

Job Title:	SET CAMHS Getting Help Team Manager – Band 7
Reports to (job title):	Deputy Head of Service – Getting Help Clinical Lead
Line Manager to:	Early Intervention Senior Practitioner / Emotional Wellbeing Senior Practitioner

Job purpose

The Getting Help Team Manager will be responsible for the management of locality-based teams within the Getting Help Service of Southend Essex Thurrock CAMHS.

The new SET CAMHS service is underpinned by the Thrive Framework.

You will be the team manager for the 'Getting Help' offer of SET CAMHS, managing the day to day running of the Getting Help locality team, ensuring that children, young people and their families receive support for their presenting emotional health needs and as set out within the service specification.

SET CAMHS will offer timely and flexible support for children, young people and their families with professionals thinking holistically about the needs of the child or young person rather than focusing on a diagnosis. Our aim is to build resilience in Children, young people, their families/carers, and professionals and to be informed about support available, the choices they have, empowering them to understand what they can do to help themselves, and how to support future mental health needs.

Base

Essex

Key responsibilities

A Clinical

- To oversee the formulation and treatment and management plans for parents, children and young people being treated by practitioners using a range of specialist psychological interventions appropriate to the service, individual and group
- To work autonomously to make decisions on the management of the highest complexity of need and to identify and manage clinical risks appropriately
- Working in Partnership, support children, young people experiencing mild to moderate mental health difficulties and their families in the self-management of presenting difficulties
- To support and empower children, young people and families to make informed choices about the intervention
- To operate at all times from an inclusive values base, which recognises and respects diversity

- Accept referrals within agreed national and local protocols
- Undertakes accurate assessment of risk to self and others
- Adhere to the service referral protocols. Provide close case management and supervision, supporting with the escalation of cases where the level of need becomes beyond scope, or more severe ensuring adherence to other relevant elements of service delivery
- Keep coherent records of all activity in line with service protocols and use these records and outcome data to inform decision-making. Complete all requirements relating to data collection
- Work in collaboration with children, young people and communities to enhance and widen access to support health promotion
- Where required, to support with the clinical supervision of the intervention work of practitioners
- To support practitioners to liaise with other education, health, social care and voluntary sector staff from a range of agencies, in the care provided to clients

B. Service Development Management and Policy

- To support with the management and screening of referrals into the Getting Help service
- To line manage practitioners within the locality teams or as delegated by the service lead
- To regulate and manage the case load of practitioners
- To take a lead in monitoring clinical outcomes and activity data from the work of the locality team
- To contribute to the development, evaluation and monitoring of the team's operational policies and services, through the deployment of professional skills in research, service evaluation and audit
- To assist the Head of Service, by undertaking delegated routine team based functions, such as: chairing meetings, overseeing evaluations/audits, etc
- To advise both service and professional management on those aspects of the service where psychological and/or organisational matters need addressing
- To be involved, as appropriate, in the recruitment, short listing and interviewing of staff
- To assist, in the integration and development of user participation, outcomes measures, and evidence based treatment approaches in line with the wider CAMHS strategy for service improvement
- To ensure that practitioners are covered by the clinical governance arrangements for the service. This would include reviewing policies relating to risk management and sole working and ensuring that these policies are adhered to by the workforce
- To provide education, advice and support to staff, patients/carers families
- To participate in networking with all other relevant agencies to enable a seamless pathway of care

C Service evaluation and research

- To utilise theory, evidence-based literature and research to support evidence based practice in individual work and work with other team members
- Work with Head of Service to ensure outcomes data is collected, used clinically and submitted to the relevant platform
- To review care/treatment plans for accuracy and audit quality for self and team
- To maintain up to date records and information on effectiveness and outcomes of the team
- To take responsibility for the enabling through leadership, and the reporting of relevant contractual requirements, internal and external KPI's and to raise and act on non-compliance as appropriate
- To participate in continued maintenance of high standards of clinical/care practice within teams;
- To input and participate in the complaints process as required - investigating complaints, incidents and serious events, endeavouring to resolve informal issues promptly. This is likely to involve direct communication with distressed families and require advanced negotiation and diplomacy skills

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
A. Inspire	D. Challenge	G. Accountability
B. Understand	E. Improve	H. Involve
C. Communicate	F. Learn	I. Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records

Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities 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 environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

Job Description

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Minimum of a second-class Bachelor's degree from a UK university or an overseas qualification of an equivalent standard in a relevant subject (e.g. psychology) AND/OR a registerable professional qualification in a relevant subject (e.g. medicine, psychology, social work) from a UK university of overseas professional qualification of an equivalent standards
- To be eligible for registration as a full member of the appropriate professional body (e.g. HCPC, NMC) where appropriate
- Good understanding and experience of using Routine Outcome Measures
- Knowledge and skills in effective communication, orally and in writing, complex, highly technical and/or clinically sensitive information to clients, their families, carers and other professional colleagues both within and outside the NHS
- Ability to manage a multi-disciplinary team, delivering against contractual and internal KPIs/outcomes
- High level of interpersonal and communication and motivational skills
- Ability to work autonomously but recognising the philosophy of effective integrated working
- Ability to use Word, Power Point, Email, Excel (or similar spread sheet or database package) and SystemOne
- Motivate and enthuse others to change by developing clinical practice
- Effective presentation skills
- Excellent written and verbal skills
- Excellent organisational skills
- High level of clinical and technical skills in subject area
- Demonstrable experience of managing teams
- Demonstrable experience of managing change
- Experience of developing effective relationships and networks across health, social care and the voluntary and community sector
- Experience of identifying, addressing and resolving areas of poor staff or service performance
- Knowledge of all influencing standards
- Caseload management
- Assess, plan, implement and evaluate care
- Team working
- Managing people; resources; change

Job Description

Other requirements

- Driving License and access to vehicle for work purposes

Desirable

- Higher clinical or academic qualification (or working towards) in Transformation of services, leadership or change management
- PG Cert CYP IAPT Clinical Supervision
- Minimum of 2 years-experience of working with children and young people with mental health difficulties. Experience of working with children, young people and parents presenting with a range of mental health difficulties and challenging behaviour
- Experience of delivering evidence based approaches to low mood, anxiety and behaviour problems

Employee signature

Manager signature
