

JOB DESCRIPTION

POST TITLE:	Team Manager – CAMHS Phoenix
BASE:	CAMHS Phoenix Unit, Wokingham Hospital
BAND:	8a
LINE MANAGER:	Service Manager
PROFESSIONAL ACCOUNTABILITY:	Appropriate Professional Lead in CAMHS

OUR VISION AND VALUES

Our **vision** is to **be a great place to get care, a great place to give care.**

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

SERVICE OVERVIEW:

The service, based in the Phoenix Unit in the Wokingham Community Hospital site, is a hospital at home service that provides evidence based psychiatric, nursing, and therapeutic interventions for young people under the age of 18 presenting with severe and complex mental health difficulties assessed as requiring Tier 4 level care, including where these disorders are co-morbid with neurodevelopmental diagnoses:

- Serious risk of harm to self; suicidal thoughts and behaviour
- Emotional dysregulation and symptoms that would be best described as emerging unstable personality disorder
- Eating disorders including anorexia nervosa, bulimia nervosa,
- ARFID and disordered eating in the context of emotional dysregulation, trauma, and other mental disorder.
- Low mood, depressive disorder
- Early onset psychosis
- Severe OCD, complex PTSD
- Other psychological disturbance that may adversely affect functioning but falls outside typical diagnostic criteria.

The Service is part of the Thames Valley Tier 4 CAMHS Provider Collaborative and functions as the Access Assessor for all referrals for Tier 4 care within Berkshire. In general it will act as a step-up from less intensive community treatment, and a step down from more intensive care settings such as

Psychiatric Intensive Care Units (PICUs). All young people who are accepted to the service will follow a structured programme, in line with relevant NICE Guidelines. Interventions are delivered by a multi-disciplinary clinical team comprising of: Consultant Psychiatrist, Psychologists, Nurses, Occupational Therapist, Social Worker, Dietitian, Family Therapist, Teaching staff, support staff including Assistant Psychologists, Clinical Support Staff, Activity Co-ordinator, Administrators, and Managerial Support. Care will be delivered to young people both individually and in groups, on site at Willow House, in the young person's home and via digital media.

The service does not perceive a young person's difficulties as individual, but as systemic in nature; hence there is a strong emphasis on working with parents, carers, and families in collaboration with community CAMHS, children's social care and other Local Authority and voluntary sector colleagues. The Service is an integral part of the wider specialist CAMHS service in Berkshire and is managed alongside and closely linked to the CAMHS Specialist Community Teams including CAMHS crisis, eating disorders and early intervention in psychosis services and relevant adult mental health services.

The service operates over extended hours, 7 days per week, 365 days per year and is able to support a maximum of 16 young people at any one time, through a combination of day care and home treatment. The team primarily serve the residents of Berkshire, however they will accept patients from other areas within the Thames Valley Provider Collaborative where appropriate. Referrals come primarily from Specialist Child and Adolescent Mental Health Services. Requests from the CYPF Health Hub and Rapid Response Team for assessment of urgent cases requiring possible inpatient admission also comprise a component of the workload as does advice and consultation to Community CAMHS

JOB SUMMARY

To provide the day-to-day operational management and leadership to the CAMHS Phoenix Service, in order to promote the development, welfare and secure the wellbeing of children and young people and their families.

This is both an internal operational role as well as an outward facing role and the post holder will exert necessary influence at operational levels and will support strategic development of services as required. The post holder will work collaboratively with the other CYPF service leads, the professional leads as well as colleagues within the local authorities to deliver services in line with the regulatory frameworks of CQC and Ofsted.

They will take a lead on the development, delivery, and monitoring of services for young people within the service ensuring that there is collaborative working with all referring teams and that clinical care is delivered in line with the evidence-based clinical care pathways.

The post holder will be responsible for ensuring the delivery of a safe effective service; leading by example to drive up standards of care and practice and empower staff to take on a greater range of clinical task to improve patient's care in their clinical area.

The post holder will support the team by means of effective leadership, coaching and the development and implementation of a training strategy, to develop their specialist clinical practice and therapeutic skills.

The post holder will ensure effective and robust gate keeping mechanisms for TIER 4 admissions, working with TIER 3 services and senior clinical colleagues to ensure alternatives to admission have been fully explored.

They will also deputise for the CAMHS Phoenix Service Manager in their absence and when required.

