



We're hiring a Psychological Wellbeing Practitioner for our Corporate Talking Therapies

Candidate Information Pack

Making People Better

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Vita Health Group Overview

About Us

Our Purpose – We are committed to making people better

Our Vision – To be the UK's leading healthcare provider of best in class physical and mental health solutions

Our Values – Our vision is underpinned by our values:



Leadership – we lead the way through innovation and continuous improvement



People Centred – we support, develop and value each other, so together we can make a difference



Customer focused – we are passionate about going above and beyond for our customers



Quality – we hold each other accountable and strive to deliver excellence



Integrity – we treat each other with respect and honesty

The Role

Psychological Wellbeing Practitioner

You will provide high volume low intensity virtual based therapy & case management for referrals from our Corporate and Insurance customers. This includes triage and placement to the appropriate level within the service and treating clients from beginning to the end of their therapy journey, to facilitate a patient to maintain or return to their maximum level of functioning.

You will offer 1:1 low intensity interventions via secure telephone or video link, along with receiving weekly supervision, monthly clinical skills and access to high quality CPD training.

Skills and Experience:

Essential:

- Graduate/Post Graduate Certificate in Low Intensity Psychological Interventions
- BABCP registration
- Experience of dealing with a broad range of common mental health problems and providing low intensity interventions
- Experience of providing both telephone and video assessments and treatment sessions
- An understanding of acute mental health/psychological assessments
- Experience of risk assessment and routine clinical outcome monitoring
- Confident communication skills to liaise with clients as well as other professional groups and multi-disciplinary teams

Desirable:

- Have an awareness occupational health: value being ensured to both occupational clients as well as to individuals
 - An awareness of working with private medical insurance
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Role: Psychological Wellbeing Practitioner

Salary: £28,119 to £30,450 pro rata

Bonus: Up to £7,800 per year

Hours: 22.5-37.5

Working Days: Flexible – Monday to Friday

Working Time: Flexible. Between 08:00 - 20:00

Location: Remote working from home

Our Mental Health Leadership Team

Corporate Psychological Therapy Service

Thank you for showing interest in joining our Psychological Therapy Service.

We are going through an exciting time of growth, providing our excellent clinical services to some of the UK's leading brands, employers & health providers. You will have the ability to work with a variety of patients from differing backgrounds. This could be an employee who would like to work towards getting back into the workplace after a period of sickness, or someone who has accessed the service for therapy via their Private Medical Insurer.

We have had great success in our mission of bringing together an amazing team of clinicians who regularly exceed expectations and this is the team we want you to join. As a remote service, we do our very best to make it feel like we're all

in the same office, holding a virtual staff room at all times, that you can dip in & out of when you have a spare 20 minutes as well as running regular coffee mornings for us all to catch up.

If you are a clinician looking for a new direction in your career and would like to work in an innovative service providing phenomenal outcomes to our patients, where you will be rewarded for going above & beyond, then we would welcome your application. I hope to meet you soon!



Cathy Smith

Head of Mental Health Operations



Our Mental Health Leadership Team

Corporate Psychological Therapy Service



I am a Counselling Psychologist, CBT and CAT therapist and Mindfulness teacher and prior to joining VHG I worked in the NHS for 16 years, mainly in primary care psychological therapies services. I am passionate about clinical quality and have research interests in the development of therapeutic expertise, compassionate leadership and staff wellbeing. I feel incredibly fortunate to be working with such outstanding teams of clinicians both internally and across our Associate Network, as well as our support staff, all contributing to our mission to Make People Better!

I feel incredibly proud of the difference we make to our clients every day. Our operational model ensures quick access to therapy for our clients, with our clinical model giving choice of a range of psychological therapies appropriate to the individuals' presenting issue, for a therapy treatment length that allows clinical improvement to be realised. This means that both therapist and client feel a sense of achievement at the conclusion

of the therapy, and this responsive model of therapeutic delivery is reflected in our outcomes. I am proud to be able to work directly with our clinicians and clinical leaders in the service to ensure a culture of learning and development with opportunities for clinical progression. We make improvements to how we do things that are based on client and therapist experience in and out of the 'therapy room', as well as up-to-date evidence from therapy research, so supporting our therapists in developing their skills and knowledge is centrally important. This continual feedback loop is something that I have not witnessed in other services and allows us to work as a team to provide the best experience we can for our clients and our staff long term.



Dr. Katy James

Head of Mental Health Clinical

People Services Team

Dedicated to health, wellbeing, freedom to speak up, compliance, equality, diversity & inclusion.

