Team Manager, 4-11’s

Point 1 Service

A message from our CEO, Allan Myatt



Dear Applicant,

Thank you for your interest in the post of Team Manager – 4-11’s, Point 1.

As an organisation, Ormiston Families has agreed that our strategy for the next 3 years is to enable children, young people and their families to feel safer, healthier and more resilient. We also recognise that we need to build the resilience of the organisation, so we are fit to meet the challenges ahead.

Over the next few months we will continue to develop the strategy identifying key objectives for the next 3 years and making necessary organisational and operational changes to enable us to deliver the strategy in the new financial year. We see the recruitment of this post as critical in helping us achieve these objectives.

I wish you the best of luck with your application.

Best regards,



Allan Myatt

Our vision

Safe, healthy, resilient families

Our mission

Enabling families in the east of England to build resilience and make choices to improve the life chances of their children

Our values

Collaborative

* Working together with families
* Building partnerships, communities and networks to support families
* Valuing each other to achieve results and improve everything we do

Compassionate

* Listening, so we can understand
* Treating people with respect
* Enabling, recognising and reinforcing achievements

Effective

* Evidencing the impact of our work with families
* Prevention and early intervention being at the heart of our work
* Building resilience to cope and recover from adversity

Ormiston Families is one of the leading charities working with children, young people and families in the East of England. We take early and preventative action to support families to be safe, healthy and resilient. All our services help people to build stronger networks, learn from experience and feel in control of their own wellbeing. We can only achieve this with the people who choose to work for us.

About the Point 1 team

A partnership between Ormiston Families, MAP and the Norfolk & Suffolk NHS Foundation Trust, the Point 1 service provides mental health support to children and young people across Norfolk & Waveney, who are experiencing early signs of mental health and emotional problems.

About the role

To lead, manage and develop Point 1’s 4-11s team, assisting the Point 1 Operations Manager to ensure the CAMHS Tier 2 contract is delivered to the highest possible standard, achieving exceptional outcomes for service users.

About you

You will be a highly motivated and committed individual with experience in leading and supervising a team of multi-disciplinary workers. In return we can offer a range of attractive benefits and work/life balance.

Th is a full-time post for 35 hours per week; Starting salary £33,139 per annum

Probationary Period

The post is subject to a probationary period of six months during which your progress will be monitored in accordance with agreed objectives.

Application Process

Applicants must send in a completed online application form; you must demonstrate that you hold the personal competencies required for the role and how you meet the relevant skills, knowledge and experience.

Ormiston Families is an equal opportunities employer. We value diversity and welcome applications from all sections of the community. We ask individuals to complete a monitoring form to help us monitor the diversity of applicants. It will be separated from your application form and will not be seen by anyone involved in recruitment to this job.

Please note: Only successful applicants will be contacted by Ormiston Families.

Job Description

Job Title: Team Manager – 4-11’s  
Service: Point 1 Service  
Location: Norwich Hub

Job purpose:

To lead, manage and develop Point 1’s 4-11s team, assisting the Point 1 Operations Manager to ensure the CAMHS Tier 2 contract is delivered to the highest possible standard, achieving exceptional outcomes for service users.

Main Duties and Responsibilities:

* To manage the day-to-day delivery of the brief intervention service for children and young people aged 4-11 with newly emerging or mild-to-moderate mental health issues, allocating and monitoring caseloads
* To manage, supervise and support counsellors and practitioners, ensuring professional clinical supervision is arranged, in accordance with requirements of the British Association for Counselling & Psychotherapy and equivalent ethical frameworks
* To provide reciprocal management support to the SPOC team during periods when the Team Manager is absent
* To provide safeguarding advice and support to practitioners
* To support the Point 1 Operations Manager in the effective day-to-day management of the Point 1 budget and resources, including use of equipment and buildings
* To work collaboratively with other managers within the Point 1 consortium to ensure that the SPOC meets all contractual and operational requirements
* To oversee and sign off risk assessments
* To maintain high quality standards and processes in the delivery of work, keeping accurate and timely records and preparing reports for funders and other stakeholders, in conjunction with the Point 1 Operations Manager
* To work collaboratively and effectively with other elements of the Point 1 service, ensuring there is no duplication of delivery and that effective co-working is achieved
* To participate proactively in CAMHS Tier 2/Tier 3 triage meetings, and in governance and operational meetings, ensuring that the service adheres to any decisions reached
* To provide consultation to other professionals as required
* To proactively engage with children, young people and their families
* To refer or signpost young people to specialist support where necessary
* To maintain appropriate quality standards and processes in the delivery of work
* To contribute to the continuous development of the service, regularly reviewing, monitoring and, where appropriate, revising case recording protocols and associated documentation
* To collaborate with other Point 1 managers in the design and delivery of in-house mental health training, as required
* To continue to develop and improve the service, in line with evaluation findings and requirements of commissioners and Ormiston’s internal quality development function
* To build and maintain effective networks for practitioners’ professional development and to promote positive partnership working opportunities
* To act as an ambassador for the Point 1 service in accordance with our Communications Plan
* To undertake training and professional development opportunities, develop relevant specialist knowledge and expertise, and share this with colleagues
* To represent and promote the interests of children and vulnerable young people to maintain awareness of their needs amongst those delivering, planning, determining and implementing relevant services
* To work within Ormiston’s Strategic Plan and all policies and procedures, including Safeguarding, Equality and Diversity, Participation, Quality and Health and Safety. To comply with any relevant external standards and quality marks
* To carry out any additional appropriate duties as instructed by the Operations Manager.