The role will encompass clinical, professional operational and developmental aspects, requiring the post holder to work in close collaboration with their peers and others to use resources in the most effective way, to free up clinical staff to get on with clinical work and ensure optimum care is delivered.

RESPONSIBILITIES

Clinical Responsibilities

- Operate as a member of the CAMHS Phoenix Team, providing highly skilled clinical advice on the evidence-based approach to meet the needs of children and young people being cared for by the service.
- Exercise full responsibility and autonomy for clinical advice and recommendations on the evidence-based approach for patients.
- The post-holder will provide advice and evidenced based interventions within the scope of their professional practice; liaising with other professionals or agencies to maintain a comprehensive and current care plan with clear objectives based on clinical needs.
- Provide advice on assessments; formulation and treatment to Multidisciplinary Team (MDT) members and, where appropriate, ongoing practical advice and support through supervision, case review and joint assessment or intervention with patients.
- Contribute advanced theoretical, practical, and research-based knowledge regarding care and treatment.
- Undertake triage, review, and access assessment of new referrals, contributing an expert view to MDT decisions about the formulation and appropriate care setting to meet the needs of individual young people.
- Contribute to the assessment and care planning for young people accepted for treatment in the team to ensure that care needs are clearly identified, and robust, evidence-based care plans put in place.
- Attend and participate in MDT reviews and other meetings to monitor and adapt n care plans / risk plans as required.
- Liaise with professionals from other service delivery teams and with external agencies as required to ensure appropriate clinical care.
- Provide advice and support on the management of complex cases and the prevention and management of risk.
- Ensure that the young people have appropriate documented assessments and plans in place that are reviewed and revised.
- To communicate condition information and advice to children, young people and their families, carers and professionals, including information about diagnosis and to find ways of enabling the information to be understood by children, young people and their families who may be hostile, providing empathy and reassurance.

Leadership, Development & Supervision

- Responsible for the delivery of care within CAMHS Phoenix, providing innovative professional leadership in order to ensure and consistently develop and deliver a high quality, safe and cost-effective service for users.
- To allocate work (where agreed) and provide the day-to-day supervision.
- Provide visible leadership and involvement in the delivery of patient care to ensure that patients receive a high standard of care that has a therapeutic focus and is responsive to their needs.
- Provide clinical supervision (dependent of professional registration), and management supervision to the multi-disciplinary team at band 8a and below.
- To provide mentoring and coaching to less experienced or qualified staff, ensuring that they have up to date skills and knowledge with regards to legislative, national, and local policies

and issues in relation to both mental health nursing care in general and the eating disorders client group specifically.

- Advocate new ways of working that meet Trust and service need and best practice.
- Provide expert leadership and advice across the team, supporting the Service Manager to address staffing issues in the unit where required.
- Lead on planning and skills mix for the nursing and clinical support worker functions, ensuring the needs of the service users are met and clinical and quality standards are achieved.
- Support the development and implementation of frameworks and strategies that improve clinical practice, governance, education, learning, performance, management, and quality and within the Unit.
- Responsible for enhancing the provision of care, developing staff by ensuring that there is a robust system of Individual Performance Review and appraisal, supported by high quality and impactful training, professional development, clinical supervision, and reflective practice.
- As a senior member of the MDT, work closely with colleagues to establish and facilitate a training strategy and programme that supports continuous professional development and quality improvement across the service and specifically in relation to the delivery of care for eating disorders.
- Strengthen and maintain links with other professionals and agencies ensuring that there is joined up working to provide a seamless service for young people & their families.
- In collaboration with the Service Manager play an active role in service development identifying clear benefits, goals, and processes for the development of ideas, knowledge, and workings practices, and communicate these effectively to the team and others.
- Enable staff to understand the value of their contribution to service provision through their participation in the development of the service and service redesign and their own professional development.
- Recognise and promote the achievements of the team, and the individuals working within it, and communicate this within and beyond the service.
- Project a positive image of the service both internally and externally.
- Take responsibility for ensuring that there are effective channels of communication in place both within and team and with relevant external colleagues, which are confidential and sensitive to the needs of patients and are appropriate for the delivery of safe services.

