advice, guidance and support services to Staffordshire Police (approx. 3700 staff) and Staffordshire Fire & Rescue service (approx.1100 staff) aligned to respective strategies and plans.

Lead and manage delivery of psychological services to Staffordshire Police and Staffordshire Fire & Rescue, and support the daily running of the unit with the other Unit Managers, working closely with the Head of OHSW, ensuring that the unit runs effectively and efficiently and that the service provided is of the highest quality.

This post is based on the same site as Stafford Fire Station, Hydrant Way, Stafford and there will be a requirement to travel across Staffordshire to fulfil your duties where appropriate.

### Key Tasks and Responsibilities:

- Lead and manage the Welfare and Counselling team
- Deliver psychological operational performance against KPI's.
- Collaborate with senior management, interdisciplinary teams and key stakeholders to develop, implement and evaluate psychological strategies and services
- Maintain and improve quality of services and monitor standards using data, audits, best practice and analytical reports.
- Review and monitor customer data to measure the quality and effectiveness of psychological service delivery.
- Resolve service delivery issues at the earliest opportunity locally, escalating appropriately where necessary
- Ensure the integrity and accuracy of all employee data and provide management information.



And to be accountable for: (ie responsibilities held by others but measured and owned by this role): Deliver psychological operational performance against KPI's

### Behaviours

The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.

This role should be operating at the following levels:

#### Resolute, compassionate and committed

We are emotionally aware	Valuing Diversity	4
	Managing Sensitivities/Political Savvy	3
We take ownership	Customer Service	4
	Maintaining Accuracy/Sustainable Working	3

#### Inclusive, enabling and visionary leadership1a

We are collaborative	Partner Working	4
	Managing Complexity/Strategic Planning	4
We deliver, support and inspire	(self) Leadership	4
	Supporting Colleagues/Coaching & Mentoring	4

#### Intelligent, creative and informed policing

We analyse critically	Problem Solving	3
	Situational Judgement	4
We are innovative and open-minded	Continuous Improvement	3
	Futurology	3

### Education, Qualifications and Experience

#### Essential:

- Full UK Driving License
- Possess a Psychological or Counselling qualification to degree level or above and have a minimum Accredited membership of BPS, BACP or equivalent
- Experience of managing a specialist team, in a workplace setting.
- Be able to demonstrate the ability to motivate, develop and guide the performance of others.
- Possess strong influencing and negotiating skills and the ability to demonstrate the skills and attributes necessary to build trusted relationships with all stakeholders.
- Be able to demonstrate by a proven track record experience of the delivery of brief therapy
- Be able to demonstrate, by proven experience, engagement in clinical professional supervision,

#### Desirable:

- Provide supervision for Welfare team in accordance with BPS/BACP or equivalent guidelines,
- Ensure that staff receive the appropriate training and supervision for the roles they undertake in accordance with BPS/BACP or equivalent



<p>post qualification, as required by the professional body.</p> <ul style="list-style-type: none"> <li>• Hold effective communication and interpersonal skills demonstrating an ability to recognise and respond to diverse issues and demonstrate an understanding of equality within the workplace.</li> <li>• Demonstrate previous experience of taking personal responsibility for own actions when working with minimal supervision and can evidence a high degree of integrity, enthusiasm and dedication to role.</li> <li>• Demonstrate by a proven track record the ability to plan and organise a varied workload evidencing a systematic approach to deadlines and an ability to manage competing demands.</li> <li>• Have good IT skills and a working knowledge of Microsoft Office, and can demonstrate effective written communication skills.</li> </ul>	<p>guidelines, best practice and other legislative requirements.</p> <ul style="list-style-type: none"> <li>• Work autonomously and be able to prioritise and balance your workload.</li> <li>• Address any personnel issues to promote a productive and supportive working environment</li> <li>• Demonstrate strong leadership, communication and negotiation skills, as well as extensive psychological experience.</li> </ul>
---	---

<b>Skills Matrix (See Skills Matrix)</b>				
<b>Essential:</b>	<b>Desirable</b>			
•	•			
<b>Leadership Passport Level</b>	Practitioner s & Team Leaders	1 <sup>st</sup> Line Mngrs	2 <sup>nd</sup> Line Mngrs	Senior Mngrs
	1	2	3	4

\* Indicates that training will be provided as part of the role in this skill

<b>CPD Requirements</b>
<ul style="list-style-type: none"> <li>• BPS/BACP or equivalent continuous professional development</li> </ul>

<b>Professional Registration/Licences</b>



Special Conditions					
Own car for business use	Yes - access to a vehicle to travel within the County to Fire & Police locations.				
Higher level vetting required	Yes				
Requirement to wear Uniform	No				
Requirement for post entry training	No				
Fixed Hours	No				
Weekend working expected	No				
Shift allowance	No				
Fixed term or temporary role	No				
Politically Restricted	No				
On call/standby rota	No				
Flexitime Role	Yes				
Notice Period	1 week	28 Days	1 month	<b>3 months</b>	

As part of the limited duties profiling, this role has been identified that the role holder must be able to fulfil the following core capabilities. To meet the Equality Act (2010) reasonable adjustments will be made wherever practicable.

Agile Profile (See Agile Matrix)					
Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
4	5	3	4	3	4