

Recruitment and Retention Manager
Job Description
(last updated 07/01/24)

Job Reference: REM2501

Job title: Recruitment and Retention Manager (New Role)

Location: Hybrid

Company Name: PsychWorks Associates

Employment: Full-time and Permanent

Salary: Up to £55k depending on experience

Job Summary

Making a meaningful impact in a growing organisation is not for everyone - but perhaps it is for you?

We are excited to introduce a brand-new position for a **Recruitment and Retention Manager** at PsychWorks Associates!

Speaking honestly, this role fundamentally needs a dynamic and motivated leader - someone who can and will drive the onboarding and sustainability of talented and dedicated Associate Psychologists and Case Managers. In this pivotal role, you'll not only attract top-tier clinicians but also play a key part in fostering a culture of engagement and retention, ensuring our teams thrive, while delivering exceptional rehabilitation to seriously and catastrophically injured people and families. We need you to get the best out of our clinical teams!

It's a fantastic opportunity to shape the future of our service and make a huge difference in the lives of others and the wider field of personal injury.

So, who is PsychWorks Associates?

Being a rehabilitation service offering psychological support and case management to individuals and families who have experienced a personal injury, we are one-of-a-kind here in the UK. We have won and been shortlisted for several awards and enjoy deeply what we do, whether in the back office or frontline. We take the core mission of our work - to help improve lives - very seriously and apply that to our staff and Associates, as well as our clients.

It will therefore work best if you're able to tap into your authentic interests and enthusiasm when applying for this role.

Our values and referrer promise

We want the individual in this role to actively believe in and promote our business values which, you will see from our website, are key to what we do and the experience of collaborating with us.

You will also see that our promise is to provide a service that leaves people better off as a result of connecting with us. Whether a client, a referrer, a colleague on the client's wider team or an Associate, what we offer is compassionate, high quality and reliable support.

Position reports to:
Managing Director

Location

Environment matters so you'll need to know you can work in this way:

- Mostly working from home, with bi-monthly attendance at head office and other locations for meetings, events etc. This is therefore a hybrid role.

Hours

We focus on getting the job done, but here are some structural bits:

- 37.5 hours per week
- Monday-Friday with core hours of 930am - 3pm and 2 additional hours to be worked flexibly each day.

Salary & Benefits

We want this role to *feel* right so here are some practical bits:

- Salary £50-55k depending on experience
- 25 days' annual leave
- Bank holidays (England)
- Enjoy your birthday off, too!
- And if 1 day you are just not *feeling it*, have a "duvet day" on us
- We support CPD and progression opportunities
- An all-important workplace pension
- It's mostly a 'work from home' role

What you'll do

The "nuts and bolts" of the job are here:

- Manage all aspects of recruiting, engaging and retaining Associates in a creative and compassionate way
- Keep the website updated of recruitment opportunities using attractive material for prospective applicants
- Support with conference attendance and own events, sharing the benefits of working with us to current and future Associates
- Seek feedback from stakeholders to shape Associate review processes

What you'll bring to the role

We both need to know the *authentic you* can do certain things:

- Experience and/or qualifications in recruitment and people management, ideally in a health and social care field.
- Proven experience in building and maintaining relationships with stakeholders and within the service.
- A fine balance of charisma, customer service and business acumen
- Excellent communication skills and the ability to manage multiple tasks simultaneously.
- Methods to shape and extract relevant knowledge from the service data to determine gaps and strengths in the service provision, contributing to a positive evolution of the business KPIs
- Proficiency in using social media tools for recruitment purposes and demonstrate strong commitment towards positive candidate/Associate experiences.

Skills and Personal Specifications

Some more elements that we need to and would ideally like to see:

Essential	Desirable
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<p>Experience & Leadership:</p> <ul style="list-style-type: none"> ● Proven experience in People Management, Recruitment, Sales, or similar roles. ● Demonstrated leadership abilities with a track record of success in staff recruitment and retention. ● Ability to manage and motivate teams effectively. <p>Skills & Knowledge:</p> <ul style="list-style-type: none"> ● Strong communication skills, both written and verbal, with clinicians and service hub staff. ● Ability to deliver exceptional customer service. ● Willingness to learn and a curious mindset ● Proficient in IT systems, including Microsoft Office (Excel), client management systems (e.g., Qunote), and MS Teams/SharePoint. ● Proficient in using design tools like Canva for presentations. ● Excellent presentation skills and the ability to represent the organisation externally. ● Strong problem-solving and critical thinking skills. <p>Additional Abilities:</p> <ul style="list-style-type: none"> ● Ability to work independently and as part of a team, setting and achieving goal-focused tasks. ● Proactive, self-starting attitude with the ability to work under pressure and meet deadlines. ● Skilled in preparing business reports and maintaining accurate records. ● Ability to travel to Reading and other locations as required for meetings and events. ● Right to work in the UK. 	<p>Relevant Qualifications in People Management:</p> <ul style="list-style-type: none"> ● Degree in a relevant field ● CIPD Level 5 or above ● NVQ Level 6 or above <p>Relevant Qualifications in Recruitment:</p> <ul style="list-style-type: none"> ● IRP Level 4 ● CIPD Level 5 ● NVQ Level 4 ● ILM Level 5 <p>Experience in Rehabilitation or Health & Social Care: Previous experience working within a rehabilitation, health, or social care setting.</p> <p>Experience in Engaging and Onboarding Clinical Associates: Prior experience with the recruitment, engagement, and onboarding processes for clinical associates.</p> <p>Experience in Personal Injury/Clinical Negligence Industry: Experience working in sectors such as law, case management, or therapy firms within the personal injury or clinical negligence field</p>
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Diversity and Inclusion

We are committed to fostering a diverse, inclusive, and equitable workplace where everyone feels valued and respected. We believe that diversity of experience, background, and perspective strengthens our team and drives innovation. We welcome applicants from all walks of life and are dedicated to ensuring that all individuals, regardless of race, gender, disability, sexual orientation, religion, or age, have equal opportunities to thrive in our organisation.

We encourage applications from candidates who are passionate about creating an inclusive work environment and believe in the power of diversity to enhance our company.

More About PsychWorks Associates and Working with Us!

We are proudly an award-winning, unique service offering psychological support and case management to injury individuals and families. Known for providing responsive and high-quality clinicians, we are supporting, progressing, and innovating the injury field’s rehabilitation provision for future generations. Drawing on our psychological underpinnings, we are trauma-

informed, culturally sensitive, and driven by collaborative case coordination. We bring together mind and body, individuals and systems, evidence-based and personal experiences as part of our objective to make recovery a holistic journey for all involved. It's an exciting time to join a passionate and dedicated group of office and clinical personnel led by an out-spoken, kind, and high-performing founder, Dr Shabnam Berry-Khan.

Our promise to referrers and Associates is therefore very clear and part of our customer service: to provide proactive, 'good-fit', timely and coordinated input, supported by the office staff. Cost-effectiveness, fairness, and reasonableness lie at the core of the work we offer, clinical or administrative.

This role is situated within the office team, known as the hub. The hub itself is a well-formed, professional group of highly dedicated individuals whose many unifying characteristics include kindness, respect, loyalty, joviality and honesty. A healthy work-life balance is encouraged and a focus on positive mental health is valued.

We feel the synergy of solid, forward-thinking teams with aligned values and commitment to our mission has been captured nicely in these recent testimonials:

"The 'checking-in' support has been so valuable as I transition into the service"

- Associate Case Manager when starting in the role, September 2024

"PsychWorks Associates is such a supportive and nurturing company, I'm really enjoying my work with you"

- Associate Psychologist's impromptu feedback, October 2024

"I work as an associate for Shabnam and love it. I get to work with different MDTs for different people which includes staff training, joint sessions with other professionals including OTs, physios and case managers and I also have the support of Shabnam and the rest of the team."

- Associate Psychologist to other psychologists on social media, November 2024

"I just reviewed [client's] report which was excellently written and is in-depth; it has helped me to understand [client's] needs further, especially as when communicating to me, he has not expressed what was detailed in the report."

- Case Manager referrer to our Psychology service, November 2024

"This [document] is exactly what I wanted when we discussed this and it is excellent to support my argument regarding the key indicators... I will use this if I may to demonstrate to other case managers in the future the type of evidence required."

- Email from a clinician collaborating on an important assessment with our Associate Case Manager, December 2024

"I bumped into [referrer] at an event today. He said that you were absolutely the right fit of psychologist for his client - compassionate and skilled. As a result of your input, he is seriously considering referring more clients to you/us. What great feedback - well done and, honestly, thanks heaps for your clearly excellent service!"

- Emailed feedback from Dr Berry-Khan to Associate Psychologist, December 2024