Governance and Quality Improvement

- Act as governance lead for the Unit, attending meetings as directed and ensuring that all feedback and reporting, are completed and submitted on time.
- Ensure that there is a feedback loop between the Unit and the service manager so that information and learning is shared and embedded.
- Take an active role in the Provider Collaborative clinical governance meetings and structures, ensuring that the Unit is appropriately engaged in quality improvement activity.
- Ensure that all staff remain compliant with statutory and mandatory training requirements and that individual staff profiles are appropriate to their role.
- Ensure all incidents and complaints are reported and investigated in accordance with Trust policy and Learning is proactively managed and communicated and used to influence change in clinical practice.
- Contribute to the development of a programme for the implementation of research, clinical governance, and audit.
- Work with the team and colleagues to establish a culture in which the quality of services is improved through reflection on practice and continuous professional development.

- Champion the contribution the Unit makes to the achievement of the CYFAA Service, , Trust and Provider Collaborative goals.
- Ensure systems are in place which promote patient's choice in all aspects of their care, improve the quality of patient experience, and that any complaints are addressed quickly and efficiently.
- Responsible for the collection and collation of evidence to meet the requirements of inspections and audits, e.g. CQC and Ofsted, including planning robust action plans to succeed.
- Manages difficult situations to achieve resolution across a range of situations including dealing with complaints, and incidents to avoid escalation whenever possible.
- Guided by professional registering bodies and the policies and procedures of the organisation, responsible for establishing how these are interpreted to ensure the service performs within the expected parameters to meet all performance indicators.
- To provide effective leadership following BHFT policies in recruitment, induction, staff appraisal, staff sickness and absence, capability and disciplinary.

Operational Management

- Responsible for the direct delivery and leadership of the day-to-day aspects of the service.
- Day to day staff management, recruitment, induction, allocation, placing and supervising staff within the service.
- Service Development Planning in conjunction with the Service Manager, the multi-disciplinary team, Provider Collaborative and where appropriate, wider CAMHS Leadership Team and CYPF Division.
- Support the Service Manager in ensuring structures for management supervision are effectively operational within the team.
- In collaboration with the Service Manager, develop workforce strategies and plans for services and ensure appropriate staffing levels and skill mix that meet the needs of the service.
- Monitor the standards and intervene where necessary, to ensure that they are maintained at the contracted service level agreement.
- Work alongside the Service Manager to enhance staff retention and recruitment ensuring that the workforce is reflective of the appropriate skills required in the clinical area at any given time.
- As deputy to the Service Manager, ensure systems are in place for local induction of staff of all grades when required to do so.
- Work alongside the Service Manager to ensure compliance with required Health and Safety assessment and management within the unit ensuring the working environment is safe and aesthetically conducive to mental health care provision.
- Ensure that the service achieves and maintains compliancy with Tier 4 specifications as set out by NHS England and the Provider Collaborative.
- Have oversight of rotas and ensuring adequate staffing levels for all areas of service delivery.
- Delegated responsibility for the management of agreed budget and resources, ensuring resources are deployed effectively and working with Trust Standing Financial instructions and within the specified budget.
- Responsible for authorising overtime, expenses, purchasing of equipment and the approval of staff manpower returns to payroll within agreed budgetary limits as required when deputising for the Service Manager.
- Alongside the CYFAA Service User Engagement and Participation Lead, responsible for the development and implementation of communication, engagement and involvement strategies that are of benefit to service stakeholders, in particular young people and their families and staff.
- Support the Service Manager in ensuring that all systems across the service (electronic and hard copy), records, data, and information (stored and transferred) are of high quality which will

withstand inspection of their effectiveness and appropriateness to support the delivery of safe services and compliance with Trust Business rules.

- Ensure the collection and collation of evidence to meet contractual and compliance requirements.
 - Alongside the Service Manager, undertake the collation, analysis, interpretation and distribution of service performance information and reporting requirements.
 - Ensure employees feel valued and understand their role in achieving the CYPF and BHFT vision and objectives in a supportive and learning environment which protects and enhances their personal wellbeing.
 - Ensure that information is effectively cascaded to all members of the team and that issues are appropriately brought to the attention of the line manager.