Person Specification

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| Qualifications: | |
| Essential | Desirable |
| Qualification in Counselling or a therapy at Diploma level or higher accredited with an appropriate professional body (e.g. BACP/UKCP/BAPT/HCPC).  Membership of an appropriate professional body (e.g. BCP/UKCP/BAPT/HCPC).  Training to level 3 in Safeguarding Children and Young People | Accredited or working towards accreditation with BACP / UKCP |
| Experience: | |
| Essential | Desirable |
| Minimum 2 years experience of managing an extensive and complex caseload  Minimum 2-4 years working therapeutically within a CYP Mental Health Setting  Experience of leading and supervising a team of multi-disciplinary workers | Experience of delivering and supervising mental health approaches in community settings  2 years’ supervisory experience in a CYP mental health setting post-qualification  Experience of delivering CBT-informed supervision  Working in a multi-disciplinary and multi-agency environment  Participation in user involvement in services.  Delivery of model based psychological therapy.  Work within Early Intervention and Prevention Services.  Delivery of training to a diverse audience.  Presenting to large and diverse audiences |
| Clinical Abilities/Knowledge/Skills: | |
| Essential | Desirable |
| * A1: Knowledge of development in children / young people and of family development and transitions |  |
| * A2: Knowledge and understanding of mental health presentations in children, young people and adults |  |
| * A3: Knowledge of professional and legal issues relevant to working with children and young people |  |
| * A4: Knowledge of, and ability to operate within, professional and ethical guidelines |  |
| * A5: Knowledge of, and ability to work with, issues of confidentiality, consent and capacity |  |
| * A6: Ability to work within and across agencies |  |
| * A7: Ability to recognise and respond to concerns about child protection |  |
| * A8: Ability to work with difference (‘cultural competence’) |  |
| * A9: Ability to engage and work with families, parents and carers |  |
| * A10: Ability to engage and communicate with children/young people of differing ages, developmental level and background |  |
| * B1: Knowledge of models of intervention and their employment in practice |  |
| * B2: Ability to foster and maintain a good therapeutic alliance with families and understand the perspectives or ‘world view’ of its members |  |
| * B3: Ability to manage the emotional content of sessions |  |
| * B4: Ability to manage endings and service transitions |  |
| * B5: Ability to work with groups of children / young people and/or parents/carers |  |
| * B6: Ability to make use of measures, including monitoring or outcomes |  |
| * B7: Ability to make use of supervision |  |
| * C1: Ability to undertake a comprehensive assessment |  |
| * C2: Knowledge of the risk assessment and management processes |  |
| * C3: Ability to assess the child’s functioning within multiple systems |  |
| * C4: Ability to formulate |  |
| * C5: Ability to feedback the results of assessment and agree a treatment plan |  |
| * C6: Ability to undertake a single session assessment of service appropriateness |  |
| * C7: Ability to co-ordinate casework across different agencies and/or individuals |  |
| * D1: Knowledge, awareness and experience of low intensity and guided self-help intervention for those with mental health difficulties |  |
| * D2: Knowledge of health promotion applicable to daily practice with children, young people and families |  |
| * D2: An ability to draw on knowledge of key organisational issues for the effective delivery of emotional health promotion programmes in schools |  |
| * E1: An ability to draw on knowledge of Group and Individual Parenting Programmes for children with disruptive behaviour problems |  |
| * E2: An ability to draw on the knowledge and skills required to carry out Functional Family Therapy and/or Multi-Systemic Therapy |  |
| * E3 An ability to draw on the knowledge and skills required to delivery therapeutic approaches to children/young people with depression, |  |
| * E4: An ability to draw on the knowledge and skills required to delivery therapeutic approaches to children/young people with anxiety. |  |
| * E5: An ability to draw on the knowledge and skills required to develop and implement challenging behaviour interventions |  |