Vita Health Group has a dedicated team looking after health, wellbeing, compliance, equality, diversity, and inclusion. We recognise, acknowledge and value difference across all people and their backgrounds. We appreciate the importance of intersectionality, and that individuals will have their own unique experiences depending on their identities.

The People Services Team advocate courtesy and consideration and ensure that no one is belittled, excluded, or disadvantaged. We strive to implement a person-centred approach, where individuals feel valued and supported. The People Services Team start conversations, raise questions, share resources, and challenge for better.

Alexander Tsoukaris
Team Leader



Katy-Maria Di-lena
Practitioner - EDI



Dean Owens-Cooper
Head of Service
Lead Freedom to Speak Up Guardian



Staff Networks

Vita Health Group recognise that our colleagues are our greatest resource and want to ensure they feel supported and happy to do their best for themselves and our patients.

One of the ways we advocate supporting our diverse colleagues is through facilitating the development of specific staff networks/working groups. These groups provide a safe space for discussion and offer support, whilst assisting in highlighting and addressing problems that under-represented and disadvantaged groups within our organisation may face.

We currently have six staff networks:

- Race Equality Network
- Diverse - Ability Network
- LGBTQIA+ Network
- Women in Vita Network (WITA)
- Carers Network
- Faith Network



Library of Guidance

The People Services Team work to ensure best practice with toolkits, governance, and policies to support all colleagues. Works include but not limited to:

- **Mental Health and Wellbeing Support and Guidance**

Gain knowledge into how to manage day-to-day working life.

- **Wellbeing Action Plans**

Personalised tools to identify what

keeps us well at work. Open a dialogue with managers for them to better understand needs, and support colleagues to achieve their full potential.

- **Ramadan and Eid Guidance**

Support colleagues and provide education to improve understanding, be an ally, and act as a reminder to create an inclusive working environment.

Freedom to Speak Up

As a company we want to know when things go wrong, ensure that lessons are learnt and opportunities to make improvements for colleagues, service users and customers are not missed.

We strive for a Speak Up culture where we speak up about anything that gets in the way of patient care, or that affects working life.

People Compliance

Our dedicated People Compliance Officer works closely with HR, People Services and Freedom to Speak Up teams to undertake management of investigation processes end to end; ensuring all investigations are compliant with relevant legislation and conducted promptly, fairly, and thoroughly.

Specialist Training

- **Disability Awareness**

Define and understand disability, common stereotypes around disability, enabling conversations and understanding reasonable adjustments.

- **Microaggressions**

Understand microaggressions and raise awareness while encouraging allyship & support for people who experience microaggressions.

- **Accessible Information Standard (AIS)**

Foster an understanding of the legal and contractual obligations of AIS and how to implement in clinical practice.

- **Aspire Programme – Leadership Certification**

Develop personally and professionally through the understanding of health, wellbeing, compliance, equality, diversity, and inclusion.

