Team Leader

Point 1 - Mental Health Support Teams in Schools

A message from our CEO, Allan Myatt



Dear Applicant,

Thank you for your interest in the post of Team Leader, Point 1 - Mental Health Support Teams in Schools.

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 Point 1

Point 1 is a consortium of providers made up of Ormiston Families, Norfolk and Suffolk Foundation Trust and Mancroft Advice Project (MAP) commissioned by Norfolk County Council and Clinical Commissioning Groups to deliver a Tier 2 CAMHS provision.

The service works alongside a range of other services for children and young people and include, but not limited to Tier 3 CAMHS (NSFT), Social Care (including Social Work, Early Help and Education), Community Paediatrics, Voluntary Providers and universal settings. Point 1 aims to improve the emotional wellbeing and mental health outcomes for Children and Young People age 0-18 years, including unborns. This is by providing evidence informed targeted mental health interventions and pathways of care where there is a mild to moderate mental health presentation.

When describing mental health difficulties these are often talked about in terms of the severity and frequency of the presentation. The term ‘mild to moderate’ are the most common terms used to describe the different levels of mental health difficulties. The National Institute for Health and Care Excellence (NICE 2011) defines these as:

* A mild mental health problem is when a person has a small number of symptoms that have a limited effect on their daily life.
* A moderate mental health problem is when a person has more symptoms that can make their daily life much more difficult than usual.
* A severe mental health problem is when a person has many symptoms that can make their daily life extremely difficult

Job Description

**Job Title:** Team Leader – Point 1 Mental Health Support Teams in Schools

**Service:** Point 1 Service

**Location:** **First year - Based in Norwich Hub with regular travel to either Lowestoft or South Norfolk. Following this, Team Leaders will be based in one of the areas.**

Job purpose:

* + - * Hold overall managerial responsibility and develop the service ensuring successful delivery of the mobilization and implementation plans for the CYP Mental Health Support Teams in Schools. This involves developing and embedding effective and robust operational and clinical management processes and pathways within the new Mental Health Support Teams to be based within schools, ensuring they are working in line with the Norfolk and Waveney Mental Health Services Transformation.
      * Be responsible and lead the day to day management and line management to staff within Mental Health Support Teams which will include non-clinical staff.
      * Delegated budgetary signatory for the CYPS team(s) pay and non-pay budget, as authorised by the Point 1 Operations Manager.
      * Where agreed, to provide specialist interventions within schools for children and young people (5-18yrs) and their families who have mild/moderate or emotional wellbeing issues. This will include providing specialist CYPS risk assessments and safety planning.
      * Ensure effective and appropriate deployment of resources using the demand and capacity methodology as appropriate
      * Lead on key tasks/projects associated with the operational delivery of effective community services and learning from continuous improvement cycles in conjunction with the Trailblazer Project Team
      * The “voice” of the child will be central to developing the service.
      * Hold overall managerial responsibility for the Link Program, ensuring that this key program is developed alongside the Mental Health Support Teams in Schools.

Main Duties and Responsibilities:

**Leadership**

* + - * Hold overall managerial responsibility and develop the service ensuring successful delivery of the mobilization and implementation plans for the CYP Mental Health Support Teams in Schools. This involves developing and embedding effective and robust operational and clinical management processes and pathways within the new Mental Health Support Teams to be based within schools, ensuring they are working in line with the Norfolk and Waveney Mental Health Services Transformation.
      * Ensure the effective evaluation of the service with providing expected activity reporting, outcome data and written reports as required
      * Lead staff in an uncertain environment where adjustments will need to be made to the model of delivery as the delivery of the project will evolve over time
      * Be responsible and lead the day to day management and line management to staff including non-clinical staff. Day to day management involves:

1. Team and staff caseload overview.
2. Ensure adequate staffing levels are maintained within the team(s) and a high standard of care is achieved.
3. Lead on appraisals, monthly operational supervision quarterly CYPS job planning, performance monitoring as well as the clinical and professional development of staff within the team.
4. Lead on managing poor performance in line with policies and procedures as required.
5. Leading the recruitment and selection process of staff within the multi-disciplinary team (s) and ensure completion of the induction process.
6. Provide effective management of staff including sickness absence within the team in line with policy.
7. Hold responsibility for ensuring team members perform effectively, efficiently and safely within their work role, taking appropriate action as necessary in line with policy and escalating issues to the Clinical Lead and Point 1 Operations Manager.
8. Ensure team members have a clear understanding and adhere to policies and procedures as well as local pathways and procedures which will be developed as part of the implementation plan.
9. Ensure team based operational processes and pathways are in place to meet expected Key Performance Indicators (KPI’s) and targets where specified.
10. Lead on ensuring that all team members achieve compliance with record keeping expectations.

