



JOB DESCRIPTION

1. General information

JOB TITLE:	Operational Manager, Greenwich CAMHS
GRADE:	Band 8b
DIRECTORATE:	Children & Young People
HOURS OF WORK:	37.5hrs
RESPONSIBLE TO:	CAMHS Service Manager
ACCOUNTABLE TO:	CAMHS Service Manager
BASE:	Highpoint House, Shooters Hill, London

At Oxleas NHS Foundation Trust, we offer a wide range of NHS healthcare services to people living in South-East London and to people in prison across England. Our wide array of services includes community health care, such as district nursing and speech and language therapy, care for people with learning disabilities and mental health such as psychiatry, nursing and therapies.

Oxleas is a great place to work. It has been recognised as one of the Top 10 Best Places to Work 2023 by the Sunday Times amongst very big employers. Our staff survey results show that we are in the Top 5 in England and the highest in London for staff experience amongst similar trusts.

"We are always delighted to welcome new colleagues to the Oxleas family. We care about making Oxleas a great place to work - it's a big priority in our strategy. Come and join us - it's a place where our values, teamwork, equity, and wellbeing matter and where you can really help to improve people's lives."

Ify Okocha
Chief Executive

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care. Our values are very important to us. They help Oxleas to be a great place to work.

2. Overview of the Post

The purpose of the Operational Manager role is to ensure the efficient and effective delivery of specialist community CAMHS within Greenwich – providing high quality, safe and responsive mental health services to children, young people, parents/carers and professionals.

Greenwich CAMHS works with children and young people aged 0-18 with severe and enduring emotional, behavioural and mental health difficulties (and their families/carers).

Within Greenwich CAMHS, service users receive interventions within a range of clinical pathways, organised through the nationally recognised THRIVE framework. This includes specialist pathways for service users with complex and co-morbid needs (e.g. neurodevelopmental, looked-after, high-risk). Greenwich CAMHS also provides services and delivers support to local schools and Children's Social Care services, including Youth Justice.

The post holder will provide senior leadership and management to staff within Greenwich CAMHS, working with senior clinical and operational leads to design, implement and manage systems and processes to ensure that services are delivered in accordance with Trust-wide, local and national policies, priorities and regulatory frameworks.

The post holder will be responsible for ensuring that all services are provided in accordance with THRIVE and core CYP IAPT principles, working in partnership with service users, partner agencies and as a part of a multi-agency system, including as a member of the Trust-wide CAMHS Leadership Group.

3. Key Task and Responsibilities

The post holder will:

- Provide overall management of the service
- Ensure the effective and efficient delivery of care pathways through the service including triage, assessment, treatment, and discharge of children and young people with mental health problems and their families
- Ensure the service is delivered in accordance with CYP IAPT principles and THRIVE framework for CYPMH services
- Work in partnership with Heads of Profession and other clinical leaders, to maintain a culture within the service of excellence in clinical standards and safety
- Operate as a leader within the multi-agency network of children's services in Greenwich to ensure the service is delivered as part of an integrated system to improve mental health and wellbeing outcomes for Oxleas CAMHS children and young people
- Ensure the service is delivered to meet key performance targets including those relating to the local Children and Young People's Plan

Management responsibilities

- To be accountable for the delivery of specialist mental health services to the Greenwich community of children, young people and professionals
- Manage clinical in-reach services (e.g. to Social Care teams, schools and Children's Centres) to ensure that service provision is responsive to need, flexible and meets service objectives, KPIs and quality standards
- Ensure the service is delivered in accordance with CYP IAPT principles. That is, an appropriate range of evidence-based treatments and care pathways are offered; young people are enabled to participate as active partners in services; routine outcome measurement is used and there is optimal access to services
- Manage the performance of the service according to national legislation, guidelines, policy and regulatory frameworks pertaining to specialist CAMHS
- Obtain, collate and analyse activity information to measure the performance of the service against objectives, ensuring the service meets all performance targets in accordance with Trust and local commissioner KPIs
- Ensure systems for capturing and reporting clinical outcomes work effectively
- Ensure compliance with clinical recording standards, data requirements and reporting
- Manage all risk management procedures and practice
- Ensure effective management of incidents in the service - with efficient reporting, investigation, operationalising actions and embedding learning
- Manage the complaints process ensuring that investigations are undertaken according to best practice and policy and all parties are kept informed
- Ensure the service delivery is responsive, fully compliant with statutory, local and Trust requirements, upholds the rights of all service users and is responsive to the needs of the diverse local population.
- Manage the service budget, monitor and review spending, monitor potential cost pressures, ensuring expenditure remains within the service budget. Together with the Business Manager, Service Manager and Associate Director, contribute to the financial planning of the service
- Ensure resources are used efficiently, standing financial practices are maintained along with reliable systems for monitoring the use of funding to deliver services
- Work in partnership with other senior colleagues to deliver the Trust, CYP Directorate and CAMHS Quality improvements
- Contribute to planning, organise and implement long term strategic plans for service developments
- Take responsibility for the production of service development plans, reports, funding proposals and business cases as required by the Associate Director and Clinical Director
- Review staffing and ensure the optimal skills mix for the delivery of a high quality service to the local population
- Ensure that staff have access to CPD in accordance with professional requirements and PDRs

- Ensure that HR procedures are adhered to throughout the service
- Ensure prompt recruitment, selection and induction processes are in place
- Ensure prompt action is taken with regard to staff performance, sickness, attendance levels and any disciplinary, capability or grievance matters
- Ensure that Health and Safety procedures are adhered to

