



JOB DESCRIPTION

1. General information

JOB TITLE: Tri Borough CAMHS Brief Intervention Service/Home Treatment - Team Manager

GRADE: Band 8a

DIRECTORATE: Children and Young People's Directorate

HOURS OF WORK: 37.50 (some flexible working may be required)

RESPONSIBLE TO: CAMHS Crisis Pathway Operational Manager

ACCOUNTABLE TO: Associate Director, CAMHS

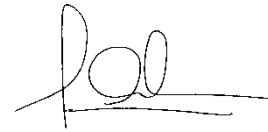
RESPONSIBLE FOR: Tri Borough CAMHS Brief Intervention Service

BASE: TBC

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 and Trust of the Year 2024 by HSJ. 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

We seek to appoint an enthusiastic and dynamic CAMHS Brief Intervention/Home Treatment Team manager who is passionate about crisis management and ensures safe and effective interventions are delivered to a high-risk population. Young people accessing the service are typically experiencing severe mental illness such as psychosis, depression, an affective disorder, anxiety disorder, neurodevelopmental disorder or serious emotional difficulties and behaviour such as self-harm, suicidal feelings, or thoughts of hurting others where risk is deemed as high.

The CAMHS Brief Intervention/Home Treatment team will be an alternative to hospital admission and treatment, with the aim to support children and young people's mental health within the community where an admission to an inpatient hospital may not be in their best interest, or could be avoided with more intensive community support. This is a new service where we aim to mobilise phase one due to be implemented in Spring 2024.

The CAMHS Brief Intervention/Home Treatment team will offer an 8am -10pm service 7 days a week, for C&YP between the ages of twelve and eighteen years old, who reside in the London boroughs of Bexley, Bromley, and Greenwich. The C&YP may or may not be known to CAMHS services previously. C&YP under the age of 12 will be considered on a case-by-case basis.

A range of brief interventions will be provided by the service incorporating NICE guidance and evidence-based research and practice. The interventions offered will vary depending on the young person's need, risk, and response to treatment. The service will offer 2-6 week crisis intervention which can include stabilisation, assessment, formulation, and brief therapeutic work. Visits will take place in community settings and at the young persons home.

The post-holder must balance their responsibilities as a manager for both the operational and clinical elements of team activity while ensuring a recovery approach keeps the service user and carer at the centre of all decision making. They must ensure that views and contributions from all relevant professionals are taken into

consideration when applying organisational standards to the team and facilitate effective mechanisms to resolve issues where different perspectives are present.

The CAMHS Brief Intervention/Home Treatment team is located within the CAMHS Crisis Pathway alongside the CAMHS Liaison and Crisis Team (CLiC) and the CAMHS Dialectical Behavioural Therapy (DBT) Team. You will work closely with colleagues within the Oxleas Tri-borough Crisis Pathway and community CAMHS services, as well as other colleagues across the South London Partnership. In addition, there will be a requirement to work closely with acute hospitals and social care colleagues as well as other external stakeholders such as schools and the police.

The post holder will be part of an ongoing development of a tri borough CAMHS Brief Intervention/Home Treatment team and take a lead role in maintaining safe governance structures across the pathway. They will be an active member of the crisis pathway management team and work in liaison with the CAMHS leadership team.

3. Key Task and Responsibilities

- To be responsible and provide effective leadership for a clinical team providing a high quality service within the resources available to deliver a brief intervention model which promotes least restrictive practice and prevents/minimises inpatient stays.
- Provide high quality, high intensity, and specialist service intervention in the right place at the right time.
- To provide an effective management of crisis and risk in the community with the offer of a home treatment team and to have oversight of the management of complex cases and supporting staff in management of such cases.
- To provide a safe, effective service that prioritises young people and their families and puts them at the centre of every aspect of the service.
- To provide a service where equality, diversity and inclusion underpins care and operational policy; ensuring young people and their families cultural, religious, and spiritual needs are considered.
- To provide a seamless and consistent service through the use of a multidisciplinary team.
- To be able to effectively manage an emotionally demanding workload often under pressure and involving multiple stakeholders who may present with high expressed emotion and increased service pressures.

