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**Assistant Director, Mental Health**

**Operations Directorate**

A person smiling for the camera

Description automatically generated with medium confidence **A message from our CEO, Allan Myatt**

Dear Applicant,

Thank you for your interest in the post of Assistant Director (Mental Health) in our Operations Directorate.

Over the last three years, the strategic plans we set in 2019 have successfully guided us through a particularly challenging period around the world. Within this time, we have strengthened our infrastructure, said goodbye to some services and welcomed and substantially grown others. We have adopted a new brand identity, giving us a much fresher and more optimistic outlook. We have also invested in our most important asset, our staff, and begun to apply our values across every area of our work. In short, we are now a safer, healthier, and more resilient organisation which has enabled more children, young people and families to feel safer, healthier and more resilient too.

In June last year, we began the process of looking forward to set out a plan for the next three years. We looked at what had been working well and what more needs to be done to improve our quality and reach within the East of England. Our strategic plan for 2022 – 25 has now been approved by our Board of Trustees and we see the recruitment of this post as critical in helping us achieve our objectives.

I wish you the best of luck with your application.

Best regards,

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Allan Myatt

**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 Operations Directorate**

The postholder will join Ormiston Families' Operations Directorate, working alongside the Director of Operations, our four Operations Managers and the Quality Development Manager. The role of the directorate is to lead on the design, delivery and development of sustainable, high-quality services which further the organisation's strategic aims and demonstrably improve the safety, health and resilience of children, young people and their families.

**About the role**

Ormiston Families delivers innovative and child-focused statutory mental health services in Norfolk & Waveney and Cambridgeshire & Peterborough, in alliance with three NHS Foundation Trusts and an extensive network of strategic partners, including voluntary sector providers and service user representatives. We are committed to the THRIVE framework principles of Getting Advice, Getting Help, Getting More Help and Risk Support.

You will provide cohesive strategic and clinical leadership and oversight across Ormiston Families’ mental health services, supporting the mental health Operations Managers in the ongoing development and maintenance of high-quality, clinically safe and effective provision for children and young people.

**About you**

We have a new and exciting opportunity for an exceptional individual to provide clinical and strategic leadership across all of our mental health provision. Highly motivated and able to embody our organisational values of collaboration, compassion and effectiveness, you will work with the Director of Operations and mental health Operations Managers to realise our vision of transformative, timely and accessible mental health services, delivered to the highest standards and demonstrably achieving excellent outcomes for the children and young people who use them.

**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)

The Recruiting Manager will need to see the original documents providing proof of your right 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
* 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 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 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 Families 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 Team [**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.
* 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 Families. This will depend on the nature of the position and the circumstances and background of the offences.

**Qualification**

* The Recruiting Manager will need to see the original copies of your qualification either in person or via video conference.
* 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 video conference, 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 UK GDPR / Data Protection Act 2018.
* 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 encryption service 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 ahead of the closing date.**

**Information about working   
for Ormiston Families**

**Job Title: Assistant Director, Mental Health**

**Duration**

The post advertised is a permanent full-time position.

**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 which may include evenings and weekends.

**Location:**

* Location to be agreed in the East of England region

**Salary:**

* Starting salary £65,262 - £67,064 pa, dependent on qualifications and experience (equivalent to NHS Band 8b/8c), 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:** **Assistant Director, Mental Health**

**Service:** **Operations Directorate**

**Location:** **Negotiable within East of England region**

**Job Purpose**

To provide cohesive strategic and clinical leadership and oversight across Ormiston Families’ mental health services, supporting the mental health Operations Managers in the ongoing development and maintenance of high-quality, clinically safe and effective provision for children and young people

**Main Duties and Responsibilities**

* To provide strong and visible leadership and strategic direction to Ormiston Families’ commissioned mental health services in Norfolk (Supporting Smiles) and Cambridgeshire & Peterborough (YOUnited), with a priority focus on timeliness and accessibility
* To directly line manage and provide professional supervision to the two mental health Operations Managers
* To inform and implement 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, including THRIVE framework for system change principles
* In conjunction with the Head of Impact & Insight, and system partners, to ensure that Ormiston Families’ mental health services are informed by our service users and effective in terms of addressing their self-identified needs
* In conjunction with the Head of Business Development & Partnerships, and the mental health Operations Managers, to build, develop and maintain key business, strategic and partnership relationships and opportunities with mental health commissioners and providers
* To be responsible for the contractual oversight of Ormiston Families’ statutory mental health services, ensuring they are delivered in compliance with appropriate regulation and in accordance with evidence-based best clinical practice and contract specifications
* In conjunction with the Quality Development Manager (QDM) and mental health Operations Managers, to develop and implement robust quality assurance and continuous improvement plans which promote excellent service-user outcomes through innovative practice, service-user engagement and high professional standards
* In conjunction with the Head of Impact & Insight, and mental health Operations Managers, to maintain robust and secure data monitoring and evaluation processes to ensure that reporting to the commissioners, system partners and other stakeholders is timely and accurate
* In conjunction with system partners, the QDM and mental health Operations Managers, 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 provide a Clinical Lead function across Ormiston Families’ formal mental health services and the wider organisation, providing high-level and case-specific guidance on best clinical practice and driving ongoing development of the services’ clinical models
* To support the Director of People in developing staff resilience and wellbeing initiatives across the wider organisation
* To lead on the development of best clinical practice through regular evaluation of individual practice, overall service performance and the interpretation and implementation of national guidance
* To maintain up-to-date knowledge of legislation, research, national and local policies and procedures in relation to mental health and primary care services, interpreting their relevance for Ormiston Families’ own provision
* To ensure the implementation and maintenance of standards of practice required by Ormiston Families and any regulatory professional and accrediting bodies (eg, BPS, UKCP, BABCP, BACP), including ongoing incorporation of new national recommendations/guidelines as they arise eg, NHS plan, National Service Framework, National Institute for Health & Care Excellence
* To be responsible for the policy and practice of providing effective clinical supervision across the organisation
* To oversee the development, implementation and effectiveness of the organisation’s external Clinical Supervisor Framework
* To directly deliver clinical supervision to an identified cohort of staff, including supervision of those supervising qualified practitioners within our services
* In conjunction with the Quality Development Manager, to assist in the development and implementation of effective audit and reporting tools for clinical supervision practice and activity
* To lead and provide training sessions to support the clinical development of all clinical staff
* To provide guidance to the mental health Operations Managers on clinical service criteria, effective delivery of interventions and the development of clinical pathways
* To ensure that coherent, high-quality records are kept of all clinical activity in line with service protocols and best practice
* To promote the involvement of service users’ family members and others in treatment where appropriate, embodying Signs of Safety principles and engendering a culture where psychological formulations are conveyed with sensitivity in accessible language
* To attend multi-disciplinary meetings relating to referrals or clients in treatment, where appropriate
* To develop and oversee a continuous professional development strategy across Ormiston Families’ mental health services to ensure that training needs are responded to and clinical practice follows the latest clinical developments
* To maintain eligibility for accreditation with a relevant professional body (eg, HPC, BABCP).
* To represent Ormiston Families at formal mental health leadership fora, executive management groups and relevant meetings, steering groups and external networks
* To act as the organisation’s Mental Capacity & Liberty Protection Safeguards Lead
* To manage specified budget lines and associated organisational processes and tasks
* 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