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| Non-Clinical Abilities/Knowledge/Skills: |  |
| Essential | Desirable |
| * Excellent knowledge of safeguarding theory, policy, guidance and practice |  |
| * Excellent communication skills including the ability to engage with children/young people of all ages experiencing a wide range of mental health presentations. |  |
| * Proven ability to motivate staff and create positive team dynamics |  |
| * Ability to communicate with a wide range of professionals from various settings. |  |
| * Strong understanding of confidentiality and data protection |  |
| * Ability to produce well written reports. |  |
| * Ability to participate and present information in a group setting. |  |
| * Ability to manage own, and others’, workload and work on own initiative, within stated guidelines and procedures |  |
| * Leadership skills in driving forward the Participation agenda and ensuring the “voice” of the child is heard at all levels of service delivery |  |
| * Ability to be mobile across a geographical area in a timely manner and in accordance with service need |  |
| * A good level of IT competency and a willingness to learn new and engage with systems e.g. Electronic Record Keeping |  |

Ormiston encourages all candidates called for interview to provide details of their criminal record at an early stage in the application process. This information can be sent under separate, confidential cover to Human Resources [hr@ormistonfamilies.org.uk](mailto:hr@ormistonfamilies.org.uk). Ormiston Families guarantees that this information will only been seen by those who need to see it as part of the recruitment process.

The post will be offered subject to satisfactory qualifications, DBS if applicable, references and a satisfactory declaration of health. The post will also be offered subject to the production of relevant documents as listed in the Immigration (Restriction on Employment) Order 2004.

The successful candidate will be asked to provide evidence of identity and qualifications.

Applications will be considered and those shortlisted for interview will be informed. If you have not heard by the interview date we thank you in advance for your interest and ask you to assume that you have not been successful on this occasion.

Closing date for completed applications: 9am, Wednesday 4th December 2019

Interview date for short listed candidates: TBC

**Any queries, please email: toni.bentley@ormistonfamilies.org.uk**

Reward & Recognition

Competitive salaries

Competitive salaries with annual cost of living increment where one is awarded.

Employee Training and Development

Commitment to the professional and career development of its employees.

Work Life Balance

High standards of flexible and family friendly employment policies; Ormiston Families is committed to ensuring employees maintain a good work life balance.

The Hive

Our communication and benefits hub where employees and volunteers keep up to date with all organisation news, share information and ideas and have access to a wide variety of shopping discounts.

Wellbeing Centre

Accessed via The Hive Wellbeing Centre provides education, support and tools to help you live a healthier and happier life.

Pension Scheme

Group Personal Pension Scheme with up to 9% of gross salary employer contribution for any employee where they match the level of contribution.

Generous annual leave entitlement

27 days annual leave plus additional leave for employees who have completed 3 years’ service. (Part time employees receive a pro rata allowance according to the number of hours they work per week).

Occupational sick pay scheme

Ormiston Families operates an occupational sick pay scheme in addition to statutory sick pay.

Group Life Assurance

Ormiston Families provides a death in service benefit to all permanent employees.

Cycle to work scheme

This is offered as a “salary sacrifice” which is deducted from monthly salaries.

*All benefits are discretionary, therefore Ormiston Families have the right to change or amend benefits at any given time.*

Recruitment of Ex-offenders Policy

Ormiston Families complies fully with the Disclosure and Barring Service (DBS) Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

This policy on the recruitment of ex-offenders is made available to all Disclosure applicants at the outset of the recruitment process.

Ormiston Families is committed to the fair treatment of its employees, potential employees and users of its services regardless of race, colour, nationality, ethnic or national origin, gender, marital status or caring responsibility, sexual identity, age, physical, sensory or learning disability, mental health, political opinion, religion or belief, class, HIV status, employment status or part-time status, offending behaviour unrelated to the post or trade union activities.

Ormiston Families actively promotes equality of opportunity for all and welcomes applications from a wide range of candidates, including those with criminal records. Ormiston Families selects all candidates for interview based on the criteria drawn up for the position.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, Ormiston Families encourages all applicants called for interview to provide details of their criminal record at an early stage in the application process. Ormiston Families requests that this information is sent under separate, confidential, cover to Human Resources and guarantees that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Ormiston Families to ask questions about a candidate’s entire criminal record only questions about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974 will be asked.

Ormiston Families will ensure that those who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. Ormiston Families will also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

Ormiston Families will ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

Ormiston Families will ensure that every subject of a DBS Disclosure is aware of the existence of the DBS Code of Practice and make a copy available on request.

Ormiston Families undertakes to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar any applicant from working with Ormiston. This will depend on the nature of the position and the circumstances and background of the offences.