

JOB DESCRIPTION

Oxford Health NHS FT

Job Title: Deputy Operational lead
Band: 7
Responsible to: *Operational Lead*
Responsible for:
Accountable to: Head of Service , CAMHS

Place of work: Sue Nichols Centre, Aylesbury
Hours:

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JOB PURPOSE

- To support the Getting More Help Operational lead in the delivery of specialist services whilst also holding a clinical caseload
- To work alongside the Operational lead in the management and further development of the Buckinghamshire Getting More Help Pathway working to an agreed model, developing clinical structures, recruiting staff and implementing the service.
- To deputize for the Operational lead when required.
- Provide a safe, effective and therapeutic clinical team ensuring the delivery of high quality community mental health care packages.
- In conjunction with other team leaders and managers to contribute to the development of community mental health service provision across the wider service.
- In conjunction with the Operational lead the post holder is expected to contribute in the development and implementation of a robust performance management system for the team
- To be responsible for the line management, case supervision and appraisal of team colleagues
- To take a key role in ensuring effective joint working with statutory and voluntary agencies to ensure responsive and appropriate service delivery to users and carers.
- To represent the service both externally and internally in respect of all the above.

DUTIES AND RESPONSIBILITIES

Management Skills

- To be directly responsible for directly managing clinical staff, and administrative staff
- To demonstrate the skills of managing care effectively in conjunction with the multidisciplinary team taking account of each member's contribution to the care package.
- Able to coordinate a clinical audit, and draft, implement and review any substantive recommendations
- Demonstrates the skills of effective time management and ability to prioritise competing demands.
- Shows effective skills in managing sickness, absence, leave and the disciplinary process.
- Able to work positively with clients or carers who express verbal concerns or complaints about the service and attempt early and effective resolution in conjunction with the complaints service.
- Is aware of the policy and procedural guidance following a Serious Untoward Incident within the team and is able to prepare a clear and concise report within 24hrs.
- Able to make and implement recommendations arising from SUI reports and investigations.
- Is aware of local Trust policies and adheres to policy and procedural guidance.
- Ensures that all staff are aware of local Trust policies and procedural guidance as appropriate.
- Demonstrates the ability to undertake the recruitment process effectively.
- Demonstrates the efficient use of staff resources with regard to effective skill mix to manage client care.
- Demonstrates the skills required to provide managerial cover for the operational lead during holidays and absences.
- Demonstrates the skills required to liaise with other departments of Oxford health and the Buckinghamshire Directorate as well as relevant statutory services and voluntary bodies to ensure effective working relationships and those opportunities for partnership working are exploited.

Leadership Skills

- Demonstrates a sound understanding of contemporary Mental Health issues and able to articulate a clear vision for community mental health service development.
- Facilitate systems to ensure the team provides excellent care to a spectrum of patients with a range of complex mental health needs.
- Able to offer constructive feedback to colleagues/team members.
- Shows a willingness to receive comments on personal performance both informally and through the annual appraisal process
- Demonstrates the attitudes and skills required to undertake supportive, effective appraisals for community staff of any discipline.
- Shows the capacity to maintain the overall containment and sense of safety within the team.
- Acts as a role model in the clinical arena for all staff.
- Demonstrates the knowledge and skills necessary to provide and/or co-ordinate effective clinical & case management supervision of the team.
- Actively contributes towards the development of local policy and procedural guidance.

Professional and Education / Training Skills

- Maintains an effective learning environment for the team and all students seconded to the team.
- Keeps up to date with legislation, evidence-based practice and has a clear understanding of good practice.
- Shows evidence of commitment to lifelong learning through ongoing professional and career development.
- Follows professional guidelines and Codes of Practice as laid down by the NMC or relevant governing body.

