

Pippa Donovan

CONTACTS



PREVIOUS EMPLOYMENT

Relationship Director – The Medisure Group. Dec 2005 – Sept 2008

I led the development of a startup B2B health and psychological wellbeing service for organisations with a highly skilled manual workforce to fast-track rehabilitation services and manage wellbeing. Included service design, ROI, evaluation and outcomes measures.

National Account Director - Atos Healthcare April 2002 – Nov 2005

Relationship management of B2B occupational health and psychological wellbeing contracts enabling Atos to expand client base, develop new services and diversify contractual mix in a four-fold expansion to £30 million.

Royal Mail Group Jan 1993 – March 2002

Leadership roles in Royal Mail's occupational health and wellbeing support services, culminating in Head of Operations, leading a £15 million unit with 200 plus practitioners, before being bought by Atos Healthcare.

Specialized in 1:1 psychological support for executives using short term integrative model.

Developed first Diploma in Organisational Counselling with University of Roehampton.

A UKCP integrative psychotherapist and organisational consultant committed to individual, and system change in mental health and wellbeing, working across commercial and not for profit sectors. Co-opted trustee and interim chair UKCP. Signature strengths include:

- **Planning and execution of strategy:**
A focus on unique strategy, governance and growth for organisations providing psychological and wellbeing support to children, young people, families and adults
- **Building organisational competence:**
Developing and supervising teams, defining clinical/practice guidelines to ensure safe practice and build organisational capability. Emphasis on a strong learning and inclusive culture. Using data/evaluation to articulate impact
- **Clinical practice** – experienced at delivering time-limited and long-term psychotherapy, in particular for adults with complex trauma
- **Developing commercial strategies and relationships:**
Defining core business model, building mixed revenue streams, and developing corporate relationships ensuring growth whilst managing risk.
- **Partnership development, stakeholder engagement and speaker:**
To scale programmes, build consensus and drive sector reform.

Organizational Consultant / Psychotherapist – AboutFace Strategies. May 2015 – current

An organisational consultant / integrative psychotherapist working with executive teams on strategic reviews, professional practice and commercial strategies for organizations delivering psychological services. Clients include Safer London (Interim Business Development Director), Changing Faces (Interim Director of Strategy and Business Change) from Nov 17- March 18. Family Action (National and Therapeutic Services Lead) June 21 – Current

Achievements:

- Currently leading a change and development strategy for national services (£5 million) including services for complex trauma (Family Action)
- Led a strategic review for an organisation delivering psychological support to children, adults and families with disfigurement. (Changing Faces).
- Scoped commercial strategy for organisation delivering support to those affected by gang violence and exploitation. (Safer London)
- Integrative psychotherapy practice working with adults with complex trauma.

Director of Strategy, Services and Innovation – Changing Faces Apr 2018 – March 2020

Embedded the recommendations of the strategic review for a £2 million organisation. Developed the 3-year strategic plan, and ensuring the transformation agenda was completed across services, voice and income generating functions, taking it from half a million deficit to surplus position.

Achievements:

EDUCATION

PG Cert in EMDR

University of Worcester 2023

Advanced Diploma in Psychotherapy

Regents University 2021

MSc Psychological Counselling & Psychotherapy

University of Surrey (Roehampton) 2001

Diploma in Education (Counselling)

University of Birmingham

Diploma in Occupational Therapy

Essex School of Occupational Therapy.

PROFESSIONAL MEMBERSHIPS

Registered Member UKCP

Registered Member BACP

Practitioner Member EMDR UK

INTERESTS

Writing, arts, travel, developing my rooftop garden.

MENTORS/SUPERVISORS

Professor John Nuttall,
Professor of Psychotherapy,
Regents University

Sir David Holmes CBE, CEO
Family Action.

Professor Derek Farrell
Professor of Trauma
Psychology Northumbria
University

Dr Maria Luca, Regents
University

- Development of the three -year strategic plan, transformation agenda and underpinning mixed income business model
- Led the transformation of psychological support for children, young people, and adults with a visible difference, using a relational approach and 3rd wave behavioural interventions all supported by a digital platform.
- Ensured greater clinical governance, safeguarding and transparency of operation by introducing standards of practice, evaluation tools and metrics
- Led the mental health policy and development work with government including an APPG.

Director of UK Services - Adoption UK Jan 2014 – March 2015

Working closely with policy makers, providers, funders, and adopters I led a transformation programme to change AUK's adoption support services in the UK through a "policy into practice" agenda, whilst working with a turnaround focus for this membership organisation. (£3 million).

Achievements:

- Led the development of a new adoption support and trauma informed services which influenced public policy (DfE £19 million national adoption support fund)
- Led an ofsted "outstanding" adoption support service
- Ensured greater clinical governance, safeguarding and transparency of operation by introducing standards of practice, evaluation tools and metrics
- Key external relationship builder, a spokesperson for the organisation and speaker at sector conferences on trauma informed services.

Director of Business Development – 4Children Oct 2010 – Dec 2013

I led 4Children's development and partnership activities ensuring that an enterprising commercial strategy was achieved to support 4Children's 3-year plans to support over 100,000 families in the UK.

Achievements:

- Led a review and board sign off on development strategy ensuring sustained growth from £10 to £25 million whilst managing risk
- Restructured and developed a new team, designed, and developed products and services aligned to the strategy to deliver £5 million pa.
- Led the strategic partnerships work with sector partners, research organizations and UK government to drive reform in early years support.

Head of Business Development – Sue Ryder Care Jan 2009 – Sept 2010

Accountable for reviewing and developing the health and social care strategy to refocus a £80 million organisation to develop and fund more specialist and community-based end of life, bereavement, and neurological services.

Achievements:

- Redefined service strategy, and gained sign off from healthcare subcommittee and board and led on transformation programme
- Led a two-fold expansion in homecare services to £9 million before selling
- Led on partnership and income development for community - based services e.g. (DH, LA's, CCGs, external providers, funders and service users).