

JOB DESCRIPTION

Job title:	Operational Manager
Service:	Children, Young People's and Young Adult's Mental Health Service
Salary:	Grade 5 Point 39-46 Inclusive of Inner London Weighting
Hours:	28 hours per week, 4 days (ideally Tuesday to Friday)
Location:	Hackney, London
Responsible to:	Deputy Director of Services and Innovation, London Region

Service Summary

Our Off Centre service provides a range of targeted emotional wellbeing and mental health support to young people aged 16 to 25 who reside/are registered with a City and Hackney GP. The service, funded by North East London (NEL) CCG (formally/transitioning from CH Clinical Commissioning Group, supports individuals with moderate to severe mental health issues.

The service provides a range of therapies including; individual counselling and psychotherapy, individual and group art psychotherapy, key worker support, an out of hours evening drop in service (once per week), an emotional wellbeing advice provision and an LGBTQ+ facilitated support group.

The service has also recently added an additional targeted provision for children and young people of African, Caribbean and mixed heritage (ACH) with an aim to improve emotional health and wellbeing support during the years of school transition years. This component of the service is delivered in collaboration with Hackney CVS and community partners.

The service's outcomes include:

- Improving mental health outcomes for children and young people in City & Hackney;
- Improving the wider determinants of good mental health for children and young people;
- To increase academic attainment, life opportunities and future employment chances;
- To relieve increasing burden on health and mental health systems where mental health problems endure into adulthood;
- And to relieve the burden on wider public systems owing to the impact of mental health problems extending in to society and social settings.

Family Action is also a fundamental and key local partner in the delivery of emotional wellbeing/mental health services in the local areas and is a member of the local CAMHS Alliance and Psychological Therapies Alliance (managed and supported by the CCG). The locally governed alliances & key partners also aim to create a Transitions Alliance to further support 18-125s through the transition of childhood to adult. It is vital that Family Action plays an important role in this collaboration with contributions to best practise guidance.

Job Summary

You will be part of a small senior management team, working together but having specific accountabilities to ensure the provision of sustainable, high quality and the delivery of a safe service. You will also be expected to evidence positive outcomes including improvements to service user mental health and wellbeing.

You will co-ordinate and focusing on the continuing development of our Off Centre services to enhance the mental health of children, young people and young adults in the local area. You will aim to meet objectives outlined in the NHSE Long-term plan, as well as, locally derived commissioning objectives. You will represent Family Action Off Centre services at the local CCG Alliances and contribute in local strategic pieces of work.

You will implement and embed systems that maximize resources available at this time of increased demand and be accountable for the performance and financial management of the service. You will work with the Deputy Director of Services and Deputy Director of Quality and Safeguarding to deliver the service's clinical governance and quality improvement agenda. Your management input will be supported by a dedicated Clinical Lead.

Key Tasks and Responsibilities

1. Service Management

- 1.1. Ensure that the service meets all of its key objectives as set out in the various plans and commissioned service specifications and strategies to allow the delivery of a responsive service that meets the mental health needs of young people accessing the service.
- 1.2. In conjunction with the Clinical Lead (and Deputy Clinical Lead) provide effective leadership and management of the service; ensuring that clinical and governance structures are in place.
- 1.3. Lead on the day to day operational management of the service, implementing systems and processes that maximize the effectiveness and efficiency of resources available.
- 1.4. Undertake projects as required, using project management methodologies. In conjunction with the Clinical Lead, senior FA leadership and CCG funding partner, develop and implement clear criteria for referral to the service, treatment contracts with service users, length of treatment times, management of waiting lists, and other key service mechanisms to support compliance with key performance indicators.
- 1.5. In line with Family Action and national guidance, implement all necessary measures possible to mitigate against health and safety welfare risks including Covid 19 for staff, service users and their families.
- 1.6. Together with the Clinical Lead and Associate Clinical Director and Psychological Therapies Lead, organise and plan regular Senior Management Group meetings and ensure that actions agreed at meetings are taken forward and implemented.
- 1.7. In conjunction with the Clinical Lead and Therapists, ensure the service has strong and effective links with other relevant services within the borough, including representing the service on appropriate interagency groups and contributing to the overall development of services for young people and young adults in the borough.

