



**Ormiston
Families**

Brighter futures

Operations Manager YOUnited





A message from our CEO, Allan Myatt



Dear Applicant,

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

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



Who Are Ormiston Families?

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 established 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 alongside 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.

The purpose of this role is to provide strategic and 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.



Safer Recruitment

Application Process / Post Requirement

You must demonstrate that you meet the competencies; experience, knowledge, skills, and qualifications, that are required for this role (see Job Description below).

You must complete and submit an online application form (via the 'Work with Us' section of our website) detailing in the personal statement section, how you meet the criteria.

Rights to Work in the UK (RTW) (in person or remote)

Recruitment Manager will need to see your original documents of your Rights to Work in the UK.

- UK Passport / Full UK Birth Certificate / Drivers Licence / Utilities Bill (proof of address)
 - EUSS Permanent Status or Pre-Status Share Code
 - Current EU/EAA/Swiss Citizen Passport
 - EU/EAA/Swiss Citizen Visa
 - Home Office Certificate
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- If the interview is held in person, we will verify hard copy documents which you will need to bring with you to the interview.
 - If the interview is held remotely, you will need to email copies of your RTW documents to the Recruiting Manager before the interview. At the remote interview [Teams, Skype, Zoom] you will need to have the original hard copy documents available so the relevant checks can be undertaken.

Safeguarding and DBS Requirements for Your Role

Ormiston Families is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment. DBS checks or police vetting will be required for relevant posts.

Disclosure and Barring Service (DBS) Checks:

- As this position meets the definition of regulated activity under the Protection of Freedoms 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 you have a conviction on your 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.



Disclosure

- 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
 - Ormiston Families 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 your 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 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 you from working with Ormiston. This will depend on the nature of the position and the circumstances and background of the offences.

Qualification

- Recruitment Manager will need to see your original copies of your qualification either in person or via social media.
- If the interview is held in person, we will verify hard copy documents which you will need to bring with you to the interview.
- If the interview is held via social media, you will need to email copies of your qualification to the recruiting Manager before the interview. At the interview you will need to have the original hard copy documents available so the relevant checks can be undertaken.
- 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.

References

- If appointed, we will ask you for referee details which cover your past 3 years of employment, one of which must be your current/most recent employer.

Health Check

- If appointed and to ensure the post does not have a detrimental effect on your health or your health on your work, you will have to complete a health enquiry form, and may be required to have a medical via Occupational Health.
- 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).
- It will be separated from your application form and will not be seen by anyone involved in recruitment to this job.



GDPR / Data Protection:

- Ormiston Families is required by law to comply with the GDPR 2018 / 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.
- All personal /sensitive information will be sent to you via egress or password protected.

Equal Opportunities:

- Ormiston Families is an equal opportunities employer.
- We value diversity and welcome applications from all sections of the community.
- We ask you 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.
- 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.
- 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.

Any queries, please email:

mark.proctor@ormistonfamilies.org.uk

Ormiston Families reserves the right to close the vacancy early if we have received sufficient applications a head of the closing date.



Information about working for Ormiston Families

Operations Manager

Duration:

- The post advertised is a permanent, full-time position for 35 hours per week.

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:

- Your base will be Cambridgeshire, subject to negotiation.

Salary:

- The salary for this post is £53,168 per annum, based on 35 hours per week.
- 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.

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.

Travelling Requirements for Your Role

- Ormiston Families positively encourages the use of technology to communicate and engage but in this role, you will need to travel.
- You must either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.
- Any mileage undertaken on behalf of Ormiston Families will be paid in accordance with our Expenses Policy and within Her Majesty's Revenue and Customs guidelines.
- If you require a reasonable adjustment due to a disability to meet the travel requirements of this role, please speak with the contact detailed below.
- If you use your own vehicle for the purposes of work, you must ensure that your insurance policy covers you for this purpose.



