

JOB DESCRIPTION

JOB DETAILS

Job title: Operational Lead (CAMHS)
Job code: GHC251
Band: 8a
Location: Countywide
Accountable to: Deputy Service Director, CYPS Directorate

JOB PURPOSE

- Lead on the strategic and operational steering of the multi-agency front door programme, working alongside senior clinical leads within GHC and a wide variety of external partners and stakeholders including Gloucestershire CCG, Education colleagues, Social Care, Early Help and voluntary agencies. To oversee and direct the operational implementation of the transformational, multi-agency model in Gloucestershire.
- The initial focus of the role will be working with commissioners and external stakeholders to steer the ongoing county-wide development and review of the implementation of the programme and its constituent work streams at pace.
- The postholder will have a background related to children's mental health/emotional well-being and other fields to be able to use clinical skills and knowledge base to inform key decision making points as well as being able to share mental health knowledge and experience within discussions, conversations with system partners and formal presentations at strategic forums.
- This programme and its work streams have been established to improve the experience of children, young people and their families, grounded in the principles of integrated working, early intervention, prevention and supporting the relationships in children's lives that can mitigate against adversity.
- As part of this, the postholder will lead on a number of change initiatives involving project management methodology that are clearly linked to Integrated Care Services (ICS) ambitions.
- The post holder will be required to lead groups of professionals from a variety of children-based agencies and organisations in the review of detailed service models, researching and analysing the emerging evidence and best practice. All elements of the programme focus on integrated working and seamless pathways across the child mental health system.
- Contribute to the planning, development and delivery of service and quality improvements in line with local and national priorities.
- Lead on key tasks/projects associated with the delivery of effective community services.
- Setting and monitoring contract requirements for all subcontractors.
- Supporting the delivery of strategic and service planning for the Directorate.
- Lead opportunities to co-produce service initiatives and developments with children and young people directly to ensure the "voice" of the child and young person is central to shaping and developing future personalised care and pathways.

DIMENSIONS

Geographical spread:

Gloucestershire CAMHS is provided county wide through geographically located community CAMHS teams (Gloucester/ Forest of Dean/ Cheltenham/ Tewkesbury/ North Cotswolds/Stroud/ Cirencester).

Budgets:

Holds a delegated budget.

Staffing within services covered:

Teams are multi-disciplinary and may include clinical psychologists, nursing, child psychologists, allied health professionals, child psychotherapists, social workers, consultant psychiatrists, mental health navigators. These teams are actively contributed to by administrative and support services staff. In Gloucestershire, some workers are co-located or work alongside other partner agencies, such as Social Services and the Youth Support Team.

CORE KEY RESPONSIBILITIES

- Contribute to the planning, development and delivery of service and quality improvements in line with local and national priorities.
- Provide change leadership to projects and affected operational services to ensure delivery of required outcomes and benefits.
- Develop an understanding of the organisational strategic, professional and clinical drivers for implementing the change, assisting with the identification and prioritising of desired benefits, whilst understanding and identifying constraints/risks that may impact the change and develop mitigating strategies where appropriate.
- Carry out demand and capacity modelling for services across the organisation where required to support organisational development requirements.
- Review current processes, systems and practices, facilitate discussions and advise colleagues as to how best practice might be adopted in the definition of future processes, document those processes as they are agreed and monitor their delivery. Where substantial change in operations is required, the post holder will be responsible for recommending innovative new business structures, operations and working practices.
- Work within the structures and cultures of the statutory organisations and enable collaborative working through the creation of frameworks and project/programmes arrangements.
- Summarise complex information in a coherent form both in a written format and in a verbal presentation as appropriate to facilitate understanding amongst professions and managers regarding the vision and potential impact of the change.
- Nurture key relationships across the organisations and with commissioners, and maintaining networks internally and externally, including national networks. This will include supporting genuine partnership working across organisations.
- Lead local forums and groups with children, young people, parents, carers, families as well as the public to ensure that service development is informed and shaped by gaining feedback from these groups together with other forms of service experience feedback.
- This may include engaging with communities and place-based services to understand community based needs, including health inequalities.
- Provide advice and prepare strategic reports and briefings for commissioners, directors and stakeholders, as required.
- To provide line management roles and responsibilities within the service.
- Provide clinical supervision, coaching, support and development for team members to enable a high-quality service to be delivered.
- Communicate clearly with multi-agency partners, teams and individual staff ensuring that all individuals who are part of the change process understand the rationale for change and service transformation.
- Deputise in the Deputy Service Directors absence if requested.
- Represent CAMHS leadership and management at a range of Directorate, Trust and other strategic meetings and forums, including joint agency initiatives for integrated teams and shared services.
- Lead on planning, delivering and evaluating ongoing service improvement project management workstreams. This may include completing audit work.