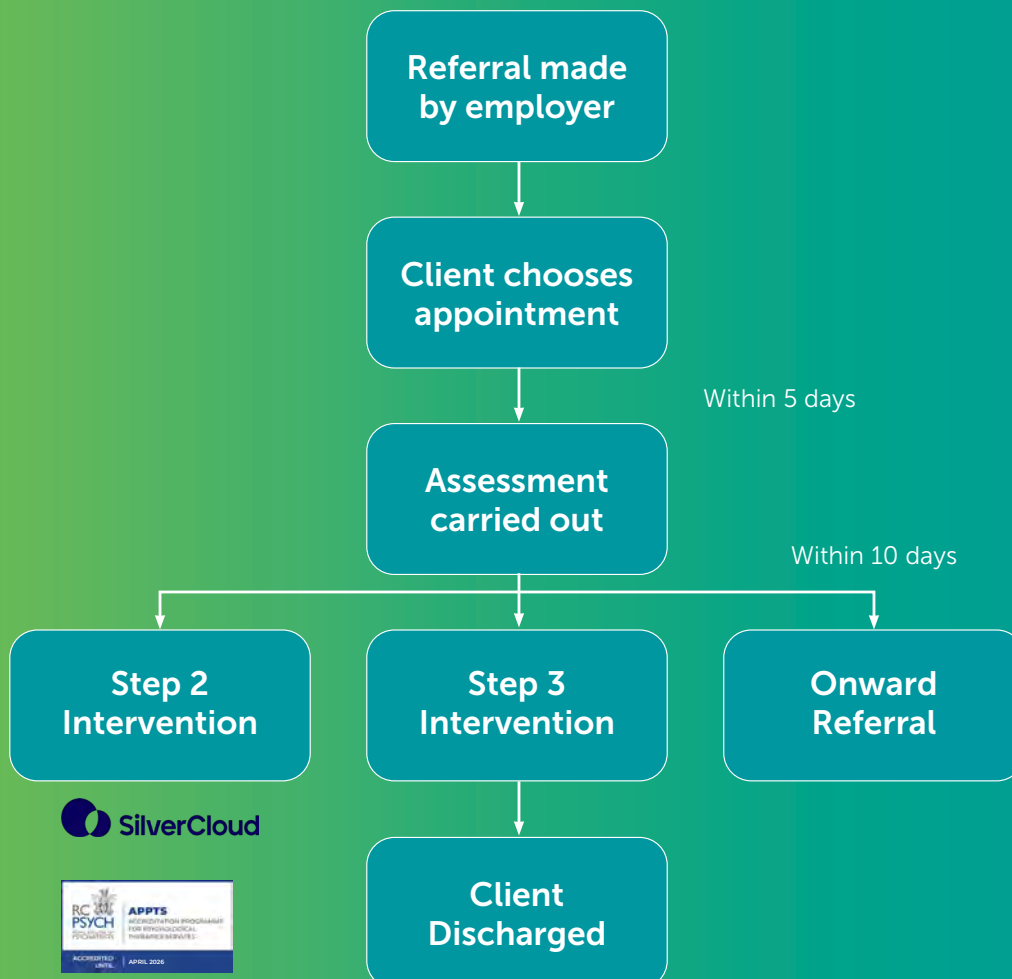
Our Service

Corporate Psychological Therapies: Overview

Our Psychological Therapies Service (PTS) is accredited by the Accreditation Programme for Psychological Therapies (APPTs) administered by the Royal College of Psychiatrists and The British Psychological Society.

We deliver tailored support and early, evidence-based interventions across the mental health continuum. We have Assistant Psychologists, Counsellors, Psychological Wellbeing Practitioners, Cognitive Behavioural Therapists, Psychologists & Psychiatrists delivering sessions via the Silvercloud cCBT platform, telephone, video and face to face sessions. We also continue to support a number of our therapists to undertake further training in order to conduct specialisms such as EMDR or CFT.

We buck the trend & pride ourselves on not having waiting lists and ensuring we are able to provide both assessments and subsequent treatment within days of referral & we see the value of this in high clinical recovery & completion and client satisfaction.



Our Service

Corporate Psychological Therapies: What our Customers & Clients say

Vita Health is fortunate to work with some of the UK's leading brands, employers & health insurance providers. They place enormous value on the services we provide to their employees & members and we truly work in partnership to understand their challenges and adapt solutions to meet their needs and make their employees better.

"Their strengths are their responsiveness overall, the quality of their advice and therapies, and the collaboration and partnership approach. We have our own senior, well-established clinical team within our own business, so we work very much in partnership with VHG, on a peer-to-peer basis. As an organisation they have a lot of strengths"

**Large Telecommunications
Business Customer**



"Just wanted to say a massive thank you to all for all the support and especially to Leston who made me feel at ease from our first appointment. He always went out of his way to make sure the sessions were tailored to my needs and the issues in hand as well as exploring ways to manage these issues myself. He helped bring me from a point of completely low point to feeling more happier in life and providing me the tools that if I feel low again, I should be able to assist myself a lot better than previously. Thank you so much."

Charity Client

Our Service in the past 12 months

Corporate Psychological Therapies:
Making People Better

11,218

Referrals to
our Corporate
Psychological
Therapy Service

98.8%

Assessments
conducted
within 5 days



92.4%

Employees Returned
to Work on Full
Duties

98.2%

Treatment
commenced
within 10 days



76%

Clients in
clinical recovery

135

Clinicians working
directly in our service



Awards

Vita Health Group awarded prestigious accreditation for Corporate Psychological Therapies Services

Accreditation committee described service user feedback as outstanding and overwhelmingly positive. Vita Health Group's submission was so highly regarded that parts of it will be used as exemplars for other services

Dr Katy James, Head of Clinical Mental Health at Vita Health Group says, "To say the accreditation committee were impressed with the service feels like an understatement. Having our APPTS accreditation status confirmed for the next three years is recognition of the high-quality work that everyone at Vita Health Group contributes to. I must admit, I'm blown away by the feedback - it makes you stop and reflect on what an incredible job we all do and how honoured we are to work amongst such talented, hard-working and compassionate people."