**Generic 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.
* You may be required to conduct other tasks based on the business needs.

**Personal Specification**

**Qualifications**

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| **Essential** | **Desirable** |
| Qualified in a core profession eg, mental health nursing, psychology, social work, occupational therapy  OR  Professional doctorate level qualification in a related field (eg, Nursing, Psychology) or equivalent knowledge  OR  Post Graduate training in a specific therapy (eg, CBT, CAT or Counselling) | Dual trained in psychological therapies |
| Relevant professional accreditation or eligible for accreditation | Recognised leadership or management qualification |

**Experience**

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| --- | --- |
| **Essential** | **Desirable** |
| Experience of operational management | Experience of working in a range of community mental health settings including primary care and secondary care. |
| Experience of providing clinical leadership to a team or organisation | Experience of delivering psychological therapies to young people with complex mental health difficulties |
| Experience of providing clinical supervision | Experience of working in a service where there are agreed targets in place demonstrating clinical outcomes and activity |
| Experience of delivering therapeutic interventions to children and young people with a range of presentations | Experience of implementing and/or adopting quality improvement methodologies |
| Experience of delivering psychological therapies to young people experiencing common mental health disorders | Experience of collaborative partnership working |
| Experience of working within a multi-disciplinary team |  |
| Experience of delivering structured and evidence based mental health interventions |  |
| Experience of working with young people, particularly those experiencing poor mental health and challenging contextual difficulties |  |
| Experience in offering consultation to other professionals |  |
| Experience of developing and delivering bespoke training packages |  |
| Ability to organise own caseload effectively, prioritising a complex range of tasks and responsibilities to meet agreed deadlines |  |
| Ability to evidence commitment to continuing professional development, as recommended by an appropriate professional body |  |
| Ability to provide specialist clinical information and to lead on clinical service development and policy decisions |  |
| Experience of providing strategic clinical guidance |  |
| Evidence of ability to undertake research into clinical practice and contribute to service audit and evaluation |  |
| Experience of financial planning, monitoring and control of budgets |  |

**Abilities and Knowledge**

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| --- | --- |
| **Essential** | **Desirable** |
| Strong knowledge of current best practice in mental health | Current knowledge of the wider mental health system, including its structure, governance and commissioning practices |
| Strong understanding of confidentiality and data protection | Strong knowledge of emerging best practice within young people’s mental health services |
| 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, Outlook and Powerpoint |  |
| Good analytical and problem-solving skills |  |
| A positive and resilient professional attitude |  |
| Ability to be flexible, timely and innovative in overcoming day-to-day challenges |  |
| Proven ability to motivate staff and create positive team dynamics |  |
| High level of enthusiasm and motivation for working across dynamic and fast-moving services. |  |
| Ability to use clinical supervision and personal development positively and effectively |  |
| 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 |  |
| Able to demonstrate an understanding of mild to moderately severe mental health problems and how these may present in primary care |  |
| Able to demonstrate an understanding of the need to use evidence based psychological therapies and how this relates to this post |  |
| The ability and skills to act as an advocate for the service, to engage and foster positive relationships with all health professionals in promoting the effective integration of Ormiston Families mental health services with the wider health care system |  |
| Knowledge of relevant national guidance and policies and how to apply these at a strategic and service level |  |
| Computer literacy |  |
| Trained and experienced in completing risk assessments within scope of practice |  |
| Demonstrable understanding of issues surrounding clinical risk |  |
| Ability to provide clear guidance regarding completing and documenting risk assessments with children, young people, and families/carers |  |

**Professional and Personal Development**

* All staff must ensure that they are aware of their responsibilities by attending mandatory training and our 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 the 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 2018 and the UK GDPR.

**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 Privacy 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 1 year’s service up to a maximum of 30 days
* Part-time employees receive a pro-rata allowance according to the number of hours they work per week.
* Ability to buy and sell up to 5 days’ annual leave within any leave year. (All leave must be taken within the year it is purchased including any agreed leave brought forward from the previous year.)

**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 the opportunity to apply for sponsorship to employees who have completed their probationary period 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 Wellbeing Centre:**

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



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**We build supportive partnerships, communities and networks**