- To ensure that staff maintain accurate clinical records and electronic records safely and to a high standard, and that they are stored and accessed appropriately.
- To provide a well-led and responsive service that values staff, supports them through supervision, provides training opportunities and career development.
- To work as a member of the senior management team for the service and to participate in working groups or service development forums to develop policies, protocols, or guidelines relevant to the multidisciplinary / multi agency clinical team.
- To co-ordinate recruitment and selection of staff within the team, leading on decisions as designated by the operational and service manager.
- To play a key role in formulating and implementing service objectives.
- To deliver a service within the agreed financial envelope, taking responsibility for the use of resources within the team, ensuring maximum value in terms of clinical and cost effectiveness and contribute to budget setting exercises and consulting with line management regarding anticipated over/under spending.
- To undertake service audit and evaluation within the team and to involve clinical and non-clinical team staff within a quality improvement framework.
- To work closely with Trust and external senior management and other professional colleagues to ensure high quality and effective service provision.
- To work with other partnership agencies to ensure CAMHS services are delivered according to local objectives and joint care strategies.
- Deputises for operational and service manager as and when required.

Management responsibilities

- To be managerially and operationally responsible for all aspects of service delivery for the CAMHS Brief Intervention/Home Treatment team. This task will be delivered in conjunction with professional leads within the service.
- To develop and oversee policies and procedures within the team and service wide to ensure safe and consistent service delivery and development.
- To manage services within a multi-disciplinary and multi-agency environment, analysing complex issues and responding to them in a timely and effective manner.
- To ensure the service is delivered in accordance with CYP IAPT principles.

- To ensure lone working policies are being followed in accordance to trust and local policy and procedure and to appropriate manage the team's use of PeopleSafe devices.
- To take a leading role in the development, monitoring and review of annual service/business plans.
- To be responsible for the implementation of relevant HR policies including disciplinary issues and conflict resolution.
- To ensure information systems are kept up to date and comply with Trust protocols.
- To manage complaints and critical incident reporting, provide management reports and ensure learning from these events is embedded.
- To establish and chair regular, scheduled team meetings and other professional forums as required such as professional or escalation meetings.
- To ensure all staff within the team receive supervision, appraisal, and PDP in line with Trust policy, and to support staff in their continuing development with the team.
- To ensure that the staffing requirements of the team is being met in an appropriate, clinically safe and cost effective manner.

Leadership

- To be managerially and operationally accountable to the Operational Manager for service delivery.
- To manage the team's performance against commissioned contracts, NICE guidance, Trust policies and activity reports (Key Performance Indicators).
- To lead on the development, implementation, and review of clinical and organisational change within the Teams.
- To ensure that systems for training, mentoring, and coaching are in place.
- To be responsible for financial and physical resources, being an authorised signatory; holding a delegated budget.

Clinical

- The post holder will be required to lead in addition to the consultant psychiatrist on reviewing and agreeing the acceptance of urgent referrals on a weekly basis.

- To ensure referrals to the team are allocated or redirected and discharged according to Trust procedures and within locally agreed timescales.
- To ensure staff undertake clinical risk assessments, use Care Pathways to enable care planning, including CPA and conform to Trust risk management protocols.
- To monitor and review staff caseloads and provide operational supervision, which will support clinical supervision undertaken by professional leads within the service.
- To ensure that service user reviews are planned and expedited in appropriate timescales.
- To ensure a lead in the management and review of complex cases and ensure the Trust's Clinical Risk Assessment and Management Policy is being followed.
- To ensure the team provides specialist clinical advice to partnership agencies and to be a point of escalation within the CAMHS Brief Intervention/Home Treatment team management structure.
- To lead and/or participate in quality initiatives and outcomes of service through clinical audit, Clinical Governance or Clinical Effectiveness projects as required.
- To participate in Directorate/Trust-wide clinical initiatives and projects.
- To manage the performance of the team as measured by key performance indicators defined nationally and locally.

Research

- Working with professional leads to be able to critically evaluate research and apply it appropriately to practices.
- To initiate and participate in research and audit projects, in order to inform best practice and evaluation of service delivery.

Communication

- To communicate skilfully and sensitively complex and sensitive information with clients, carers and colleagues overcoming barriers to communication including sensory, and emotional difficulties, cultural differences.
- To liaise with clinicians and managers at all levels, including Heads of Profession and Senior Managers/Directors.

- To ensure effective communication systems are in place to facilitate the dissemination of clinical operational and professional issues.
- To ensure effective communication/liaison systems are in place between the Teams, service users and carers, other NHS services, Local Authorities, and the voluntary sector.
- To be responsible for the maintenance of clinical records and other documentation to a professional and Trust standard.
- To produce complex operational management reports on sensitive and contentious issues that requires complex analytical judgements.

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.

On Call/Unsocial Hours

The service operates extended hours, 8am to 10pm - 7 days a week. The post holder may be required to work outside of their normal hours (9am to 5pm) due to service need.

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.

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.