

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Divisional Director of Operations
Directorate:	Operations
Band:	8d
Hours:	37.5 hours (flexible patterns may be agreed)
Base:	Flexible within the Division
Reports to:	Divisional Clinical Director
Additional Operations Specific Support:	Deputy Chief Operating Officer

Job Summary

The Divisional Director of Operations is responsible for the smooth running of services within the Division including the development and maintenance of strong relationships and partnerships with commissioners and other stakeholders/partners, business development, business intelligence, management of budgets, resources and assets (including local estates issues), financial sustainability, performance, integrated governance, administrative support and other support to the Division.

Working within the Divisional Team, the Divisional Director of Operations ensures a culture and ethos of quality is embedded in all aspects of service design, implementation, delivery and review.

The Divisional Director of Operations will contribute to the strategic leadership of the services in line with the Trust Strategy and Annual Operating Plan. The post-holder will engage in a process of continuous improvement in service delivery, innovation, and business development, in line with corporate strategies and working in partnership with specialist support available in these areas.

The post-holder will be responsible for key operational areas and performance management arrangements in the pursuance of the delivery of clinically effective and efficient services. Accountability to the Board is through the Chief Operating Officer.

The Divisional Director of Operations will be committed to system working and the ongoing development of the Integrated Care Systems and Provider Collaboratives. They will provide support, leadership and relationship building to represent and lead mental health across the health and social care system.

The post-holder will also function as a member of the Operations Senior Management Team and in this capacity will provide high level Trust /Commissioning Business and Board reports on behalf of the Service, and will share corporate responsibility in relation to the Trust's:

- financial duties
- obligations for Health & Safety and Fire Safety
- policies for Clinical Risk Management and Corporate Assurance
- external stakeholder relationships in local areas
- strategies for modernisation, innovation and sustainability.

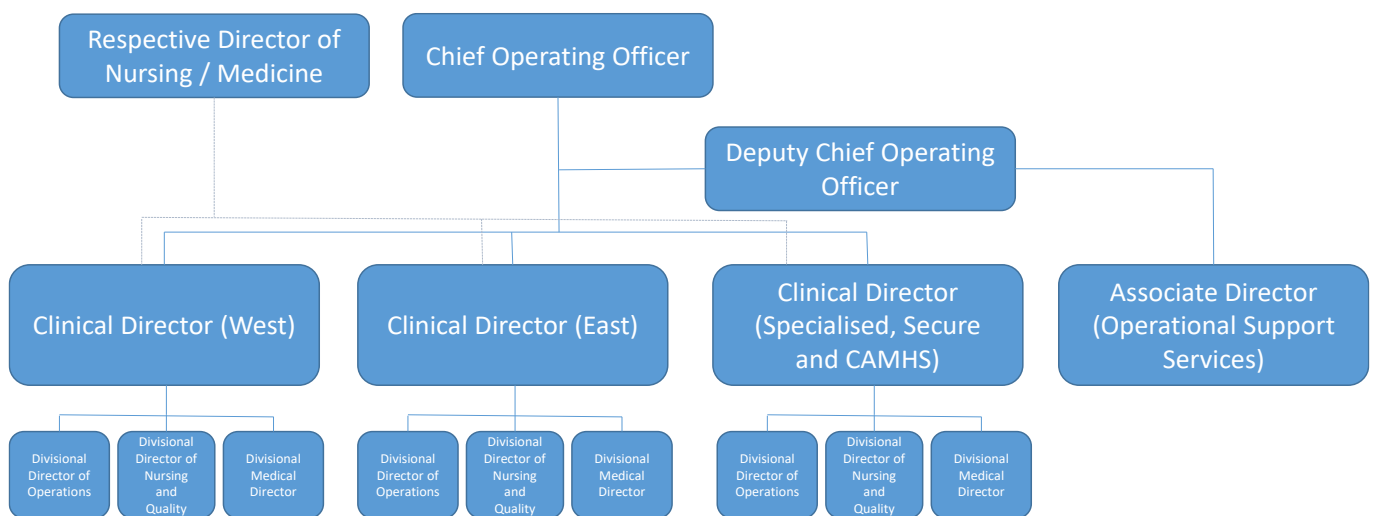
Dimensions

Budget managed: up to £50million

Number of staff responsible for: up to 1500

Number of sites working across: Trust wide

Organogram



Description of the duties

Key result areas:

Responsibility for Service Delivery

- Responsible to the Divisional Clinical Director for the effective management and operational delivery of mental health care in their service across multiple sites and services, working within a context of continuous improvement and ensuring the delivery of integrated care pathways and partnership working across health and social care.
- Ensure effective structures, processes and accountabilities for the management of services are in place.
- As a member of the trust's senior management team, support the development and ensure the implementation of the service model and delivery specification for the services based on evidence and best practice guidance within commissioned standards. Deliver services to Trust performance standards and devise and implement performance management arrangements.
- Work within the Performance Management Framework and be responsible for Divisional reporting for assurance against performance and quality measures with clear improvement plans and trajectories to achieve improvement
- Collaborate within the Divisional Team on the strategic development and management of the service to deliver services in line with the Trust's strategy, identifying development needs and future business

opportunities and working with corporate directorates, clinical leads and service managers to ensure the strategy reflects Trust, commissioner, statutory and national priorities.

- Responsible within the Division for the delivery of all Trust Integrated Governance requirements relating to the service and establishing clear and effective mechanisms to ensure ownership of governance throughout all areas and levels of the locality.
- Ensure full compliance of all staff with key mechanisms to carry out, support, monitor and review clinical service delivery within the approved practice mechanisms adopted by the Trust.
- Ensure line management accountability which reflects direct care delivery across the service.
- Ensure the engagement of staff in and compliance with processes to protect service users, carers and communities.
- To work with peers across the three divisions to ensure effective and safe delivery of services responsive to need
- Ensure effective and comprehensive communication with staff, unions, service users, carers, and external partners, providing accurate, relevant and up to date information about the service and promoting positive messages about mental health and social inclusion.
- Ensure full service engagement in the management, procurement and contract monitoring of services.
- Manage, using where necessary appropriate HR policies and procedures, the standards of professional behaviour and performance required for service users to receive the most appropriate care, supporting junior managers to do this effectively.
- As agreed with the Clinical Director, assume the lead for key projects within the Division and Trustwide.

Responsibility for Supervision, Leadership and Management

- Exercise highly effective and clear leadership, inspiring and supporting managers and staff to deliver effective services, deal with change in a highly complex environment, within limited resources and continuously develop and improve service provision. Provide senior professional direction and the delivery of clear organisational efficiencies and effectiveness within the service.
- Working with senior colleagues in the service, fully engage with staff to identify opportunities for innovation, cost saving opportunities and service development.
- Communicate clearly and effectively the Trust's vision for service delivery.
- Deliver change through effective management and the use of a range of leadership approaches, based on implementing a culture of open and transparent communication, being judged on outcomes, working in partnership, putting service users at the centre of our services and engaging all staff.
- Take the lead in communicating and consulting with staff and trade unions, anticipating and resolving disputes through regular engagement, discussions and negotiation with the relevant staff and their representatives.
- Ensure the workforce is resourced and managed effectively in order to deliver high quality and cost effective clinical services, including the implementation of a high quality supervision and appraisals system.
- Work with Divisional Leadership Team to ensure an appropriate, quality-focused accountability framework is in place and fully understood within the service.
- Establish and maintain systems and processes for performance management of individuals, teams and services which are in line with the Trust's performance framework for setting and delivering Trust objectives.

- Ensure that the standards of professional and personal behaviour commensurate with expected standards of care for service users are enacted, using appropriate Trust policies and procedures where necessary and supporting junior managers to do the same.
- Work jointly with the Divisional Leadership Team on workforce planning and staff development.
- Ensure that the business plan, service models and clinical practice are delivered with sensitivity to the diversity of the communities it serves.