* Be responsible and ensure the effective co-ordination of a range of operational processes within the team such as referral and case allocation, caseload management regular review and proactive monitoring of interventions including risk assessment and safety planning.
* Ensure regular overview of team related performance data to ensure the team is delivering interventions in line with contractual and service expectations.
* Delegated budgetary signatory for the CYPS team(s) pay and non-pay budget as authorised by Point 1 Operations Manager.
* Be operationally accountable for the work delegated to all team members, including planning complex activities which require the formulation and adjustment of clinical and non-clinical interventions.
* Ensure effective and appropriate deployment of resources using demand and capacity methodology as appropriate.
* Lead on key tasks/projects associated with the operational delivery of effective community services and learning from continuous improvement cycles and other quality improvement initiatives in conjunction with the wider mental health services in Norfolk and Waveney.
* Undertake investigations and reports for complaints, Serious Incidents Requiring Investigation (SIRI’s), projects etc. as required and within agreed time frames, working in conjunction with the Clinical Lead and Point 1 Operations Manager.
* Be responsible and ensure that team members comply with all Health and Safety regulations in line with policies.
* Contribute to mentoring, supervising and teaching of qualified and unqualified staff including students/trainees.

**Clinical**

* Develop processes with the Clinical Lead to ensure the following;

1. Demonstrate enhanced competency regarding complex clinical decision making and clinical formulation.
2. clinical supervision to staff on a routine basis to facilitate the development and consolidation of CYPS core skills and competencies within the workforce.
3. Ensure high quality, accurate and contemporaneous clinical record keeping is maintained in line with current policies
4. Work flexibly to provide CYPS interventions within school based settings dependent on client and service need. Situations may demand an unpredictable work pattern and difficult situations as well as the need to balance a range of complex and high risk clinical needs and presentations.
5. Ensure local lone working arrangements are considered and adhered to when delivering interventions within a community setting.
6. Demonstrate clinical leadership and commitment to working with team colleagues to develop a strong multi agency ethos and focus to delivering high quality services. This includes commitment to the CYPS Children and Young People’s Charter by ensuring routine interventions reflects proactive involvement and collaborative working with children, young people and their parents/carers.
7. Demonstrate clinical leadership and commitment to ensuring the “voice” of the child is central to developing the service.
8. Ensure that a culture of innovation is achieved through research, practice development, audit and strategic development including the development of local policies and procedures, including psychological interventions.
9. Ensure the service hours of operation are adaptable and able to meet the requirements of commissioners and the needs of clients.
10. Demonstrate timely response to urgent care needs and ensure that staff groups are aware of their obligation to do so.
11. Co-ordinate and continually analyse and evaluate delivery of complex care interventions within schools to ensure that agreed outcomes are met.
12. Work with commissioners to develop other quality indicators to support performance management reporting to demonstrate quality and outcomes shown through audit and evaluation of evidence-based practice.
13. Demonstrate good ability to produce operational reports and audits using both qualitative and quantitative approaches.
14. Contribute to regularly updating the services operating processes and practice.

**Professional**

* Be accountable for maintaining own professional actions guided by the profession specific standards and Code of Conduct. This includes carrying out continuous professional development (CPD) activity to maintain knowledge of legislation, national, local policies and issues in relation to both specific client group and wider clinical practice. This includes maintaining a professional Continuing Professional Development (CPD) log to meet professional expectations and requirements.
* Ensure regular attendance at service wide and other CYPS CPD/core competency training
* Deliver teaching and education as requested

**Communications and Working Relationships**

* Childrens Commissioners within Norfolk County Council and Clinical Commissioning Groups
* Norfolk and Suffolk Foundation Trust
* Mancroft Advice Project
* Steering Group
* Primary and secondary schools within Norfolk
* Education leads within Norfolk County Council
* Ormiston Families Leadership Team
* All Point 1 staff
* Key partners and stakeholder groups
* Children, young people and their families (including parents & carers)



**Generic Responsibilities – All Posts/Employees**

The following are applicable to all posts and all employees.