GENERAL

1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.
2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

BEHAVIOURS

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

LOCATION/MOBILITY

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

FLEXIBILITY

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

CONTINUING PROFESSIONAL DEVELOPMENT

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

DATA PROTECTION ACT

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH & SAFETY

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

INFECTION CONTROL

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

Prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients and to the safety of staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

CONFIDENTIALITY

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

DATA QUALITY

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

CLINICAL GOVERNANCE

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

SMOKE FREE

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

PERSON SPECIFICATION

CATEGORY			
<p>Education/Qualifications/Training</p> <p>Doctoral degree in:- Systemic Family Psychotherapy or Psychotherapy .</p> <p>or</p> <p>Psychology (or equivalent for those who trained before 1996) as accredited by the BPS</p> <p>Or</p> <p>2) Masters level qualification or recognised equivalent qualification:-</p> <p>Qualified Systemic Family Therapist Masters level UKCP registered.</p> <p>or</p> <p>Qualified Psychotherapist registered with professional body i.e. ACP approved Child Psychotherapist.</p> <p>or</p> <p>Registered Mental Health Nurse (NMC).</p> <p>or</p> <p>Occupational Therapy degree level qualification and registered with HCPC.</p> <p>or</p> <p>Registered Social Worker with relevant social work qualification.</p> <p>or</p> <p>Other Health professional with relevant post graduate qualification.</p> <p>And</p> <p>Relevant post graduate qualification in CAMHS related subject</p> <p><input type="checkbox"/> Current relevant UK Professional Registration e.g. HCPC/UKPC/NMC</p>	<p>Application Form Essential or Desirable</p> <p>E</p>	<p>Interview Essential or Desirable</p>	<p>Selection Tool</p> <p>A</p>

Continuous Professional Development Experience as well as evidence of CPD/specialist training/working towards a clinical speciality. Evidence of recent professional development Management qualification	E E D		A A A
Previous Experience Management experience in children's health care. Post qualifying experience in CAMHS. Clinical experience in child and adolescent mental health relevant to role. Experience of working clinically with young people or adults in a camhs setting Experience of supervising and/or line management of staff. Knowledge of and ability to develop performance management, continuous improvement, and quality assurance processes. To have had experience of working with parents / carers and to be able to verbalise your approach. Experience working at a senior operational level. Experience exercising judgement to solve operational problems where answers are not immediately apparent. Knowledge of clinical pathways and process management Extensive experience in lead clinical roles within health services including statutory and non-statutory agencies. Experience of modalities or programs of interventions used in a modern CAMHS.	E E E E E E E E E E		A / I

Substantial experience of managing teams with difficult caseloads and managing complex change projects	D		
Experience of working effectively in a multi-disciplinary team and multi-agency environment	E		
Experience of implementing change from a national and local health or social care change agenda that impacts across services and professions	E		
Experience of managing highly complex situations concerning safeguarding, risk management, complaints, and investigations	E		
Experience in policy development	D		
Knowledge and skills Evidence of well-developed clinical skills and knowledge in CAMHS Exceptional interpersonal and highly influencing and communication skills with the ability to engage and lead clinicians and other stakeholder groups in change, development, and improvement Able to empathise, be supportive and sensitive to the needs of others as well as being able to cope with highly distressing circumstances Ability to comfortably and confidently cope well under pressure and when faced with challenge or resistance Quick to work through and resolve issues and competing demands IT skills and the ability to navigate around various systems and software packages (such as RiO outlook, databases, MS office and the internet) or agree to a plan to improve skills within a timeframe Report Writing skills A high degree of self-awareness and an ability to reflect on personal and professional attitudes and accept feedback Knowledge of Systemic work	E E E E E E E E		A / I

Awareness of current national guidelines and policies in the field of CAMHS	E		
Specific knowledge of pertinent issues for Adolescent mental health	E		
In depth knowledge of CAMHS issues including assessment and interventions Expert knowledge of the health and social care agenda and the ability to use knowledge when interacting on health and social care subjects	E		
Excellent grasp of relevant legislation and guidance e.g. NHS Plan, Mental Health Legislation, Children's Act, Education Act, Working Together, Children's NSF, Every Child Matters, SEND etc.	D		
Knowledge of the diversity across the six localities which impact on delivery of care (External candidate may not have this)	E		
Knowledge of the principals of Care programme Approach (CPA)	E		
Knowledge of standard setting and audit implementation	E		
An awareness of different research methods	E		
Ability to organise and prioritise effectively.	E		
Ability to work to deadlines and act under pressure	E		
Additional Requirements			A / I
Proven ability to compile reports for a variety of audiences and maintain accurate records.	E		
To be able to lead a team	E		
Able to work flexibly both in and beyond the CAMHS operating hours (including on-call) as required and the ability to travel independently between locations to fulfil the requirements of the position	E		

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