Responsibility for Planning and Organisation

- In conjunction with the Clinical Director, responsible for medium and long term strategic planning to ensure the provision of coherent, high quality and well managed local services that are fit for the future and that fully respond to commissioning intentions and changes within the local community as a whole.
- Ensure that the service is adequately resourced, organised, fit for purpose and conforms to the models, standards and principles set by the Trust, the Department of Health, Care Quality Commission, NHS England, NHS Improvement and local and specialised commissioners.
- Responsible with the Divisional Leadership Team for devising and implementing an annual business plan for the delivery and development of services that will be included in the overall Trust Business plan for approval by the Board. Ensure that the business plan will be viable and affordable and developed with the engagement of staff, service users, carers, commissioners and other stakeholders and is set in the context of the wider Trust strategy.
- Plan and organise effective service delivery systems together with service managers and operational links between the local delivery units and other providers of related services.
- As part of the Divisional leadership team, implement the overall Trust Strategy and Business Plan as it relates to the Division. This includes working with senior colleagues within the Trust and partner agencies to ensure that such planning is consistent with the strategies and ambitions of partners and the wider community as expressed through various interagency planning forums and Local Area agreements.
- Establish structures, processes, information and contingency plans to maintain business as usual in all possible scenarios.

Responsibility for Policy, Service, Research, Innovation and Improvement

- Ensure that outcomes for service users and carers are measured and evaluated and that learning is applied to future interventions, collaborating with those responsible within the Trust for service audit.
- Assimilate and apply the outcomes of audit, research, innovation and improvement projects, learning from the evaluation of the impact of change in similar services elsewhere.
- Working jointly with the Divisional Leadership Team, staff, service users, carers and partners, identify appropriate outcome measures that can be implemented to evaluate the quality and effectiveness of services within the Division.
- Responsible, in conjunction with the Clinical Director, for ensuring systems are developed to ensure that clinical and other risks are identified and effective governance and assurance mechanisms are in place.
- Responsible for appropriate policy development and implementation for the service.
- As part of the Divisional Leadership Team, lead clinical, professional and managerial service redesign and innovation initiatives to modernise the workforce and the delivery of care, including promoting the innovative use of technology and supporting the development of practice in relation to national mental health strategies.

- Ensure local service user engagement in service planning, delivery, choice, governance and workforce development, including maintaining effective links with key groups, networks and Patient and Public Involvement forums.
- Ensure wide management and clinician participation in key local forums and collaboration with other key partners in the delivery of integrated care solutions.
- Influence clinical and professional leads to establish/maintain and support key networks to develop practice.

Responsibility for Finance, Equipment and Other Resources

The Divisional Director of Operations is responsible for the effective day-to-day management of allocated budgets for the service, and will:

- Operate within the Trust's Standing Financial Instructions, delivering key financial planning actions within the Annual Business Cycle, and delivering service and financial sustainability through achievement of financial balance for allocated budgets. Ensure that budgets are set accurately in a timely fashion and with the full engagement of appropriate budget holders.
- Ensure the appropriate use of resources in growing and extending service delivery in line with business plans, including attracting new activity and developing new services aligned with the overall Business Development strategy, Trust priorities and standards.
- Manage and mobilise capital and revenue as and when required to effectively manage the current and future agreed planning assumptions of the service.
- Responsible for the effective use and deployment of the buildings from which services are delivered.
- Responsible for ensuring financial reporting which is timely and accurate and where the information is applied to the management of budgets and the delivery of services.

Ensure that services provide value for money against national/market benchmarks

Responsibility for Information Resources, Administrative and Other Duties

- Ensure that administrative systems and staff are properly managed and efficiently deployed to provide effective support for service delivery.
- Responsible for ensuring the appropriate development, use and/or maintenance of reporting and recording systems for the service
- Ensure safe sustainable and effective management of the service through the application of environmentally efficient practice to reduce the Trust's carbon footprint.
- Responsible for the service meeting all Risk Management, Health and Safety, and Fire Safety responsibilities as required by statute, regulation and Trust Policies.
- Responsible for ensuring compliance with Trust/national and local policies and the policies on:
 - The inputting of data into appropriate computer based and paper systems.
 - The use of Care Records including compliance with Trust policies on confidentiality.
 - Local interagency agreements and protocols on the sharing of information.
 - The Data Protection Act and other legislation relating to the release of information.
- Responsible for ensuring that operating processes and monitoring systems for Approved Social Worker, Medical Staff and Nursing Staff compliance with all legal and statutory duties related to the Mental Health Act, and associated Acts that apply.