**General Duties**

To undertake any other reasonable duty, which is appropriate to the grade when requested by Senior Staff.

To be familiar with and comply with all Ormiston Families policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to the charity’s values.

**Professional and Personal Development**

All staff must ensure that they are aware of their responsibilities by attending Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member’s progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

All staff will be expected to take responsibility for their own professional development and will be supported to achieve development opportunities as appropriate.

**Health and Safety**

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving service users, carers, staff, contractors or members of the public.

**Confidentiality and Information Governance**

All staff may gain or have access to confidential information about the assessment and/or treatment of service users, information affecting the public, private or work-related staff information, or Charity matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the Data Protection Act 1998.

**Safeguarding: Adults and Children (Section 11 of the Children Act 2004)**

Every member of staff has a responsibility to be aware of, and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults.

**Senior Managers**

Under Section 11 of the Children Act senior managers have responsibility for ensuring that service developments take into account the promotion of welfare and is informed by the views of children and families; providing training on safeguarding for all staff; recruiting safely; ensuring there is effective inter-agency working and information sharing.

**Freedom of Information (FOI)**

All members of staff must be aware of their responsibilities under the Freedom of Information (FOI) Act 2000. The Act gives individuals or organisations the right to request information held by the Charity. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

**Data Quality**

The Charity recognises the role of reliable information in the delivery & development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high-quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Charity’s Policy and Procedures for Data Quality.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Person Specification

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| --- | --- | --- |
| Qualifications | | |
| **Essential** | **Desirable** | **Method of assessment** |
| * Professional Health or Social Care qualification or equivalent experience managing a mental health or multidisciplinary team. * Evidence of learning within a relevant CYPS/CAMHS field or skill | * Post registration training in specific interventions applicable to children / young people and their families * Formal Teaching and Assessing Certificate / Qualification | * Application Form * Interview |
| Length and/or nature of experience | | |
| **Essential** | **Desirable** | **Method of assessment** |
| * Demonstrate extensive experience and expertise regarding delivering   evidence based/best practice interventions within CYPS or related services and/or adult mental health settings.   * Demonstrate clinical expertise in undertaking Self Harm assessments of children and young people * Demonstrate experience of providing targeted CYPS related consultation/ training and advice to partner agencies * Demonstrate clinical expertise and high levels of competency regarding CYPS care coordination, including managing highly vulnerable children and young people with complex, multi-agency needs. * Demonstrate clinical expertise and high levels of competency regarding assessing and managing children and young people with mild to moderate needs. This will include significant evidence of working within a positive risk management model of practice within either a mental health or social care setting. * Experience of working with clients with complex needs requiring higher levels of expertise * Experience of audit, research and the application of evidence-based practice |  | * Application Form * Interview |
| Professional / managerial / specialist knowledge | | |
| **Essential** | **Desirable** | **Method of assessment** |
| * Demonstrate profession based and clinical reasoning, knowledge, skills and competencies regarding a range of CYPS therapeutic interventions, including current best practice * Demonstrate knowledge of therapeutic use and application of CYPS specific interventions, i.e. CBT, DBT * Demonstrate knowledge and expertise regarding working with highly vulnerable and traumatised children and families (i.e. moderate/severe learning disabilities, children in care, those within the criminal justice system, refugees etc.) * Demonstrate leadership skills in driving forward the Participation agenda and ensuring the “voice” of the child is heard at all levels of service delivery * Demonstrated highly specialist and comprehensive knowledge of current safeguarding processes and practice, including CSE, Prevent and FGM * Demonstrate expertise in undertaking risk assessments and developing effective safety plans. This includes developing safe positive risk taking plans * Demonstrate detailed and expert knowledge of relevant legislation and national policies/guidance in relation to mental health issues & children and young people with additional needs * Demonstrate detailed knowledge and experience of working with mental health/learning disability issues and applying assessment and interventions within a personalised care planning approach * Extensive knowledge of key principles and best practice regarding transition of care of young people between services/agencies * Sound knowledge base of data protection issues * Extensive knowledge of issues related to equality, diversity and anti-discriminatory practice * Extensive and expert knowledge of issues related to mental capacity, consent and confidentiality when working with children and young people * Extensive and expert knowledge and experience of working with parental mental health or learning disability issues and the impact when working with children and young people * Extensive knowledge of using routine outcome measurements within daily clinical practice, including ability to evaluate service experience and expected clinical outcomes * Detailed knowledge and ability to apply and teach skills including risk assessment and safety planning. | * Ability to participate in service development processes at a strategic level * Experience of Mentoring Students | * Application Form * Interview |
| Personal skills abilities and attributes | | |
| **Essential** | **Desirable** | **Method of assessment** |
| * Excellent communication skills * A proven ability to work with colleagues from other professions and agencies in a collaborative manner * Proven ability to work with clients and parents/carers who are distressed * Ability to undertake all statutory and mandatory training | * Working knowledge of Microsoft Office packages e.g. Word, Excel, PowerPoint, Publisher and Outlook | * Application Form * Interview |
| Other requirements | | |
| **Essential** | **Desirable** | **Method of assessment** |
| * Full UK driving licence plus the use of own transport for business purposes * Working knowledge of Microsoft Office packages e.g. Word, Excel, PowerPoint and Outlook * Ability to work flexible hours/out of hours as requested by Management * Able to attend and participate in all mandatory and statutory training events |  | * Application Form * Interview |