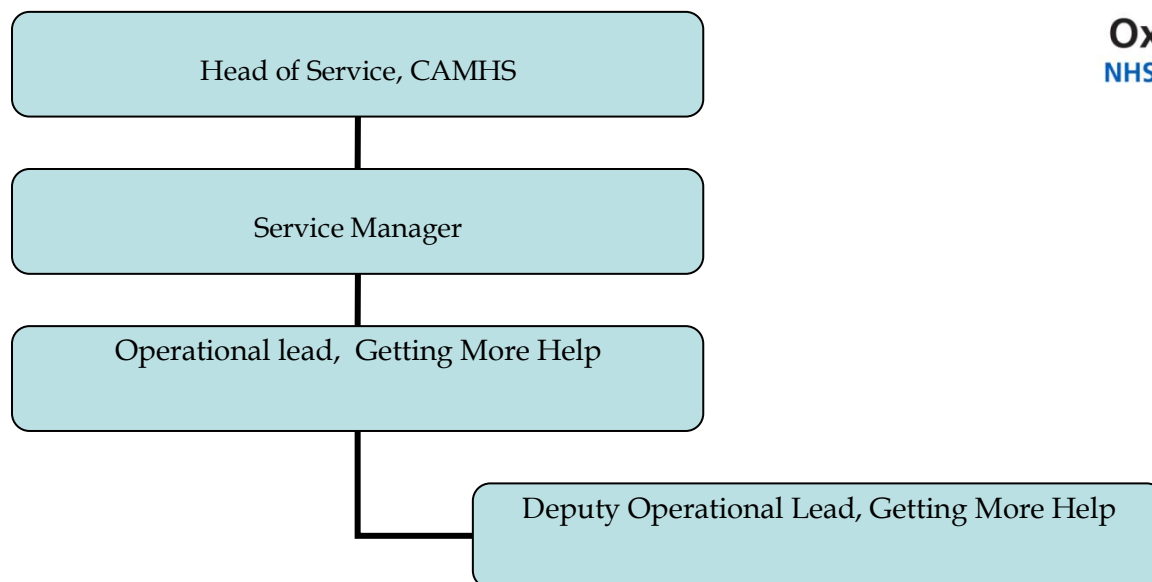
Clinical Skills

- To carry a clinical case load of young people and families with moderate and severe mental health issues
- Demonstrates clinical expertise in working with this client group using recognised evidence based frameworks
- Demonstrate ability to engage proactively with clients and their families/ carers/ significant others to build positive working alliances.
- Demonstrate commitment to work alongside clients and their families/ carers/ significant others.
- Ability to work with assessed needs embracing the wishes of the client in a clinic or community setting.
- Shows commitment to provide consistency of care as a care co-ordinator through the care programme approach (CPA)
- Able to make a systematic and comprehensive assessment / re-assessment of client need employing appropriate assessment tools, and within the CPA framework, to develop the plan of community care taking account of all aspects of the client's life including:
 1. Individual history
 2. Strengths, individual goals and resources
 3. Mental state, signs and symptoms
 4. S&HCare needs including factors relating to the impact of culture, race, gender, social class and lifestyle
 5. Risk assessment including child Protection

6. Functional needs
7. Family: the impact on the child or Young person
8. Complex needs such as substance use and personality disorder
9. Participation in Mental Health Act Assessments

- Shows willingness to engage clients and carers with the PALS and complaints service where appropriate.
- Demonstrates the skills and knowledge essential for developing risk management plans, and timely review of the risk management plan identifying opportunities for positive risk taking in conjunction with the patients, community team and client's carers/ parents/ significant others.
- Able to assess the patients progress through close working with the clients care team.
- Respond to the needs of patients sensitively with regard for age, culture, race, gender, ethnicity, social class and disability to optimise the helping relationship.
- Shows ability to effectively co-ordinate and implement plans of care during the YP's journey and possible transitions through the mental health service.
- Ensures that there is a full and comprehensive range of information regarding care options and resources available to clients and carers.
- Demonstrates skills and knowledge to effectively work with clients and their families / carers/ significant others on symptom management and relapse prevention.
- Demonstrates skills and knowledge to effectively work with patients and their families/carers/ significant others in medication management.
- Demonstrates skills in working with clients on problem solving.
- Actively engages with the Care team within the CPA to identify appropriate resources to support the client's care package within the patients home and inpatient area if necessary. Including:
 1. Child Protection
 2. Education
 3. Social Welfare – including placement
 4. Leisure
- Works to develop effective multidisciplinary relationships through skilled communication with community mental health teams, Children Young People and Families Directorate and inpatient areas.
- Shows ability to effectively evaluate plans of care in collaboration with the patient as an ongoing process and make recommendations for changes in the care package.
- Works with inpatient team to promote fast effective recovery and discharge.
- Actively engages in reflection on own practice as an ongoing process and through regular clinical supervision.
- Able to accurately represent the patients and family/ carers/ significant others' view at relevant, across agency clinical and planning meetings
- Demonstrates clear, effective, up to date and accurate record keeping.
- Conduct a legal, ethical and accountable practice and remain open to the scrutiny of peers.
- Effectively leads the clinical response to crises and serious incidents within the team.

STRUCTURE CHART





Oxford Health
NHS Foundation Trust

CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene,

decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).

- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR), National Data Security Standards and any professional code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

PERSON SPECIFICATION

Band: <i>The following information must be used when completing this section</i>		
Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements		
Qualifications – Academic/Skills/Professional	<p>Mental Health or equivalent qualification</p> <p>Maintenance of professional registration</p>	Professional knowledge acquired through degree/diploma
Further Training or Job Related Aptitude and Skills	Evidence of continuing professional development	Teaching / mentoring qualification
Experience	<p>Post qualification experience in a mental health setting, Clear evidence of working with young people and families who are experiencing significant mental health issues</p> <p>Experience of mentoring and clinical supervision of others</p> <p>To have the ability to manage, supervise and appraise clinical staff in the Getting More Help pathway</p> <p>To have the ability to deputize for an integrated team manager taking on their roles and responsibilities as appropriate</p> <p>To set up and manage clinical audits of service delivery</p> <p>To have ability to manage case load and act as care coordinator for clients on case list</p> <p>To be able to function as part of multi disciplinary team and liaise with external agencies i.e. primary care, education, social and health care.</p> <p>To have ability to assess client</p>	<p>Experience of working with children and young people who have serious mental illness and their families and carers in the community</p> <p>Experience of developing clinical practice</p> <p>To be able contribute to the audit process</p>

	<p>need, both mental health, health and social needs</p> <p>Ability to reflect on and critically appraise the performance of self and others.</p> <p>Ability to organise own time and diary and that of junior staff and learners</p> <p>Have ability to follow policy and make proposal for change</p> <p>Understanding of evidence based practice and the ability to demonstrate how this influences clinical practice</p> <p>Maintain patient records both written and electronic</p> <p>Understanding of the legal and social policy issues influencing the work environment.</p> <p>Ability to maintain effective working relationships with relevant parties</p>	
Personal Qualities	<p>Can maintain professional standards and follow codes of practice.</p> <p>To be I.T competent.</p> <p>Commitment to client centred, non discriminatory practice.</p> <p>Commitment to lifelong learning.</p> <p>Willingness to be flexible</p>	
Contractual Requirements or other requirements	<p>Ability to travel between sites and to regional meetings</p>	