Responsibility for Communication and Working Relationships

The Divisional Director of Operations will work within a highly complex environment and have a key role in building strong working relationships through effective communication with a wide range of individuals. This will include presenting challenging and complex information and responding to questions at a range of meetings including at internal and external Board level, at commissioning meetings, service tenders, and at local engagement events among others

The Divisional Director of Operations will be jointly responsible with the management team for delivering changes that may well be contentious, with significant barriers to acceptance of the proposals from a range of groups. The post-holder will be expected to maintain effective communication with groups whose views are likely to be divided and where change is likely to be resisted.

Specifically the post-holder will be expected to engage and work effectively with the following to achieve the required outcomes of the role:

Commissioners

Service users and carers

Staff

Senior and executive colleagues within the organisation

Health and social care colleagues in other organisations

Staffside representatives

National health leaders

Political representatives

Volunteers

Police, Probation and Criminal Justice Services

Acute Trusts

Clinical Commissioning Group Mental Health Lead and Chair

Non Executive Directors

Directors of Social Services

Health and Wellbeing Boards

Commissioning Boards

Care Quality Commission and other government bodies

Independent sector providers

Public Health England

Most Challenging part of this role

Delivering sustainable, safe and effective services within the resources available and within statutory requirements, whilst maintaining a robust strategic and operational plan for long term service delivery and financial sustainability. Working within a highly complex commissioning environment, and a developing Transformation Plan agenda requiring the ability to deal with multiple competing demands and priorities necessitating excellent negotiating skills and emotional resilience. To carry this out whilst

working across a diverse range of communities with multi-faceted clinical requirements and differing commissioning requirements and ensuring that all services, teams and individual staff act within the practice boundaries of their professional bodies.

1. People leadership and management

- 1.1 Provide inclusive, compassionate and effective leadership for your team by setting clear vision and direction.
- 1.2 Develop a culture and environment in which members of staff are encouraged and supported to deliver high- quality services and are supported to innovate and improve services where appropriate.
- 1.3 Encourage your team to feel able to raise concerns openly and safely.
- 1.4 Promote equality of opportunity in service delivery and employment, ensuring that no person receives less favourable treatment than another on the grounds of gender, marital status, race, religion, creed, colour nationality ethnic or national origin, sexual orientation or disability.
- 1.5 Support prompt recruitment by identifying vacancies to the AWP Recruitment Team as soon as they arise, and participate in the selection and effective induction and onboarding of new joiners to the team.
- 1.6 Ensure that all team members have a very positive introduction to the team and a well-supported first year.
- 1.7 Take responsibility for encouraging people to stay with AWP, ensuring that you are aware whenever a member of your team is considering leaving, seeking to understand their reasons and encouraging them to stay.
- 1.8 Ensure that key messages are cascaded in your team and that your team are encouraged to put forward suggestions.
- 1.9 Show appreciation to your team when they do good work and support them when they are struggling.
- 1.10 Consider the individual needs of team members for a healthy work-life balance and think about how their needs can be supported by providing flexible ways of working.
- 1.11 Support all team members to keep their mandatory and statutory training up-to-date and identify the learning and development needs of all team members of the team ensuring that everyone has an up-to-date personal development plan (PDP).
- 1.12 Ensure that every team member has at least an hour of supervision (one-to-one meeting) each month, this may include both managerial and clinical supervision.
- 1.13 Ensure all team members receive a constructive assessment of their performance each year and set SMART objectives for the coming year.
- 1.14 Seek support from the HR Team to tackle any worries regarding matters of discipline, including both conduct and capability concerns, supporting a 'just and restorative culture'. Take prompt action regarding serious concerns and ensure clear plans are in place for problems which are less serious in nature but prove difficult to resolve.
- 1.15 Act as a positive role model at all times, encouraging people to feel equal members of the team whilst working within clear frameworks and policies.
- 1.16 Promote effective use of bank and agency nursing staff, providing a safe and effective service, complying with regulatory standards.

2. Performance and information management

- 2.1 Ensure that you and your team understand all of the agreed key performance indicators for your service, particularly relating to outcomes and essential standards to be met.
- 2.2 Ensure that you and your team understand data quality standards and that all the necessary records for your service are maintained and reported.
- 2.3 Ensure that you and your team understand all of the clinical and business action plans relevant to your services.
- 2.4 Ensure that you and your team understand all of the monitoring, auditing and reporting systems relevant to your services.