Information about working for Ormiston Families’ Point 1 service

You may find it helpful to know the following information about this position.

**Duration:**

* The post advertised is a full-time permanent position.

**Hours of work and working arrangements:**

* The normal working week is 37.5 hours, Monday to Friday and covers 52 weeks per year.
* You will be required to work flexibly to meet the needs of the service including evenings and weekends.

**Location:**

* For the first year the post will predominantly be located at The Hub, Prince of Wales Road, Norwich with regular travel to either Lowestoft or South Norfolk. Following this Team Leaders will be based in one of the areas.

**Progressing through your grade:**

* Your salary will rise with the scale by one increment each year up to the maximum of the scale. Increments are awarded annually on the 1st April.

**Probationary Period:**

* The post is subject to a probationary period of 6 months during which your progress will be monitored in accordance with agreed objectives.

**Salary:**

* The scale for this post is currently Grade 11 point 41 - £37,110.00. Salary is paid in 12 equal instalments on the 25th of each month directly into your bank account and covers work carried out in the calendar month.

Benefits and Recognition

All benefits are discretionary, and Ormiston Families reserves the right to change or amend benefits at any given time.

**Cycle to Work:**

* Cycle to Work allows you to order a new bike, equipment or both up to the value of £1,000 which you can pay back through your salary to make tax savings.

**Annual leave entitlement:**

* The basic annual leave entitlement is 27 days plus additional leave for employees who have completed 3 years’ service up to a maximum of 30 days as follows:
* Part-time employees receive a pro-rata allowance according to the number of hours they week per week).

**Group Life Assurance:**

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

**Occupational sick pay scheme:**

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

**Pension:**

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

**Sponsorship:**

* Ormiston Families provides sponsorship to employees who have completed their probationary and been in post for at least 12 months to undertake nationally accredited or chartered certification awarded by professional associations.

**The Hive:**

* The Hive is a savings platform which can be accessed by employees to make everyday purchases at reduced costs. Employees can save money by purchasing reloadable cards, obtain cashback through online purchases, and make savings in some stores.

**The Well-being Centre:**

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

Requirements of the post

**Qualifications:**

* If short-listed and you are required to hold a particular qualification for a post it is your responsibility to provide the relevant certification, to prove you are suitably qualified.
  + Failure to produce documentary evidence of qualifications or undertake required courses/training may result in the termination of your employment.
* If a post requires you to take training or additional qualifications then, by accepting this post, you are agreeing to do the training or take the qualifications.

**Medical examination:**

* To ensure the post will not have a detrimental effect on your health or your health on your work, you will have to complete a health enquiry form on appointment and may be required to have a medical before the appointment can be offered formally.
* This is to confirm that you are able to satisfactorily carry out the post without any impact on your health (taking account of any reasonable adjustments required).