- 1.8. Develop and maintain an effective communications system for the service both internal and external, ensuring that colleagues, users, carers and other stakeholders are kept informed of current services, service developments and opportunities for change.
- 1.9. Ensure the service takes account of and is actively responsive to the needs of its local communities.
- 1.10. Be responsible for ensuring that data is diligently collected and recorded so that the effectiveness of the service can be comprehensively evaluated and that specific performance data meets reporting requirements. Provide Clinical Lead with in time data that informs and supports clinical performance management.
- 1.11. Lead on investigating and resolving all complaints and serious or potentially serious untoward incident promptly, sensitively and in line with Family Action policies.
- 1.12. Work within statutory requirements, relevant organizational policies and procedures and local practice guidelines and procedures for the service.
- 1.13. Maintain a broad-based knowledge of health and social care legislation, policy and practice developments relevant to children, young people and young adult mental health services to support effective management decisions in the service.

2. Human Resources Management

- 2.1. Be responsible for the line management of all non-clinical staff in line with Family Action's policies and procedures.
- 2.2. With Clinical Lead, ensure that all staff in the services have access to appropriate support for their continuing professional development, including arrangements to identify and meet their training and development needs.
- 2.3. With Clinical Lead, ensure that all staff appraisals and supervision are carried out in accordance with Family Action's policies and procedures, and that staff objectives are in line with the context of the agreed service plan.
- 2.4. With Clinical Lead, ensure the prompt recruitment, selection and induction of new staff to all posts in the service according to the relevant organisational procedures.
- 2.5. Ensure that all other aspects of human resources management take place within the service, including:
 - Prompt action with regard to staff performance, sickness and attendance levels
 - All disciplinary and grievance matters

3. Performance and Financial Management

Financial Resources

- 3.1. With Deputy Director of Services, involving Clinical Lead also, undertake a yearly annual financial plan (for main and short term funding)
- 3.2. Monitor budgets monthly, being accountable for expenditure and ensuring all income due is procured by finance department colleagues.
- 3.3. Ensure compliance with financial policies and procedures, including Standing Orders and Standing Financial Instructions as required and ensure that reliable systems are maintained for monitoring the use of funding to deliver effective services, and the procurement of capital equipment and supplies.
- 3.4. Ensure appropriate reporting of trends such as new service demands that may produce cost pressures (when required).

Information & Resources

- 3.5. Together with the administrator, ensure the provision of timely, accurate and relevant activity performance information in line with service, Trust, Local Authority and CCG commissioner requirements.
- 3.6. Determine, obtain, collate and analyse information requirements to measure the performance of the service against service objectives.
- 3.7. Monitor performance against Key Performance Indicators, proposing corrective actions where indicated.
- 3.8. Produce reports when requested for service planning, monitoring and partnership working.
- 3.9. Work with IT and Systems to ensure that the information technology infrastructure needs of the service are addressed.

4. Strategic Leadership/Management and Service Development

- 4.1. As part of various City & Hackney CCG funded mental health support providers' systems, co-ordinate with a range of strategic partners to deliver effective provision of emotional health and wellbeing services for children, young people and young adults.
- 4.2. Ensure the voice of children, young people, and young adults, as well as their parents/carers where actively involved, contribute to the development and improvement of the CYP mental health and wellbeing system.
- 4.3. Ensure effective partnerships are established and maintained including contribution to City & Hackney's part in North East London Integrated Care System and other multi-agency meetings.
- 4.4. Be abreast of new funding opportunities and lead on the planning of new service developments and the preparation of funding bids.