3. Service development and planning

- 3.1 Actively seek opportunities for improvement for the services which you and your team provide by identifying research evidence and best practice elsewhere, interpreting/translating and facilitating adaptation for AWP.
- 3.2 Analyse and interpret data to inform the strategic direction of the services which you and your team provide
- 3.3 Ensure multidisciplinary involvement and the use of quality improvement (QI) techniques in service improvement, by negotiating shared solutions, facilitating the resolution of complex or contentious issues and managing any conflict into constructive outcomes.
- 3.4 Ensure effective risk identification, analysis, mitigation and management within your services, encouraging all members of your team to be aware of and to manage risks.

4. Governance and policy

- 4.1 Ensure that you understand all of the key governance requirements, policies and standards for your services and that these are communicated to your team; make sure your team understand the importance of good governance.
- 4.2 Support the development of policies relevant to your services, including your team in this work.

5. Financial and resource management

- 5.1 Monitor and exercise appropriate control over the budget(s) for your team, ensuring that both you and your team understand the resources available to support provision of a high quality and cost-effective service.
- 5.2 Challenge and manage poor financial management and poor use of any resources.
- 5.3 Ensure optimum use of people and other resources; particularly though emphasizing use of substantive staffing and effective use of bank and agency staff.
- 5.4 Ensure that whenever you authorise expenditure you are thoughtful and careful about whether there could be a more cost-effective solution.
- 5.5 Ensure that your use of resources is in accordance with AWP Standing Orders and Standing Financial Instructions.

6. Stakeholder involvement

- 6.1 Ensure that you are aware of the many stakeholders to your services (your key stakeholders will

include all members of your multi-disciplinary team, other teams, service users, families, carers, local communities, other statutory agencies, other healthcare providers etc)

6.2 Develop and maintain positive relationships with your key stakeholders, this may include proactive communications to ensure full involvement and engagement in the delivery of services and aims and objectives.

Implement and lead effective two-way communications to ensure that the Service areas are responsive to the needs of patients/service users and external pressures.

General information for all employees

Below is the section of the Job Description with general information for all employees and the requirements on all employees to behave in accordance with AWP values and to support and comply with Policy and Legislation. Some policies are highlighted and must be read by all employees – all AWP policies are available on the intranet to employees or you can ask your manager for the policy. Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

Values and behaviours

AWP has a set of values. Your behaviours should reflect AWP **PRIDE** values:

Passion: Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

Respect: Listening, understanding and valuing what you tell me

I show compassion and kindness at all times

I am a team player and support my colleagues

I listen carefully and communicate clearly

I respond positively to differences of opinion

Integrity: Being open, honest, straightforward and reliable

I encourage and value feedback from others to help me develop

I try to always do what I say I will do

I am open and honest about when things have not gone well

I raise concerns and report incidents that arise

Diversity: Relating to everyone as an individual

I try to listen without judging

I respect other people's culture, beliefs and abilities

I actively take account of the needs and views of others

I understand and support the benefits that diversity brings to my team

Excellence: Striving to provide the highest quality support

I set high standards for my work and personal conduct

I plan my workload and deliver on my commitments

I make best use of available resources

I put forward ideas to improve the quality of services

Service User Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly AWP's motto of 'You matter, we care'. Your goal must be to provide for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with AWP.

Other Information

CONFIDENTIALITY

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with relevant legislation, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act.

VALUING DIVERSITY & HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. AWP has an **Equality Policy** and it is for each employee to contribute to its success.

INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees. Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

NO SMOKING

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed. All staff who contribute to patients' care records are expected to be familiar with, and adhere to the

Information Governance Policy. Staff should be aware that patients' care records will be subject to regular audit.

RISK MANAGEMENT

All AWP employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the **Risk Management Policy** and emergency procedures and attendance at training as required.

SAFEGUARDING & DUTY OF CANDOUR

AWP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policy** and Procedures, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to AWP's safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient.

STANDARDS OF BUSINESS CONDUCT AND 'BOUNDARIES'

You are required to adhere to all corporate policies, including AWP **Standing Orders and Standing Financial Instructions**. This includes not accepting gifts or hospitality in the course of your duties, not acting fraudulently and maintaining appropriate behavioural 'boundaries' regarding your interactions with service users, staff and stakeholders.