Job Description

Job Title: Operations Manager (Mental Health)

Service: YOUUnited

Location: Cambridgeshire, subject to negotiation

Job purpose:

To provide strategic and operational leadership and direction to the Ormiston Families teams working within the YOUUnited 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 Duties and Responsibilities:

- To provide strong and visible leadership and direction to the Referral Hub and 5-12 year-old 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 and Treatment Team managers in the YOUUnited service
- In conjunction with the Director of Operations and Norfolk mental health Operations Manager, to ensure that safe and robust processes are in place for clinical oversight of Ormiston Families' mental health services, including the provision of clinical supervision to all staff where this is a professional requirement of their role
- To be the organisation's Nominated Individual for mental health provision in Cambridgeshire & Peterborough, with contractual oversight, ensuring services are delivered in compliance with appropriate regulation and in accordance with best practice and contract specifications
- To collaborate with the Norfolk mental health Operations Manager on informing and implementing the mental health elements of the organisation's strategic plan and to ensure that plans are appropriately aligned with national and regional NHS and commissioner priorities
- To act as the organisation's Mental Capacity & Liberty Protection Safeguards Lead for Cambridgeshire & Peterborough
- To collaborate with YOUUnited 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
- In conjunction with the Quality Development Manager (QDM) and Norfolk mental health Operations Manager, to develop robust quality assurance and continuous improvement plans which promote excellent service-user outcomes through innovative practice and high professional standards
- 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



- In conjunction with system partners, the QDM and the Norfolk mental health Operations Manager, to lead on the development and implementation of a comprehensive induction and ongoing training programme for staff working across Ormiston Families' mental health services
- To deputise as necessary for the Director of Operations at the YOUUnited Programme Board, and to represent Ormiston Families at relevant meetings, steering groups and external networks across Cambridgeshire & Peterborough
- To build, develop and maintain key business, strategic and partnership relationships with mental health commissioners and providers across Cambridgeshire & Peterborough
- To identify business development opportunities around mental health in Cambridgeshire & Peterborough and to collaborate with the Income Generation Team in the production of bids and tender submissions
- In conjunction with the Norfolk mental health Operations Manager, to act as one of the organisation's mental health ambassadors and to support the Director of People in developing staff resilience and wellbeing initiatives
- To appropriately manage a specified budget and associated organisational processes and tasks
- To ensure that Ormiston Families' YOUUnited 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, external stakeholders and YOUUnited partnership members, including delivery partners and other provider organisations
- 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 Families' 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

General Duties

- To demonstrate an understanding and commitment to the charity's values.
- You may be required to conduct other tasks based on the business needs.

Person Specification

Experience:

Essential	Desirable
<ul style="list-style-type: none"> • Experience of leading and managing a multi-disciplinary team • Experience of delivering structured mental health interventions 	<ul style="list-style-type: none"> • Experience in offering consultation to other professionals



<ul style="list-style-type: none"> • Experience of working with young people, particularly those experiencing poor mental health • Experience of managing and processing data • Experience of financial planning, monitoring and control of budgets 	
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Abilities and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Detailed and current knowledge of the wider mental health system, including its structure, governance and commissioning practices • Expert knowledge of current best practice in mental health, including management of patient flow, triage, assessment and treatment modalities • Strong understanding of confidentiality and data protection • Excellent communication skills, listening, written and spoken • Influencing and persuasion skills • Good IT skills, including Microsoft Excel, Word and Outlook • Good analytical and problem-solving skills • 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 	<ul style="list-style-type: none"> • Some knowledge of marketing/promotional techniques, with the ability to represent and promote Ormiston Families in a variety of settings • Basic knowledge of office health and safety requirements

Qualifications:

Essential	Desirable
<ul style="list-style-type: none"> • BA/DipSW/RMN/other relevant clinical qualification 	<ul style="list-style-type: none"> • Recognised leadership/management qualification



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.
- Safeguarding and DBS requirements for your role:
- Ormiston Families is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment. DBS checks or police vetting will be required for relevant posts.

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.



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.