

## Children and Young People Directorate

### JOB DESCRIPTION

<b>Job Title:</b>	Systems and Operations Lead
<b>Pay Band:</b>	7
<b>Department/Base:</b>	Child and Adolescent Mental Health Specialism (CAMHS)
<b>Directorate:</b>	CYP Specialist Services
<b>Accountable to:</b>	Service Manager
<b>Job Summary:</b>	To support a MDT service ensuring delivery of high quality effective and efficient services and developing integrated pathways to support seamless service delivery built around patient need.

### Key Responsibilities:

- The post holder will provide leadership for the service, within the locality, including the implementation of systems and processes that will support service delivery and staff within these teams.
- The post holder will use evidence/best practice to facilitate the development and integration of the team and service, and to create an environment in which excellence in clinical practice can flourish.
- The post holder will facilitate the dissemination and implementation of policies to ensure safety and quality are firmly embedded within the teams.
- To provide line management and leadership within the service.
- Drive clinical changes in service delivery, through effective processes and systems.
- The post holder will inform the designated line manager regarding demands on the service, pressures and performance of the service.
- To support the development of the service in relation to creating an environment in which excellence in clinical practice flourishes, in conjunction with clinical leads and service manager.
- To ensure commissioning targets are met or identified if unable to resolve locally.

- (Priority work areas for this post will be agreed annually via objectives established through the NHS Knowledge and Skills Framework).
- The post holder will be expected to resolve complaints, complete Datix, carry out investigations and share learning within the service.

### **Communication Requirement**

- Excellent oral and written communication on a regular basis with a broad spectrum of key stakeholders including:
  - Staff across Northamptonshire Healthcare NHS Foundation Trust
  - General Practice
  - Staff in other NHS Trusts
  - Northamptonshire County Council
  - County and Borough Councils
  - Social Services representatives
  - Voluntary Organisations
  - Patients, Carers & The Public

### **Key Result Areas:**

- To facilitate the designated team in the development of service objectives, performance monitoring and reporting mechanisms.
- To ensure that team members are able to contribute to the development and implementation of CAMHS Strategy.
- To lead the recruitment and selection processes within the team in conjunction with the clinical lead where appropriate.
- Establish systems and processes that enable rapid clinically driven innovation to improve patient care and deliver better value for money.
- To be an authorised signatory and facilitate and coordinate the delegated budgetary responsibilities to the service conforming to financial instructions and policy.
- To facilitate team meetings/service improvement meetings and ensure information is disseminated in a timely manner.
- To facilitate all team processes that encompass all HR functions, including the monitoring of sickness absence and ensuring grievance and disciplinary matters are highlighted and addressed where appropriate.
- To contribute to the development of and implement service and performance measures, that links service deliverables to health and patient outcomes.
- To analyse and problem solve assessment of complex facts or situations regarding service developments.

- Contribute to Benchmarking on a regular basis, to assess the quality and effectiveness of services, ensuring learning from the best to create a virtuous circle of quality improvement in patient care.
- To ensure clinicians are supported to achieve commissioning targets and to develop, implement and evaluate service improvement plans within areas of challenge.
- To contribute to the development of shared policies and procedures that actively contributes to seamless services and enables integration across organisational boundaries and between key partners.
- To be responsible for the planning of complex activities which may require formulation or adjustment over time.
- To communicate effectively with colleagues, including senior managers, Head of Service, medics and Deputy Medical Director, to ensure delivery of co-ordinated services.
- To become a valued resource seeking to improve service delivery through robust planning processes.
- Promote change initiatives by creating a culture of achievement in an uncertain environment.
- Provide a facilitative function to the team to ensure the team is solution focused.
- In conjunction with clinical leads ensure the implementation of consistent and high standards of care delivery taking action to identify and address variances.
- To facilitate a strong customer focus and user engagement within the team to ensure regular and timely feedback that supports rapid innovation to improve effectiveness.
- To facilitate the development of staff within the team.
- To challenge complacency and identify activities that do not achieve demonstrable improvements in patient and health outcomes, gaining staff and team ownership of change.
- To ensure administrative supervision and appraisals are undertaken.
- To respond to complaints in accordance with Trust policy.
- To lead on the reporting, monitoring and learning from incidents in accordance with Trust Policy.
- Ensure that any matters relating to safeguarding children and vulnerable adults are identified and raised with the relevant named lead and dealt with in accordance with Trust policy.

**Other specific roles:**

- To represent the team/service and its interests, as required at local and national events.
- To undertake other duties commensurate with this band as and when requested.
- To keep updated as to current local and national policy and strategy.
- To work with regard to the NHFT policies and procedures at all times.
- The post holder will actively contribute to specific health and social care groups relating to the area and scope of responsibility.
- Able to act independently, decisively and effectively within areas of responsibility.
- Ability to watch and listen to implicit key messages and respond appropriately.
- Able to effectively and appropriately deal with criticism and challenging people and situations.
- Ability to positively and creatively challenge current thinking in order to assist in the development of new and better policy & operational working practices.
- The ability to interpret general policy for the team.

**Effort and Environment:**

- Frequent travel across the locality area.
- Requirement to carry laptop computer and/or projection equipment (approx 3kg) to meetings for presentation purposes and carrying of laptop computer to facilitate flexible working.
- Occasional periods of prolonged concentration may be required when analysing information, scrutinising delivery plans, writing reports and formulating future strategies in climate with many competing priorities.
- Day to day management responsibilities may require the post holder to deal with personal staff issues.
- Ability to demonstrate independence of thought.
- Ability to switch tasks as a result of managing a number of strands of work as a result of interruptions and /or arising situations requiring urgent attention.
- To be able to manage highly sensitive information.