Sustainability is integral to the Trust achieving the NHS Net Zero target. All staff are therefore actively encouraged and supported to implement new ways of working within their field of expertise.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within AWP as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager, which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

PERSON SPECIFICATION

JOB TITLE **Divisional Director of Operations**

Requirements	Essential	Desirable
Education and Qualification	<ul style="list-style-type: none"> • Educated to Masters Degree level or equivalent experience. • Evidence of Continued Professional Development. • Management qualification or equivalent experience, or willing to study for a qualification within an agreed timescale. • Holds and maintains a relevant professional qualification 	
Experience and Knowledge	<ul style="list-style-type: none"> • Detailed working knowledge of the NHS and Local Government policies relating to Mental Health together with good knowledge of principal policy and financial determinants, including the recovery approach. • Highly developed specialist knowledge of mental health services across a range of work procedures and practices, underpinned by theoretical knowledge and relevant experience. • A good understanding of Transformation Plans and local position and the implications of these for service development and delivery • Experience of and an ability to manage and understand the professional and other requirements of a multi-disciplinary team • Good understanding and application of business management systems and processes. • Excellent knowledge of healthcare markets and market determinants. • Advanced knowledge and understanding of government policy and strategic direction in relation to healthcare, social care, criminal justice provision and wider national social policy. • Clear understanding of performance management, reporting for assurance and the role this has in the delivery of high quality effective services. • Know and demonstrate the Trust's vision and values in everyday work and practice. 	<ul style="list-style-type: none"> • Experience of delivering substantial service change and updating Trust Boards, Joint Commissioning Board and Scrutiny Committee on progress and delivering to agreed objectives • Experience of management in another sector

	<ul style="list-style-type: none"> • Good understanding and application of business management systems and processes • Good working knowledge and understanding of Government policy and strategic direction in relation to healthcare, social care, criminal justice provision and wider national social policy • Substantial experience in managing clinical community and in-patient services, budgets and people at service manager level and above. • Demonstrable experience of leading complex projects/initiatives, delivering substantial service change, in line with best practice • Significant experience of working in partnership, leading contract and Local Delivery Plan negotiations with commissioners, social care, criminal justice services, statutory and non-statutory agencies • Experience of leading service design in line with best practice. • Experience in developing plans for and delivering on the management of public and political aspects of service change related to media, presenting in Council Committees, Boards and public meetings, and in diverse communities. • Proven experience of managing, motivating, empowering and working with senior teams to deliver against objectives and ensuring there is a shared vision and values within that team • Experience of working in partnership to ensure success in contract and Local Delivery Plan negotiations with commissioners, social care, criminal justice services, statutory and non-statutory agencies • Experience of developing and delivering clinical and business plans within a challenging public and political environment 	
Skills and Abilities	<ul style="list-style-type: none"> • High-level budget management skills to control multi-million pound budget activity. • Strong planning/delivery skills. • Excellent communication skills, able to express complex, multi-faceted concepts in an accessible way, both verbally and in writing. • Exceptional change management skills. • Able to work with sensitivity and political astuteness to positively represent the Trust in a diversity of settings. 	

	<ul style="list-style-type: none"> • Exceptional influencing, negotiation and presentation skills. • Takes personal responsibility for making things happen and achieving results, displaying motivation, commitment, perseverance and conscientiousness. • Acts with a high degree of personal integrity. • Evidence of strong intellectual and problem-solving abilities. • Strong leadership skills; a strategic thinker able to see and deliver the 'big picture'. • Excellent analytical skills, able to reflect on complex information and draw conclusions in circumstances where there are multiple competing priorities. • Implements strategies for embedding and achieving excellence in delivering service quality outcomes • Ensures a culture and ethos of challenge and support for all staff • Ability to monitor, evaluate and review service delivery and promotes improvement strategies • Strong people management skills • Able to communicate a vision to staff and service users for service improvement and change. • Commitment to achieving positive service outcomes for service users and improving their experience of healthcare. • Able to reach balanced and mature judgements in the face of considerable adversity and complexity. • Ability to lead teams and projects as well as work as a part of the same. • Ensures individual accountabilities are clearly defined, understood, agreed and are subject to rigorous review and evaluation 	
Other Requirements	Empathy for individuals who have experienced mental health problems and ability to cope with behaviours which may be challenging at times.	

Date Job Description and Person Specification agreed: 28/02/2023