Life as a PWP at Vita Health

A therapist's perspective



Hi, I'm Nikita, and I work as a Senior PWP within the Psychological Therapy service here at VHG. I have loved how easy it has been to build a strong rapport and sense of community with colleagues despite working remotely full

time, and the flexibility to be able to work in ways that suits me has been great. It's so nice to see a company that has grown rapidly work to better the experience of their employees through introducing and improving policies to support employees and listening to constructive feedback about diaries and ways of working. There are frequent opportunities to develop and progress, I started out as a Remote PWP here and progressed into the Senior role just over a year later, and enjoy a mix of client work, PWP supervision and duty support amongst being able to grow and develop parts of the service I have special interests in."

Nikita
Senior PWP



"I'm Rebecca and I have worked as a Psychological Wellbeing Practitioner within the Corporate Psychological Therapy Service for over a year now. I had never worked in a corporate mental health service

before, so it was a little daunting not knowing what to expect. Everyone was so warm and welcoming, I soon felt settled and part of the team. Nothing was too much trouble and there was always someone available to answer any questions I had.

Achievements never go unnoticed, and Vita Health Group really care about staff wellbeing. I find the mindfulness for wellbeing sessions beneficial to take some time out from my busy schedule to be present and have a moment for myself. Working remotely has also had a positive impact on my wellbeing, as it has given me the opportunity to achieve more of a work/life balance."

Rebecca
PWP

A PWP within PTS works with a variety of clients and contracts, using both video and telephone, generally working within a 8 session model. In a standard 7.5 hour day, you would be expected to complete 4 hours of client-facing work which would be made up of either triage, assessment or treatment appointments. An exception to this would be for attending supervision sessions, clinical skills sessions, monthly team meetings or line managements.

We operate with both a clinical and a dedicated risk duty team, with senior therapists always available too, so there is always someone to talk to should you need any support, guidance or just someone to check in with.

Training & Development

Supporting our therapists to grow



Bespoke 
Mental Health

As a PWP, you'll be welcomed, developed and supported as an individual. We don't believe a career path has to be linear which is why we invest in our people through Learning & Development, ensuring our people have the opportunity to reach their full potential. Our training programmes are highly interactive and practical, delivered by expert trainers and specifically tailored to Vita Health Group. We also work in collaboration with Bespoke Mental Health events to provide high-quality, evidence-based CPD training to our employees delivered by world-leading experts in their fields. This is available both as live or on demand events which can be accessed 24/7 .

"I'm Ryan, one of the Senior Psychological Wellbeing Practitioners in Vita Health Groups' Corporate Psychological Therapy Service. I joined VHG in 2020 as a recently qualified PWP, having just finished my PWP Training at university. As such, I was very nervous to be joining a service with my very limited experience. However, in a short time, I built up the skills necessary to complete my role to the best of my ability, through encouraged additional tasks and other training opportunities. After a short while, this led me to applying for the Senior PWP post where I delivered clinical supervision and line management to a team of PWPs. Now, my role has changed slightly and I am more focused and specializing in providing clinical supervision, delivering case management and providing leadership support for our contracts here at VHG. I have always felt a huge amount of support here in Vita Health Group to strive for more, continuously improve myself, and reach opportunities that I previously believed would have taken me years to achieve."



Incentive Scheme

Providing an opportunity to earn extra for PWPs

We recognise the importance of reward alongside a healthy work-life balance and so we offer an incentive structure designed to increase your monthly pay without having to work any extra hours for those that would like the option. There is no obligation to participate, and clinical & wellbeing is always our primary focus. All our PWP's are eligible to achieve the bonus scheme, which is based on the number of completed clinical hours you deliver with your clients over the course of a month.

It is based on a full time (37.5 hours) therapist achieving a target average of 31 completed clinical contacts per week. Through our incentive scheme, a therapist can receive up to £650 extra in their next month's pay.

Clinical contacts completed per week	Your Monthly Bonus	Your Yearly Bonus
31	£72	£864
32	£144	£1,728
33	£217	£2,604
34	£289	£3,468
35	£361	£4,332
36	£433	£5,196
37	£505	£6,060
38	£577	£6,924
39	£650	£7,800



"My name is Jade. I'm a PWP with Vita Health Group. The incentive scheme is truly amazing; hard work is rewarded and recognised each month. I'm able to achieve well above my targets on a regular basis (this is all completed within regular working hours). It's with great pride that this success is acknowledged and appreciated. With the cost of living continuing to increase, the incentive scheme gives me the flexibility to be able to afford my bills as well as afford to live life and achieve my own personal goals. I've noticed the improvement in my own wellbeing since this scheme began."

Jade
PWP