

## **JOB DESCRIPTION**

**Job Title:** Service Manager CAMHS (Children and Adolescent Mental Health Service)

**Responsible to:** Clinical Manager

**Accountable to:** Head of Delivery

**Responsible for:** Kingston T3 CAMHS + Single Point of Access service

**Band:** Band 8a

**Base:** Kingston CAMHS, Woodroffe House, Tolworth Hospital

### **Our values**

Our values and behaviour's framework underpin everything that we do; they shape how we interact with each other and how we treat those in our care. We are consistently respectful, open, compassionate, and collaborative. Our staff helps us to live these values and make SWLSTG a better place for everyone.

### **Job Summary**

- To manage and provide strategic leadership to senior staff and the multi-disciplinary clinical team within a group of services.

### **Service Description:**

Our Kingston Child and Adolescent Mental Health Services provide out-patient and consultation services to children experiencing a range of mental health and developmental difficulties.

Kingston CAMHS is an established Tier 3/Getting More Help service that supports children, young people, and their families with moderate to severe mental health difficulties. Our MDT service is made up of disciplines including psychiatry, psychology, family therapy, CBT therapists and child psychotherapy.

The CAMHS SPA processes and manages all referrals for children and adolescents in Richmond and Kingston boroughs where there are concerns about emotional health/mental health difficulties. The SPA provides triage and telephone assessments for children, adolescents and their families experiencing a range of mental health, neurodevelopmental and emotional health difficulties. The CAMHS SPA is integrated within Richmond and Kingston Children's Services and works closely with social care including working within the Multi Agency Support Hub (MASH).

The service offer assessments and time limited evidence-based interventions for children and young people presenting with moderate to severe mental health conditions, including formulation



**Respectful**



**Open**



**Compassionate**



**Collaborative**



**Consistent**

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and diagnosis where appropriate, as well as recommendations and signposting to our other services provided by partner organisations and services.

We have a range of Child and Adolescent Mental Health services within the Trust including Mental Health in Schools Teams, an Adolescent Outreach Team and 12 bed adolescent inpatient unit (Aquarius ward), learning disabilities and youth offending camhs services, and a DBT service as well as Specialist and National services including All Age Eating Disorders day and inpatient services, Deaf CAMHS services in London, Kent and Cambridge including Corner House inpatient Unit based at Springfield Hospital.

### **Working Environment**

- Tolworth Hospital

### **Key Results Areas**

- To be responsible for the professional management and development of a designated clinical environment, including a T3 CAMHS service and a Single Point of Access service, ensuring the provision of sufficient resources and opportunities to deliver person centred nursing care, involving young persons and carers.
- To manage the operational aspects of recruitment and deployment of people within a designated area of work.
- To ensure the training environment is appropriate and robust meeting training needs.
- To be responsible for the identification of learning and development needs; to plan how these will be met and evaluate the effectiveness for staff and impact on care.

### **Clinical**

- To ensure the environment is conducive to recovery and the development of independence.
- To supervise and critically evaluate the clinical management of service areas as applicable.
- To work as a member of the MDT in management of care and responses to complex case presentations.
- To develop measures to ensure that customs, individuality, values, sexuality and spiritual beliefs, activity are respected in supporting the individual to fulfil these.
- To develop measures to monitor the provision of therapeutic activities, emotional support, and stability to clients to ensure effective engagement whilst maintaining professional boundaries.
- To create, develop and maintain professional supportive relationships with all members of staff with other professionals and agencies.
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- To empower clinical staff to take on a wider range of clinical roles and responsibilities.
- To lead on and participate in research and development activities as required, to improve the quality of care.

### **Communication**

- To develop tools to ensure the recording of all contacts with service young persons in case notes in line with Trust record keeping policy.
- To ensure effective communication with young persons, relatives and carers, visitors, staff, and others.
- To ensure that all communication takes place in a manner that is consistent with legislation, policies, and procedures.
- To develop measures to improve communications where barriers exist.

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- To ensure that consent to intervention or assessment is sought in a manner that is meaningful to the service user.
- To communicate with people in a manner that is consistent with their level of understanding, culture, and background.

### **Quality**

- To evaluate data from service monitoring against national and local policies and developing project plans to ensure service improvement.
- To ensure shared decision making with service user involvement in all aspects of their care.
- To seek contributions and suggestions for the improvement of services.
- To act upon concerns of others regarding clinical work or work environment.
- To present a positive image of the services and Trust.
- To work effectively in own services and as part of the whole organisation.
- To monitor the availability of supervision and preceptorship.
- To monitor and regularly audit structures that are in place for effective appraisal, personal development, and performance management.
- To ensure that care is planned and delivered in a manner that is consistent with the evidence-based practice, policies and procedures and the management of risk.

