



**Ormiston  
Families**

Brighter futures

# Operations Manager YOUUnited





## A message from our CEO, Allan Myatt



Dear Applicant,

Thank you for your interest in the post of Operations Manager, YOUnited.

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,

A handwritten signature in black ink, appearing to read 'Allan Myatt' with a stylized flourish at the end.

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 our YOUnited Service**

A new partnership has been set up to transform and bring together mental and emotional health services for children and young people in Cambridgeshire and Peterborough. Centre 33 and Ormiston Families are joining their expertise in therapeutic support with Cambridge and Peterborough NHS Foundation Trust and Cambridgeshire Community Services NHS Trust. The partnership is committed to using the THRIVE framework of Getting Advice, Getting Help, Getting More Help and Risk Support.

### **About the role**

To provide strategic and operational leadership to Ormiston Families' YOUnited team, ensuring services are delivered to the highest standards and achieve exceptional outcomes for the children and young people who use them.

### **About you**

We have an exciting opportunity for a clinically experienced and highly motivated leader who can embody our organisational values of collaboration, compassion and effectiveness in working with YOUnited partners and service users to help realise our shared vision for transformative mental health services. In return we can offer a range of attractive benefits and work/life balance.

This is a permanent part-time position; the hours will be discussed with the successful applicant. Starting salary £53,168 pro rata 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:** Operations Manager  
**Service:** YOUnited Mental Health & Wellbeing Service  
**Location:** Across Cambridgeshire & Peterborough

**Job Purpose:** To provide operational leadership and direction to the Ormiston Families teams working within the YOUnited partnership, ensuring that provision is accessible, delivered to the highest clinical and safety standards and achieves demonstrably improved outcomes for the mental health and resilience of children and young people who access the service.

### Main Tasks:

- To provide strong and visible leadership and management to the Referral Hub and 0-14s Treatment Team, enabling them to provide a clinically safe, timely and high-quality service to the maximal number of children and young people in need of mental health support
- To directly line-manage and provide professional supervision to Ormiston Families' Referral Hub Service Manager and Treatment Team managers in the YOUnited service
- To collaborate with YOUnited partners in the design, implementation and ongoing review of integrated systems, pathways and processes around referral, screening, triage, assessment and treatment of 0-25 year-olds
- To maintain robust and secure monitoring and evaluation processes to ensure that reporting to the commissioners, operational partners and other stakeholders is timely and accurate
- To collaborate with Ormiston Families' Quality Development Manager and Monitoring, Evaluation & Learning Manager to ensure that data, including experience-of-service feedback, is routinely and systematically analysed and evaluated to improve current provision and inform future service development
- To appropriately manage a specified budget and associated organisational processes and tasks
- To ensure that the service offers treatment interventions which meet the needs of all children and young people, including those from vulnerable or marginalised groups
- To effectively manage relationships with commissioners, operational partners and external stakeholders, including service users
- To act as an ambassador for the YOUnited service, advising on the development of new mental health provision and representing Ormiston Families at conferences, training sessions, and other events as appropriate
- To undertake training and professional development opportunities, develop relevant specialist knowledge and expertise, and share this with colleagues



- To travel to work at other Ormiston Families sites in the region, as may from time-to-time be required
- To work within Ormiston Family's Strategic Plan and all policies and procedures, including Safeguarding, Supervision, Equality, Diversity & Inclusion and Health & Safety. To comply with any relevant external standards and quality marks
- To carry out any additional appropriate duties as instructed by the Director of Operations



## **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

### Relevant experience

- Experience of leading and managing a multi-disciplinary team
- Experience of working with young people, particularly those who have had a mental health problem
- Experience of managing and processing data
- Experience in offering consultation to other professionals
- Experience of financial planning, monitoring and control of budgets

### Skills and knowledge

- BA/DipSW/RMN/other relevant clinical qualification
- Excellent knowledge of safeguarding theory, policy, guidance and practice
- Recognised leadership/management qualification
- Strong understanding of confidentiality and data protection
- Excellent communication skills, listening, written and spoken
- Some knowledge of marketing/promotional techniques, with the ability to represent and promote Ormiston Families in a variety of settings
- Influencing and persuasion skills
- Good IT skills, including Microsoft Excel, Word and Outlook
- Good analytical and problem-solving skills
- Basic knowledge of office health and safety requirements

### Personal competencies

- A positive and resilient professional attitude
- Ability to be flexible, timely and innovative in overcoming day-to-day operational challenges
- Proven ability to motivate staff and create positive team dynamics
- Proven commitment to the principles and practice of inclusion and diversity
- Willingness to travel to meet the requirements of the post
- Diplomatic and able to deal with issues sensitively and with discretion



## Information about working for Ormiston Families' YOUnited Service

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

### **Duration:**

The post advertised is a permanent part-time position; the hours will be discussed with the successful applicant.

### **Hours of work and working arrangements:**

- The normal working week is 35 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:**

- Across Cambridgeshire and Peterborough.

### **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 starting salary for this post is 53,168 pro rata per annum.
- 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 & 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 work 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.

### Employee Assistance Programme:

- Ormiston Families provides a comprehensive employee assistance programme which offers free and confidential access to telephone and face to face counselling (up to 6 sessions), financial and legal advice and assistance in finding information about a wide range of subjects from childcare to moving to a new house.

### 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' YOUnited 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.



## Standard Terms and Conditions

### 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 must send in a completed application form or CV with a detailed covering letter highlighting how they meet the job description.
- You must demonstrate that you hold the personal competencies required for the role and how you meet the relevant qualifications, experience, knowledge and skills.
- 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 be 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: Middy, Monday 16<sup>th</sup> August 2021

Interview date for short listed candidates: TBC

**Any queries, please email: [hr@ormistonfamilies.org.uk](mailto:hr@ormistonfamilies.org.uk)**