

We partner with the NHS and Local Authorities and deliver publicly funded health and care services the Virgin Way: high quality, commercially sound services and problem-solving. As a result, we can invest the proceeds in the communities they serve to make positive differences to people's lives and help secure publicly funded health and care for the future.



Job details

Job title: CYP-IAPT Operational Lead – Band 7 AFC

Reports to: Deputy Head of Service – Getting Help Clinical Lead

Role purpose

Key responsibilities:

The CYP-IAPT Operational Lead will be responsible for the line management, case allocation and management of the trainee CWP's and CYP-IAPT Therapy Trainees within the Getting Help Service of Southend Essex Thurrock CAMHS.

The Children and Young People's Improving Access to Psychological Therapies programme (CYP IAPT) is a service transformation programme funded by Health Education England and delivered by local partnerships that aims to improve existing children and young people's mental health Services (CYP MHS) working in the community.

Key Responsibilities

A. Clinical

1. To oversee the formulation and treatment and management plans for parents, children and young people being treated by trainees using a range of specialist psychological interventions appropriate to the service; individual and group.
2. To work autonomously to make decisions on the management of the highest complexity of need and to identify and manage clinical risks appropriately
3. Working in Partnership, support children, young people experiencing mild to moderate mental health difficulties and their families in the self-management of presenting difficulties.

4. To support and empower children, young people and families to make informed choices about the intervention.
5. To operate at all times from an inclusive values base, which recognises and respects diversity.
6. Accept referrals within agreed national and local protocols.
7. Undertakes accurate assessment of risk to self and others.
8. 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.
9. 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.
10. Work in collaboration with children, young people and communities to enhance and widen access to support health promotion.
11. Where required, to support with the clinical supervision of the intervention work of the trainees when they are working independently
12. To support the trainees 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.

1. To support with the management and screening of referrals into the Getting Help service.
2. To line manage trainees as delegated by the service lead.
3. To regulate and manage the case load of the trainees
4. To take a lead in monitoring clinical outcomes and activity data from the work of the new team
5. 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.
6. To assist the Head of Service, by undertaking delegated routine team based functions, such as: chairing meetings, overseeing evaluations/audits, etc.

7. To advise both service and professional management on those aspects of the service where psychological and/or organisational matters need addressing.
8. To be involved, as appropriate, in the recruitment, short listing and interviewing of staff
9. 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.
10. To ensure that trainees 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 trainee CYP-IAPT workforce.
11. To provide education, advice and support to staff, patients/carers families
12. To participate in networking with all other relevant agencies to enable a seamless pathway of care.

D. Service evaluation and research

1. To utilise theory, evidence-based literature and research to support evidence based practice in individual work and work with other team members.
2. Work with Head of Service to ensure outcomes data is collected, used clinically and submitted to the relevant platform.
3. To review care/treatment plans for accuracy and audit quality for self and team
4. To maintain up to date records and information on effectiveness and outcomes of the team
5. 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
6. To participate in continued maintenance of high standards of clinical/care practice within teams
7. 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.

Person specification

Essential	Desirable
<ul style="list-style-type: none"> • 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 or overseas professional qualification of an equivalent standards. • 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 SystmOne 	<ul style="list-style-type: none"> ○ 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.

- 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

Other requirements: -

- Driving License and access to vehicle for work purposes.

About us

We've been part of the NHS since 2006. We partner with the NHS and with local authorities to provide high quality care and transform services to be sustainable for the future. We see more than a million people each year in community and primary care, social care and referral services across England.

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.



- We're part of the Virgin Family, a worldwide family business spanning the globe which has invested more than £60m of its own money into our partnerships with the NHS
- Our shareholders have committed to re-investing any profits back into our partnerships with the NHS, including through a £100,000 a year innovation fund you can use to make a difference in your service.
- We're highly rated by the CQC. 97% of our services¹ are rated good or outstanding by the CQC and we're inspected more often – more than 80 times a year since 2013.
- We are one of just 22 organisations with a Government-backed quality award for our learning and development programmes run through our in-house development company, The Learning Enterprise.

Our values

- **We think** - Challenging ourselves and others on what we do, how we do it, fostering a culture of improvement.
- **We care** - putting people over process, treating service users like our own family, understanding and walking in the shoes of others.
- **We do** – cutting through bureaucracy and getting stuff done – holding ourselves and others to account for high standards and not just talking about change but delivering it.

Confidentiality and Information Security

As a Virgin Care 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 UK Data Protection laws 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 NHS Digital's 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

As a Virgin Care employee 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
- Adherence to the clear desk/screen policy

¹ As at September 2020



- Only using email accounts authorised by Virgin Care – eg @virgincare.co.uk, NHSmail etc. These should be used in accordance with the Sending and Transferring Information Securely Procedures and IT and Electronic Communications guidance
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person eg line manager, Head of Information Governance, Information Security Lead within and no later than 72 hours after identifying the incident
- Only using approved equipment for the use of Virgin Care 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 flourish. 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 Virgin Care 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

Virgin Care is firmly committed to reducing Healthcare-Associated Infections. All colleagues are responsible for protecting themselves and others against infection risks, and ensuring a clean safe environment is maintained. All colleagues, regardless of whether clinical or not, are expected to comply with current Virgin Care infection prevention and control policies including Hand Hygiene and Maintenance of a Clean Environment. These policies must be followed to ensure patients are cared for in a clean environment and receive the highest standards of clinical care.

Colleagues must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) and Virgin Care policies and guidelines to ensure that we maintain a safe environment and safe working practices to protect service users, other colleagues and visitors. It is essential to observe strict fire and security precautions at all times. Ensure you know the fire procedures in your workplace; never obstruct fire exit routes or prop open fire doors. Always keep premises secure and check the identification of visitors or unknown persons in the workplace.

All staff have a responsibility to access Occupational Health, other staff support services and/or any relevant others in times of need for advice and support.

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

Virgin Care is committed to safeguarding, protecting and promoting the welfare of children and adults at risk of harm. We expect all employees to share this commitment by working to relevant safeguarding legislation, multi-agency procedures and Virgin Care policies and guidance which promote safeguarding and safer working practices across our services.

As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. All colleagues working directly with people using our services will support them to participate in decision making in accordance with the Mental Capacity Amendment Act 2019.

Medicines Optimisation Responsibility

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.



All health care professional colleagues who are registered with a regulatory body, must comply with their regulatory body, including standards of professional practice / and conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Nursing or registered healthcare professionals

All staff are responsible for undertaking all aspects of medicines optimisation related activities in accordance with the company's medicines policies and procedures to ensure the safe, legal and appropriate use of medicines. All staff are responsible for maintaining their competencies in order to undertake the medicines optimisation activities.

Skilled non-registered staff

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

Policies & Procedures

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

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.

As a Disability Confident Committed company, we work in partnership with the Department of Work and Pensions (DWP) to provide facilities, work environment adjustments and technical solutions to make our business an inclusive place for all. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.