- 4.5. Together with the Clinical Lead, lead on the strategic development, planning and organisation of the service in line with local strategies and national priorities, working in partnership with a range of agencies, including CCG, Council, Education and voluntary services.
- 4.6. Lead on the production of the annual service plan, continuous improvement plan, and any action plans.

5. Clinical Governance and Quality Improvement

- 5.1. Contribution regionally to the Family Action's quality assurance and accountability frameworks
- 5.2. Promote a culture of continuous quality improvement, acting as a champion for Family Action's Quality Improvement Programme within the service. Ensure that routine outcome monitoring (OM) is embedded throughout the service.
- 5.3. Ensure the provision of resources to support the use of clinical outcome measures.
- 5.4. Maintain a focus on patient safety and risk management in the service.
- 5.5. Ensure appropriate structures and lines of communication allowing information on the clinical governance and quality improvement agenda to be shared and discussed within the service and also within the organisation.
- 5.6. Ensure the dissemination of audit findings, and the inclusion of these in service changes/development where appropriate.
- 5.7. Promote a culture of continued education and learning through the facilitation of appropriate training and development events.
- 5.8. Together with the Clinical Lead, Deputy Director of Services and Deputy Director of Quality and Safeguarding ensure that learning from clinical and non-clinical incidents is shared and informs service practice and development.

PERSON SPECIFICATION

Education, Training and Qualifications

1. Educated to degree level and/or professional health or social care qualification.
2. Evidence of post graduate training or development.
3. Evidence of ongoing management development.

Experience

4. Experience of managing services which are able to demonstrate evidence of positive outcomes for children, young people and / or young adults.
5. Experience of managing change within an established setting by planning and implementing service development and clinical improvements.
6. Experience of supervising and line managing staff from a range of professional backgrounds and / or an awareness of the emotional impact of the clinical work on the staff group and ability to offer appropriate support.
7. Experience of performance management – ideally in clinical settings as well as non-clinical settings.
8. Experience of strategic development as well as project management experience.
9. Experience of managing resources at senior management level including financial management and budget planning.

Skills and Abilities

10. Effective leadership skills and enthusiastic, can do approach.
11. Strategic thinker and ability to interpret and operationalise local and national policy.
12. Effective written, verbal communication and presentation skills commensurate with the level of the post. Including appropriate IT skills (Word, Excel and PowerPoint)
13. Good analytical and judgement skills with an ability to work across complex systems and networks.
14. Ability to form effective working relationships within a multidisciplinary team.
15. Ability to negotiate, motivate and influence people and to manage change in a sensitive and co-operative way.
16. Skills in prioritising and delegation to meet multiple and simultaneous internal and external deadlines.
17. Excellent skills in performance, financial and HR management
18. Ability to write detailed reports on present and future services using research methods as appropriate.
19. Ability to present and disseminate information at a senior and field level.

Knowledge

20. Knowledge of performance management frameworks.
21. Knowledge of evidence based interventions for children, young people and young adults experiencing moderate to severe anxiety and depression.
22. Excellent knowledge and understanding of risk management, pan-London Child Protection procedures and Working Together to Safeguard Children, as well as safeguarding young adults, and an ability to work in accordance with local and organisational safeguarding policies and procedures.

Other requirements relevant to the post

23. Evidence of self-directed learning and professional development, with a willingness to engage reflectively in own performance and development.
24. Understanding of, and a commitment to implementing equal opportunities into practice.
25. Ability to evidence Family Action's values at all times by:
 - a) Being **people** focused.
 - b) Reflecting a "**can do**" approach.
 - c) Striving for **excellence** in everything we do.
 - d) Having **mutual respect** for everyone we work with, work for and support through our services.
26. Ability to work flexibility as may be required by the needs of the service.
27. Required to work with a high degree of autonomy and make sound judgements.
28. Exposure to traumatic/distressing information at times and ability to use support for self at these times to ensure own wellbeing.