**Immigration, Asylum and Nationality Act 2006:**

* Before you can start working for Ormiston Families a check will need to be carried out to ensure you are eligible to work legally in the UK.
* This check will be undertaken in accordance with the Immigration, Asylum and Nationality Act 2006.
* You must supply proof of your entitlement to work in the UK by producing certain document(s) and you will be asked to bring these to your interview if you are shortlisted.
* Further information on working in the UK can be found by clicking on the link below to the UK Border Agency website: Link: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

**Disclosure and Barring Service (DBS) checks:**

* As this position meets the definition of regulated activity under the Protection of Freedom Act 2012, appointments to this post will be subject to an enhanced DBS check with barred list check
* Employment can commence once the check has been satisfactorily completed.
* If a candidate has a conviction on their DBS check, an assessment of the relevance and impact of the conviction in relation to the post will be done to determine if the job offer can be confirmed.
* It is a serious criminal offence to knowingly apply for posts when you have been barred from working with children/young people and/or vulnerable adults.
* Additional questions for roles working with children, young people or vulnerable adults to be explored at interview
* As this post involves working either with children and young people or vulnerable adults Warner or Safer care motivational type questions may be asked during the interview process.
  + These questions are asked to establish your suitability to work with vulnerable groups by understanding your attitude, behaviour and responses to situations.
* The questions will relate to your inspiration for working with vulnerable groups, your ability to build relationships and your resilience when working with such groups and may also explore your attitude to the use of authority.
* If you feel you would find these questions about yourself difficult to respond to then you may wish to reflect upon your suitability for the post.

**Transport status:**

* If the post requires you to travel as part of your duties, you are responsible for your own travel arrangements.
* Any mileage undertaken on behalf of Ormiston Families’ Point 1 service will be paid at the appropriate rate and within Her Majesty’s Revenue and Customs guidelines.
* If you use your own vehicle for the purposes of work, you must ensure that your insurance policy covers you for this purpose.

**No smoking:**

* Ormiston Families operates a Smoke Free Premises policy.

StandardTermsandConditions

# **Probationary period:**

* All new employees of Ormiston Families will be required to complete a 6 month probationary period. This may be extended in some circumstances.

# **Equal opportunities:**

* Ormiston Families seeks to ensure that all employees are selected, trained and promoted on the basis of ability, the requirements of the post and other similar and objective criteria.
* The gender identity, disability, marital status, ethnic origin, age, pregnancy status, religion or belief, or sexual orientation of an applicant or employee does not affect the employment opportunities made available, except as permitted by legislation.
* In addition, applicants declaring a disability who meet the minimum (essential) criteria for a vacancy will be invited for interview.

# **Data protection:**

* Ormiston Families is required by law to comply with the Data Protection Act 1998.
* Employees have an important role to play in ensuring that personal information is processed lawfully and fairly.
* Personal information is information relating to a living individual who can be identified.
* It is each individual employee’s responsibility to handle all personal information properly no matter how it is collected, recorded and used, whether on paper, in a computer, or on other material.
* Personal information must not be disclosed to others unless authorised to do so.

**Notice:**

* Once your probationary period is completed, you will be required to give at least 4 weeks’ notice in writing of termination of employment dependent upon length of service.
* You are entitled to receive a similar period to the notice you have to give or the minimum statutory provision under the Employment Right’s Act 1996, whichever is greater, as set out below:

Grades 1-7:

* Less than 6 months’ service: 1 month
* More than 6 months’ service: 1 month

Grades 8-9:

* Less than 6 month’s service: 1 month
* More than 6 month’s service: 2 months

Grades 10–14:

* Less than 6 month’s service: 1 month
* More than 6 month’s service: 3 months

Application Process

* Applicants are required to fill in an online application form to apply, stating why they are suitable for this role, using previous experience to support their application.
* 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.
* 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 the 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.
* 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.
* 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.

**Closing date for completed applications: 9am, 14th August 2020**

**Interview date for short listed candidates: week commencing 24th Aug 2020 via Zoom**

Email: [karryn.dixon@ormistonfamilies.org.uk](mailto:karryn.dixon@ormistonfamilies.org.uk)