- To communicate a range of complex, sensitive and contentious information in a range of formats including one to one meetings, formal and informal meetings, written reports and electronic communication including small databases.

## **STATUTORY AND MISCELLANEOUS**

1. This post is subject to the terms and conditions of employment of Northamptonshire Healthcare NHS Trust.
2. No Smoking – In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds, and all Trust owned or leased vehicles.
3. Annual leave must be booked in conjunction with the team leader/line manager to ensure that service provision is adequately maintained.
4. All employees are subject to the requirements of the Data Protection Act and must maintain strict confidentiality of patient records and the business of the Trust's staff, residents, patients and general public which they may learn in the execution of their duties..
5. Whilst on duty, the post-holder will be required to wear a name badge issued by Northamptonshire Healthcare NHS Trust; in some parts of the Trust a security identity badge may be required.
6. To be aware of the responsibility of all employees to maintain a safe and healthy environment to patients, visitors and staff.in line with the Health and Safety at Work Act 1974.
7. To ensure that all duties are carried out to the highest possible standard and in accordance with current quality initiatives within the area of work and the Trust Equal Opportunities Policy.
8. To have a commitment to identifying and minimising risk, report all incidents and report to manager any risks, which need to be assessed.
9. The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures and any breach may result in disciplinary action.
10. It is the duty of all staff working for the Trust to safeguard children and adults and undertake safeguarding of adults and children training at an appropriate level.
11. The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instruction may result in disciplinary action being initiated.
12. The post holder will participate in the culture of involvement in NHFT. They will be aware of national and local initiatives in order to promote participation and involvement with young people and families, and will liaise with the relevant staff to ensure that involvement opportunities are shared with the young people and families that they are in contact with.

## **Professional Registration:**

All qualified/professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professionally registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

**Review of Job Description/Person Specification:**

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required of you commensurate with your grade and/or hours of work at your initial place of work or at any other of the Trust's establishments.

**NOTE:** This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager and those working directly to him or her. You will, therefore, be expected to participate fully in such discussions and, in connection to them, to re-write your job description to bring it up-to-date if this is considered necessary or desirable. It is the Trust's aim to reach agreement on reasonable changes, but if agreement is not possible the Trust reserves the right to effect changes to your job description after consultation with you. Appropriate notice of such changes will be given.

**Employee/Managers Signature:**

I agree that this Job Description is a true reflection of the main duties and competencies required to carry out my role:

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Managers Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **PERSON SPECIFICATION**

**Job title: Systems and Operations Lead Band 7**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>TRAINING &amp; QUALIFICATIONS</b>	<p>Post graduate diploma or specialist qualification/ training to Masters level in child/adolescent mental health and/or relevant field.</p> <p>Management/Team leadership experience or qualification.</p>	<p>Evidence of continuing professional development, including evidence of learning in leadership and development.</p> <p>Full Masters qualification.</p>
<b>EXPERIENCE</b>	<p>Project Management skills or experience.</p> <p>Proven ability to contribute to service plan.</p> <p>Evidence of recent and ongoing CPD/ learning, including leadership development.</p> <p>Proven track record of working with different staff group.</p> <p>Awareness and understanding of different professional roles within service.</p> <p>Experience of working with senior managers and leaders.</p> <p>Understanding of service improvement tools and techniques.</p>	<p>Proven post qualification experience of working in community settings.</p> <p>Experience of providing training, supervision and appraisal.</p> <p>Experience of facilitating and managing change.</p> <p>Understanding of the local NHS structure, strategy, vision and policy.</p>
<b>KNOWLEDGE AND SKILLS</b>	<p>Demonstrates a wide range of leadership qualities, skills and behaviours.</p> <p>A high level of communication</p>	<p>Analytical and problem solving skills will be required for assessment of complex facts or situations regarding service developments.</p>

	<p>skills will be required. This includes the highly developed interpersonal, negotiation, influencing and conflict management skills.</p> <p>Proven team worker with ability to motivate others.</p> <p>Able to understand and work within complexity and translate it into understandable knowledge.</p> <p>Training, coaching and mentoring skills.</p> <p>Well-developed presentation skills, both written and verbal with IT literacy. (capable of producing reports/documents/ presentations as appropriate).</p> <p>Prioritisation skills with ability to manage multiple strands of work.</p>	
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<b>PERSONAL</b>	<p>Enthusiastic, motivated, autonomous as well as being a good team worker.</p> <p>Able to engage with a variety of people, including those within the service, and those in external agencies.</p> <p>Able to work flexibly and co-operatively as part of a team.</p> <p>Able to use own initiative and make decisions independently.</p> <p>Committed to continual quality and service improvement.</p> <p>Self-awareness and committed to professional and personal development.</p> <p>Able to accept and respond positively to feedback from supervision.</p>	
<b>OTHER</b>	<p>Ability to travel between locations.</p> <p>Ability to work evenings and weekends, as required.</p> <p>Ability to operate in challenging circumstances and adapt to changes to priorities.</p> <p>Good problem solving skills.</p> <p>Good self/time management and organisational skills.</p> <p>Professional appearance, attitude and role model.</p> <p>Flexible and proactive attitude.</p>	