- Prioritise the development of mechanisms to promote better consultation and collaboration with children and young people service users and their parents/carers within care pathway planning as well as wider operational and strategic issues and developments.
- To maintain and update own professional highly specialised and expert knowledge and skills through Continuing Professional Development (CPD), including advanced specialist theoretical and practical knowledge over a range of domains i.e. clinical, managerial, research and development and leadership as well as maintaining a professional portfolio

SPECIFIC KEY RESPONSIBILITIES

- To work alongside senior leaders from health, local governments and local education authorities to direct, lead and motivate their leadership teams to ensure a high standard of professionalism, efficiency and effectiveness in the delivery of planning and developments of local service provision, ensuring that activity is fully aligned with the transformational work programme.
- Ensure that the aims and objectives associated with the transformational work programme are clearly communicated to the staff within multiple teams across agencies.

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

The below list is not exhaustive

- Children, young people and their families (including parents and carers)
- Colleagues within Gloucestershire's Children & Young People's Service (CAMHS)
- Colleagues within Gloucestershire County Council, Gloucestershire Health and Care Trust, Gloucestershire Hospitals NHS Foundation Trust and Gloucestershire Clinical Commissioning Group
- Primary Care
- Education Colleagues in GCC, schools, colleges and higher education establishments
- CAMHS Operational Governance Forum and Integrated CYPs Directorate Governance Forum
- CAMHS, CYPs and Commissioning Senior Leadership Teams
- CYPs Participation Lead

EFFORT AND HEALTH & SAFETY FACTORS

- Frequent and sustained emotional and mental effort required to engage in work with children, young people and their families who have suffered extreme trauma, abuse, neglect, and distress in a pressurised and highly emotionally charged clinical and managerial environment.
- Periods of intense concentration when reporting and analysing complex and highly sensitive clinical and operational information within a range of operational contexts.
- Occasional moderate physical effort required when executing community clinical and operational work activities: sudden, reactive movements to ensure safety of the child or young person.
- Frequent physical effort required to work within diverse community and geographical settings, frequently transporting moderately heavy technical equipment in preparation for formal presentations and conferences.
- Frequent and prolonged use of VDU, using effective keyboard skills on a daily basis.
- Frequent effort needed to manage highly complex and complex circumstances, including service complaints involving distressed staff, children, young people or their parents/carers.
- Occasional emotional and mental effort required to deal with difficult or aggressive families and service users in order to reach a successful clinical or operational outcome.
- Occasional mental effort required to convey highly distressing news to staff and parents/carers i.e. involving child protection proceedings, dealing with the family after a serious clinical/staff incident.
- Managing highly complex information, and producing reports.
- Regular driving within, and occasional driving outside, the Trust catchment area.

Enhanced DBS Clearance

As the holder of this post will be in contact with infants, children and young people, the post is subject to an Enhanced Clearance by the Disclosure & Barring Service.

MOST CHALLENGING PART OF THE JOB

- Communicating complex and potentially challenging information concerning service delivery to a variety of stakeholders, including staff and leading change through significant service developments.
- Providing management responsibility for Serious Incidents as required.
- Making independent judgements and decisions, guided by broad Trust policies and National guidance.
- Managing the expectations of children, young people and their parents/carers.
- Working under pressure to unpredictable and urgent deadlines and competing demands on a daily basis.
- The need for rapid, independent decision-making with considerable resource implications on a regular basis.
- Managing staff, cultures and operational business effectively within a rapidly-changing environment.

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Senior Managers

Under Section 11 of the Children Act, senior managers have a duty to safeguard and promote the welfare of children and young people. There should be a culture of listening to children and taking account of their wishes and feelings (with individual decisions and development of service); effective inter-agency working with awareness of information sharing procedures; safe recruitment and effective Allegations Management procedures in place.

Under The Care Act 2014, there is a requirement to demonstrate compliance with the 6 key principles of the Act: Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability in relation to Safeguarding Adults – Making Safeguarding Personal.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

On Call Rota (Band 8a and above only)

The Trust provides an on-call rota to ensure that appropriate senior clinical and operational expertise is available on a 24 hours a day, 7 days a week basis, so that significant issues are managed, patients receive continued quality of care and staff on duty out of hours and at weekends have access to the right support at all times. You are therefore required to participate in the Trust's on-call rota (clinical or operational) subject to an assessment of knowledge, skills and experience. Full training and support will be provided.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job

description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Physical Intervention Descriptors

Working Well Pre-employment Assessment

Breakaway – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies (**clinical and non-clinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.

Positive Behaviour Management (PBM) – Practical training in the implementation of Physical Intervention techniques that are designed to temporarily gain control of a service user's behaviour at a time when they are placing either themselves or others at risk of injury. Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session. Depending on the technique each trainee will be able to adopt a 'stable stance'; balanced to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso. They will also be able to safely achieve a controlled movement to and from the floor in support of a service user.