Leadership

- Leading and delivering services through a compassionate leadership approach
- Establish and maintain a culture of excellence and safety in clinical practice throughout the service, driving continuous improvement of services
- Make a significant contribution to the planning and lead on the implementation of strategic and operational service improvements and transformation
- To act up for the Service Manager as required
- Ensure that services are developed and delivered around the needs of children and young people and are focussed on achieving the best possible outcomes
- Maintain a culture across the service in which the values of the Trust are upheld
- Work as a collaborative leader to ensure that services are delivered as part of a multi-agency network of care pathways for children and young people with emotional and mental health needs
- Take an active role in the borough in working with all stakeholders to identify service development priorities, joint work and maintain good working relationships
- Represent and act as an ambassador for CAMHS and the Trust in borough-wide strategic and operational forums
- Ensure the service operates within an equalities and human rights framework

Research

- Ensure that service audits, surveys and local research projects are undertaken within the service in accordance with CAMHS, Directorate and Trust plans

Communication

- To manage communications and information within the service, Trust and externally with stakeholders
- Ensure information about services is accessible to Oxleas CAMHS children, young people and their families
- Ensure that staff, service users and other stakeholders are kept informed of service provision, service developments and are involved in developments in service delivery and changes

- Ensure the service has robust day-to-day links with partner agencies
- Engage with partners in local service or system developments, receive and share information when appropriate and produce reports for service planning, monitoring and partnership working
- Represent the service at borough-wide strategic forums, communicating with partners at a senior level about service performance, strengths and areas for development as well as plans and service developments

Key working relationships include:

- Children, young people and their families who use the services
- Other health services, including those provided by the Trust
- Social Care agencies
- Voluntary and independent sector
- Other children and young people's services including the police, youth justice agencies

The following statements are mandatory for all job descriptions:

Terms and Conditions

The post holder is subject to the terms and conditions of OXLEAS NHS FOUNDATION TRUST. This Job description gives an outline of the post and is subject to review in consultation with the post holder.

Confidentiality

The Post holder must maintain the confidentiality of information about patients, staff, and other health service business in accordance with Trust Policy.

Risk Management

The Post holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

Infection Control

All staff are required to be familiar with the Trusts infection control policies, and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

Equality, Diversity and Human Rights

Oxleas is an organisation which values difference and promotes equality, diversity, and inclusion. Our Equality and Human Rights Policy and Strategy are designed to ensure that all our staff (including agency, bank, students, volunteers, and contractors) as well our service users, carers and members of the public are treated with dignity and respect. The Trust policies, procedures and practices are reviewed regularly to ensure that everyone who falls under the list of Equality Act 2010 protected characteristics does not suffer discrimination, either directly or indirectly. The current list of protected characteristics includes Age; Disability; Gender Re-Assignment; Marriage and Civil Partnership; Pregnancy & Maternity; Race; Religion and Belief; Sex and Sexual Orientation.

Health & Safety

All staff must be aware of the responsibility placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe condition for employees, patients, and visitors.

Professional and NHS Codes of Conduct

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the 'Code of Conduct for NHS Managers' and 'Standards of Business Conduct for NHS Staff'.

Safeguarding

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Trust's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

Financial Management and Control of Resources

All staff are responsible for the security and the property of the Trust, avoiding loss or damage and being economical and efficient in the use of resources. Staff are required to act in accordance with the rules and regulations as described in the Trust's Policy relating to the Financial Management and Control of Resources'.

Customer Care

It is the aim of the Trust to provide patients and clients with the best possible care. All staff are required to put the patient/client first and do their utmost to meet requests and needs courteously and efficiently.

Personal/Professional Development Planning/Mandatory Training

All staff should have a personal development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities. All staff are required to attend mandatory training as designated by the Trust.

Sustainability

Demonstrate social and environmental responsibility and help establish Oxleas NHS Foundation Trust as a sustainability leader. Collaborate to contribute to or lead change management towards Oxleas NHS Foundation Trust goal of reaching Net Zero by 2040 as stated in the Green Plan.

No Smoking

Oxleas NHS Foundation Trust has a no smoking policy. Staff are not permitted to smoke within or on Trust premises.

3. Our Values

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care.

Our values are very important to us. They help Oxleas to be a great place to work. We want everyone who works at Oxleas to live our values and we will expect this of all our new joiners.

Our Values and Behaviours framework describes what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust Website: [Our values - Oxleas NHS Foundation Trust](#)



Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name

Note:

Please attach an organisational chart alongside, a person specification, and Job Description.



PERSON SPECIFICATION

JOB TITLE: Operational Manager, Greenwich CAMHS

DEPARTMENT: CAMHS, Children & Young People's Directorate

GRADE: Band 8b

	How measured
Education/Qualifications	
Degree level education	Application Form
A professional qualification relevant to Child and Adolescent Mental Health (such as Social Work, Nursing, Clinical Psychology, Systemic Family Therapy, Occupational Therapy, Psychoanalytic Psychotherapy.)	Application form
Post Qualification training relevant to Child and Adolescent Mental Health (such as CYP-IAPT training)	
An appropriate management qualification or equivalent relevant experience in health or social care	Application Form
Experience:	
Minimum three years' experience of senior/middle operational management of clinical teams in health or social care	Application form
Leadership in planning and implementing service development and change within a clinical / social care setting	Application Form and interview
Inter-agency working at a management level with successful track record of influencing and maintaining good working relationships	Application form and interview
Management of service user participation and involvement in services and implementation of service change as a result of feedback	Application Form and interview
Managing resources at middle/senior management level	Application Form
Working effectively within the local and national political environment	Application Form and interview

we're **kind** we're **fair** we **listen** we **care**

NB These are not definitive lists if there are any others specific to a post, please add to the form which should then be signed by the line manager and post holder alongside the Job description.

Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name