



### Job Details

<b>Job Title</b>	Training, Mediation and Consultancy Manager
<b>Location</b>	Home based and/or Clinic in the UK plus occasional national travel
<b>Reporting to</b>	Head of Psychological Services

### Main Purpose of Job

To provide clinical management, supervision and development of the Mediation, Training and Consultancy division of PAM Wellbeing.

### Key Accountabilities and Responsibilities

- ❖ Clinical governance and oversight of the delivery of all mediation, training and consultancy services
- ❖ Train and develop clinicians to deliver service within the division
- ❖ Assist the sales team in promoting and selling mediation, training and consultancy
- ❖ In addition to the team, support the account management team in facilitating the delivery of services to meet the client needs
- ❖ Ensure the team are delivering a high standard of delivery and all workbooks and presentations are kept relevant and up to date
- ❖ Deliver mediation, training and consultancy when necessary
- ❖ Give guidance for any complex risk cases that may arise from one of the services provided and liaise with the relevant teams within PAM Wellbeing
- ❖ Conduct regular check ins with the team, probation reviews, performance reviews and ongoing appraisals
- ❖ Take ownership of complaints for the department by completing the investigation, providing the outcome and liaising with the relevant parties involved to identify learning outcomes
- ❖ Work closely with the Head of Psychological services to provide feedback and suggestions of improvements for the department and efficiency of the service
- ❖ Work on additional projects to support the department

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Other duties may be assigned.

### Skills, Experience & Qualifications

- ❖ Experience of delivering training and mediation both internally with colleagues and externally with clients
- ❖ Qualified Mediator with mental health qualification and/or experience
- ❖ Able to travel nationally as required
- ❖ Excellent communication skills both verbal and written, with the ability to engage customers and all levels of colleagues



- ❖ High level of organisational skills, capability to work under pressure and tight deadlines and targets
- ❖ Passionate and driven to deliver the highest level of professional services to PAM Wellbeing clients
- ❖ Experience and understanding of the working in the Healthcare and Wellbeing industry

### Our Company Benefits Package

- ❖ *Industry Leading Healthcare Scheme – Opticians, Dental, Physio & more!*
- ❖ *Excellent Pension Plan - 8% auto-enrolment and up to 5% matched contribution*
- ❖ *24/7 Doctor helpline – book a telephone or video appointment with a GP*
- ❖ *Employee Assistance Program – 24/7 telephone counselling helpline*
- ❖ *Flexible working hours and 33 days annual leave (includes bank holidays)*
- ❖ *Top training and development opportunities, with best-in-class tech gear*

### Our Values and Behaviours

At PAM we are passionate about people and delivering our Everyday Things That Matter Values and Behaviours to our customers and our colleagues.

Our cultural philosophy is based on putting our people first, creating high performing teams who deliver great services for our clients.

We're looking for driven and ambitious professionals to join our team, who are just as passionate about our philosophy and values as we are:

- ❖ **Hard Work & Enthusiasm;** we believe hard work should be rewarded, we go the extra mile to achieve our goals and support each other and enthusiasm and passion are part of our DNA.
- ❖ **Teamwork & Friendship;** our colleagues share a sense of belonging; we understand collaborative working means better decisions making and we support each other to achieve common goals.
- ❖ **Loyalty & Improvement;** we are dedicated to personal and professional development. Our PAM Academy mentors' colleagues and provides support to help you be the best you can through offering a wide range of CPD opportunities.