

JOB DESCRIPTION

Job Title: Inpatient Pathway Operational Manager, CYPMHS

Grade/Band: B8a

Department: Children and Young Peoples Mental Health Services

Responsible to: CYPMHS Service Manager

Accountable to: Head of CYPMHS

Base: Forest House Adolescent Unit & Forest Lane CYPMHS

Hertfordshire Partnerships University NHS Foundation Trust

Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.

With a workforce of around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability.

Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

Community Services including local teams for mental health.

Acute and Rehabilitation Services including inpatient services and crisis team.

Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit.

Learning Disability and Forensic Services.

Our Mission

“We support people to live their lives to their full potential by enabling them to keep mentally and physically well.”



Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing.
- Keeps people safe from avoidable harm.
- Is effective and ensures the very best clinical and individual recovery outcomes.
- Provides the best possible experience.

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”.

We will achieve our vision by:

Putting the people who need our care, support, and treatment at the heart of everything we do – always.

Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them.

Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’.

Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality care.



Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values, we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise, and develop our staff.

Job Summary

The post sits within the operational management structure of Childrens and Young Peoples Mental Health Services (CYPMHS) as part of the Specialist Services Directorate, and offers operational leadership to staff within inpatient services in order to create an effective system that supports the delivery of safe and compliant services and the best possible outcomes for all service users, staff and the public.

The post holder has responsibility for the operational management across a range of CYPMHS inpatient and community high risk pathway services, including Forest House Adolescent Unit, Home Treatment Team and DBT team.

The post holder is responsible, with the Service Manager, for the allocation, deployment, prioritisation and delivery of services, for implementing and reviewing systems, policies, standards and procedures that ensure the provision of high quality services within frameworks agreed by the Trust. The post holder will be required to line manage the Band 7 Team Leads within each service, ensure effective governance and that services are operationally optimised for safe, quality and effective care.

All staff will comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Key Relationships

Including but not limited to:

Provider Collaborative

Service users and their relatives/carers

Senior clinicians, directors and management team Clinical Matrons

Operational leaders in community services

Other NHS organisations

Local Authorities

Third Sector employers

Local and national voluntary organisations

Staff representatives and trade unions
The public
Professional and regulatory bodies
Contractors
Educational institutions (higher and further)
Criminal Justice Agencies.

Duties and Responsibilities

The Operational Manager will work closely with the Service Manager and management teams to ensure the effective co-ordination and operational delivery of in-patient services in HPFT.

Particular key responsibilities will be:

The post holder will assist the Service Manager to deliver services taking account of the Trusts transformation agenda and implementation of care pathways ensuring a cohesive, effective and seamless service is provided for service users

Ensure the effective delivery of in-patient and high risk services working on a whole systems approach to achieve required levels of performance.

Support management of relationships with key stakeholders as required by the Service Manager

Safe and Effective Services

Responsible for the provision of the quality of care within a complex range of health services that interface across HPFT and with other health and social care providers.

Accountable for the effective operational management of all care pathways, requiring effective liaison and co-ordination with secondary care clinicians, managers, clinical matrons, and primary care and other independent contractors

Manage and monitor capacity on a day to day basis, ensuring effective escalation arrangements are in place to maintain safety with the ability to respond where team capacity issues present a challenge.

Manage the development and delivery of team health promotion and prevention, working closely with other agencies.

Ensure compliance with all statutory requirements e.g. CQC, HSE and implement relevant assurance systems to demonstrate compliance for their service.

Service Delivery

To work with the Service Manager to implement care pathways that deliver cohesive and effective seamless service to the service user, embedding models of recovery and creating new organisational arrangements in the form of networks and service solutions to facilitate this approach.

Ensure that the voice of service users and carers are represented in service planning and delivery

Maintain relationships with all stakeholders including Provider Collaborative, TACT, NHSE, CQC, General Practitioners, and any other relevant authorities

Manage service contracts in an efficient and effective manner ensuring that the focus remains the development and continuous improvement of services to service users.

Ensure rapid spread of best practice to deliver improvements in quality for service users and reduction in demand in secondary care.

Working with the Service Manager to support the development of appropriate services, ensuring the views of service users inform the planning and delivery of services.

Managers have a duty to promote and support staffs personal health and wellbeing at all times, this includes both physical and mental health and wellbeing.

Managers have a responsibility to support staff by directing employees to services that are available to everyone to help in managing health and wellbeing.

They should be open and approachable as well as proactive in discussing and agreeing a process to monitor an employee's mental and physical health.

Financial Responsibility

Accountable for the financial planning, financial balance (including financial resources and physical assets) and performance management for services, acting on their own initiative with minimal supervision and being accountable to the Service Manager for their own decision making and local management.

Ensure effective budgetary and resource controls and monitoring processes are in place to support delivery of financial plans, devolving budgets as appropriate but with the necessary controls in place to ensure they have an oversight of financial/workforce management on a month by month basis.

Ensuring that appropriate clinical and performance information is available to support aims and objectives of the Service Line in conjunction with Informatics and Performance Teams.

Service Development and Improvement

Support development and implementation plans and change programmes for a range of policies that impact across the organisation in order to deliver service redesign and development in line with corporate requirements.

Deliver effective communication of the CYPMHS strategy and service delivery to large bodies of senior staff within the Trust, to external bodies and the public where such proposals impact upon the broader community.

Responsible for local control over the estates management of the facilities and building within their area of control, contributing on the development of the Trust's estate strategy as it applies to their Strategic Business Unit.

Communications

Be able to attend meetings as appropriate, and communicate with internal and external partners on a range of related subjects.

Be able to tailor the message to the audience taking into account what is communicated, including sensitivity, contentiousness and complexity, e.g. information about service users, in

what setting, e.g. within own organisation, trust, multi-professional and whether there are barriers to overcome in effective communication.

Other Additional Information

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result, Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

Employees must maintain confidentiality of staff, patients and Trust business and have a responsibility to comply with the General Data Protection Regulations (GDPR) 2018 and be aware of the Caldicott principles. If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose. You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the General Data Protection Regulations (GDPR) 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on the Trust intranet 'HIVE').

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

Health and Safety at Work In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities, to maintain a safe working environment for patients, visitors and employees and to co-operate in meeting statutory requirements

Review

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

PERSON SPECIFICATION

JOB TITLE: Inpatient Pathway Operational Manager, CYPMHS

BAND: 8A

Criteria	Essential	Desirable
Qualifications & training	<p>First degree in a related health or social care professional qualification (e.g. Nursing, Psychology, Occupational Therapy or Social Work);</p> <p>Professional qualification to diploma level in relevant area of health or social care or healthcare management</p>	Project Management experience
Experience	<p>Previous experience of working as a middle manager within a health or social care setting with day-to-day responsibility for delivering a service, leading a team and management of relevant resources.</p> <p>Proven track record of achieving objectives Experience of leading and delivering programmes of change within the public sector</p> <p>Experience of budgetary management or working within budgetary expectations.</p> <p>Experience of managing rostering systems with large staff teams or experience of organising staff teams to ensure safe service delivery</p> <p>Experience of developing processes and systems and embedding these into services</p>	Specialist in CYPMHS
Communication & Relationship Skills	<p>Excellent communications skills, written and oral</p> <p>Ability to build successful teams</p> <p>Able to work collaboratively with partner organisations</p> <p>Ability to influence and motivate staff to deliver challenging targets</p> <p>Ability to present complex data</p> <p>Ability to manage challenging and difficult conversations</p>	