### **Risk Assessment**

- To understand the range of risks potentially faced by the service group.
- To work in partnership with others to identify and assess the nature, location, and seriousness of the particular risks.
- To recognise potential crisis situations and act responsively and responsibly, to resolve the situation seeking assistance if required.
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- To be aware of the potential for vulnerability and abuse amongst the young person's/families and using the local policy to inform appropriate personnel in line with safeguarding vulnerable adults and children and Trust policies.
- To coordinate risk management plans relating to safeguarding adults and children and maintain an accurate record of risk, actions taken and investigations.
- To oversee the Trust Lone Working Policy ensuring that home visiting, and any autonomous activity is effectively reported and logged.
- To work with other members of the multi-agency team to plan, monitor and review the effectiveness of the risk management plan.
- To take all possible precautions to safeguard the welfare and safety of staff, young persons, visitors, and the public, by implementing all policies related to health, safety, security, and risk.
- To coordinate risk management plans relating to child protection and the protection of vulnerable adults and maintain an accurate record of risk, actions taken and investigations.

### **Professional/Personal Development**

- To receive supervision and participate in appraisal and performance development.
- To ensure attendance at all Trust essential training.
- To identify personal development needs and set personal development objectives in discussion with reviewer.
- To monitor the orientation and induction of all staff new to the service.
- To contribute to the experience of learners



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- To ensure the development of an environment that is conducive to learning, promoting staff development and involvement.
- To teach qualified and unqualified staff including students in all aspects as required.
- To evaluate the effectiveness of learning and development, informed by learners.
- To participate in the Trust professional development strategy.

**Management**

- To manage and provide strategic leadership to senior staff/clinicians including team coordinators and the multi-disciplinary clinical team.
- To be responsible for the management and development of a designated environment, allocating and providing sufficient resources and opportunities to deliver care, involving service young persons and carers.
- To work with professional leads and be responsible for the professional aspects of the recruitment, deployment, and management of staff in line with Trust policy.
- To develop, maintain and monitor service standards and policies.
- To collect and collate data/information effectively for the purpose of audit, research, and service performance.
- To lead and participate in the development, interpretation, and implementation of policies.
- To ensure structures are in place for effective development review, personal development and performance management and audit these regularly.
- To ensure and monitor that care is assessed and planned in a manner that is consistent with the evidence-based practice, policies and procedures and the management of risk.
- To take all possible precautions to safeguard the welfare and safety of staff, service young persons, visitors, and the public, by implementing all policies related to health, safety, and risk.
- To manage a delegated budget for a group of services.
- To act as an authorised signatory.
- To act up in the absence of clinical manager.
- To ensure compliance by self and staff of the Trust's Standing Orders, Standing Financial Instructions, Policies, Procedures and Guidelines, including taking all reasonable steps to manage and promote a healthy working and diverse working environment.
- To adhere to professional confidentiality standards if appropriate.

**GENERAL**

- This is not an exhaustive list of duties and responsibilities, and the postholder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the postholder.
- The postholder is expected to comply with all relevant Trust policies, procedures, and guidelines, including those relating to Equal Opportunities and Confidentiality of Information.
- The postholder is responsible for ensuring that the work that they undertake is conducted in a manner which is safe to themselves and others, and for adhering to the advice and instructions on Health and Safety matters given by Manager(s). If postholders consider that a hazard to Health and Safety exists, it is their responsibility to report this to their manager(s).
- The postholder is expected to comply with the appropriate Code(s) of Conduct associated with this post.
- It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water usage and reporting faults promptly.
- Southwest London and St George's Mental Health NHS Trust operates a no smoking policy. The Trust has been smoke free since 01 January 2006.

**Updated by:**  
**Job title:**  
**Date:**

Ken Wong/ Nicholas Wilson  
Clinical Manager  
June 2019



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# South West London and St George's

Mental Health NHS Trust

## Person Specification

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW TESTED</b>
<b>TRAINING &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Management qualification</li> <li>• Evidence of continuing Professional Development</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical/Professional training e.g., RMH</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• References</li> <li>• Assessment</li> <li>• Proof of qualifications and professional registration if relevant</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of services management</li> <li>• Significant experience in CAMHS</li> <li>• Demonstrable experience of managing a range of staff groups</li> <li>• Experience of change management</li> </ul>		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• References</li> </ul>
<b>KNOWLEDGE &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>• Advanced theoretical and practical knowledge of CAMHS</li> <li>• Advanced knowledge of policies, procedures, and national standards relevant to mental health and social care provision</li> <li>• Excellent written and verbal communication skills</li> <li>• Advanced management skills</li> <li>• Advanced supervision skills</li> <li>• Advanced policy development &amp; implementation skills</li> <li>• Advanced negotiation and mediation skills</li> <li>• Demonstrable ability to turn around poorly performing wards.</li> <li>• Budget management skills</li> <li>• Basic IT Skills</li> <li>• Knowledge of our business and how it supports patient care</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Government policy and its impact on mental health and social care provision</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• References</li> <li>• Assessment</li> </ul>
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Able to inspire confidence and influence and motivate others through example.</li> <li>• Ability to anticipate and use foresight to proactively manage risk</li> </ul>	<ul style="list-style-type: none"> <li>• Personal experience of mental health problems</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> <li>• Assessment</li> </ul>



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