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| Job Title: | Clinical Operations Manager |  |
| Reports To: | Service Manager | |

Service Overview

Mental Health Support Teams (MHSTs) are a prevention and early intervention service designed to promote good mental health and wellbeing, and to provide support to meet the mild to moderate mental health needs of children and young people (CYP) in education settings.

MHSTs increase the CYPs mental health workforce and increase capacity to support pupils and students. Teams work alongside education staff to develop and embed a Whole School Approach (WSA) to mental health and wellbeing at all levels.

MHSTs have three core functions:

- Deliver evidence-based interventions for mild to moderate mental health issues
- Support the senior mental health lead to introduce/develop the WSA
- Provide timely advice to education staff, and liaise with specialist services to help CYP get the right support and stay in education

The service develops and delivers innovative methods to make a real difference to the lives of children, young people and families.

Service Structure

The staffing structure is made up of an integrated skill mix team.

These roles include Supervising Practitioners, Assistant/Trainee/Qualified Education Mental Health Practitioners and specialist technical roles with staff coming from a wide range of professional backgrounds.

The Service Manager is supported by Team Leaders and a Senior Administrator who provide oversight and local leadership to the skill mix team.

Purpose of the Role

Reporting to the Service Manager, the Clinical Operations Manager works as part of the local leadership team to deliver a high quality and professional mental health and wellbeing service that delivers positive outcomes for children and young people and families (CYPFs).

The Clinical Operations Manager supports the Service Manager and wider team to deliver the highest quality of clinical care through the application of evidence-based interventions, high quality safeguarding practice, offering mentoring, training and supervision throughout the MHST underpinned by national, local and organisational policies, procedures and best practice.

KEY DUTIES AND RESPONSIBILITIES

1. Service Delivery

- 1.1 Support the Service Manager in the planning and co-ordination of the annual activity cycle to deliver the service specification, including mental health education and awareness raising in education settings and the wider community.
- 1.2 Oversee the duty system, ensuring coverage and consistent application of thresholds.
- 1.3 Together with the Service Manager, be responsible for quality improvement and development.
- 1.4 Work with the local management team to manage the allocation of workload across the service, addressing any shortfall/reduction in activity to maintain performance.
- 1.5 Support practitioners on the implementation and development of systems, processes and practices, ensuring service users and stakeholders receive a consistent and high-quality service.
- 1.6 Support the Service Manager in the delivery of Compass' Clinical Governance framework, policies and procedures including regular audits.
- 1.7 Deputise for the Service Manager when required.
- 1.8 Contribute to and support the Service Manager with service improvement or staff development projects.
- 1.9 Be an active member of the team and contribute to local operational and strategic meetings to represent the service.
- 1.10 Represent the service at key meetings and be an active member and build sustainable partnerships with priority partners.
- 1.11 Act upon and escalate concerns/incidents including disclosures regarding risk and safeguarding.
- 1.12 Lead on service improvement by responding to recommendations from service audits, learning from incidents and near misses and in line with annual Service Development and Improvement Plans.
- 1.13 In conjunction with the local management team ensure effective induction, supervision and delegation of workload to all permanent and temporary staff.
- 1.14 Take a lead in clinical audit of quality, compliance and effectiveness.

2. Leading and Managing People

- 2.1 Effectively lead staff in order to deliver results; inspiring others to be positive in their everyday practice, service delivery and development.
- 2.2 Lead others in planning, implementing and evaluating various projects and initiatives, taking on direct leadership and management of projects where necessary.
- 2.3 Effectively work as part of a local leadership team led by the Service Manager and supported by the Team Leaders to ensure the delivery of a cohesive service.
- 2.4 Provide regular individual and group supervision to practitioners.
- 2.5 Ensure adequate cover for the service throughout the year in collaboration with the local management team adopting a corporate working approach when necessary.
- 2.6 Contribute to the recruitment and induction of new staff members in accordance with the Compass Safer Recruitment Policy and Learning and Development Framework.
- 2.7 Provide clinical leadership, establishing and maintaining ongoing contact and regular meetings to set and monitor individual and team objectives, performance and discuss personal development.
- 2.8 As part of the local leadership team, support with the provision of safeguarding and clinical supervision, the annual appraisal process and individual performance targets, and service KPIs, as outlined in Compass frameworks, policies, and procedures.
- 2.9 Act as a conduit between the service and University for the all academic studies.
- 2.10 In conjunction with the local leadership team, support and co-ordinate trainees throughout the duration of their University course.
- 2.11 Ensure that individual staff objectives are clearly defined and in line with Compass/Service objectives.
- 2.12 Plan, deliver and evaluate team training and development to support the delivery of evidence-based practice.
- 2.13 Plan, initiate and evaluate practice development initiatives within the team which support the delivery of services meeting the needs of CYP.

3 Developing Effective Relationships

- 3.1 Provide a leadership style which is underpinned by strongly held values around equality, diversity, and openness; effectively build and maintain relationships with colleagues across the organisation.

- 3.2 Champion multi-disciplinary and multi-agency working, ensuring strong working relationships with partner agencies.
- 3.3 Lead and develop a cohesive team that works effectively together to find solutions.
- 3.4 Be a proactive member of the wider Compass management team and reflect Compass' values.
- 3.5 Actively work towards developing and sustaining effective working relationships with partner agencies in accordance with Joint Working Agreements/Service Level Agreements.
- 3.6 Take ownership and actively contribute to the development of sustainable partnerships, care pathways and shared expertise to promote effective information sharing.

4 Managing Self

- 4.1 Prioritise own workload within agreed objectives using initiative.
- 4.2 To participate in regular supervision in accordance with professional guidelines.
- 4.3 Take responsibility for own learning and professional development in line with Compass' Learning and Development framework and guidelines for professional practice.
- 4.4 In conjunction with own line manager, take responsibility for shaping and directing your assigned specialist themed lead area of work and supporting others in the development of their themed area.
- 4.5 Participate in the Compass performance review process and respond to agreed objectives.
- 4.6 Take responsibility for own and others' health and safety in the working environment.
- 4.7 Ensure that confidentiality is upheld at all times in line with Compass policy.
- 4.8 Ensure safeguarding responsibilities are delivered in line with role and competency level.
- 4.9 Work in accordance with Caldicott Principles and Data Protection principles and adhere to all relevant Compass policies, procedures and guidelines.
- 4.10 Maintain accurate records in line with the Compass policies and procedures.
- 4.11 Skilled at managing conflict that may arise whilst working on behalf of Compass.
- 4.12 Take responsibility for maintaining and renewing all required professional registrations with governing bodies necessary to the role and/or qualification. Any renewal or withdrawal must be promptly communicated with your Line Manager.

In addition to these functions the post holder is expected to:

Carry out other duties as may be reasonably expected in accordance with the responsibilities/competency level of the post.

PERSON SPECIFICATION

| | ESSENTIAL |
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| Qualifications | <ul style="list-style-type: none">• Core Professional Mental Health Qualification (e.g. nursing, psychology), or equivalent• Post graduate training in CBT or willingness to undertake• Supervisory qualification, or willingness to complete Post Graduate Certificate in Supervision |
| Knowledge & Experience | <ul style="list-style-type: none">• At least 3 years' experience of working in a relevant children and young people's community setting• Experience relating to mental health and emotional wellbeing needs of CYP• Experience of delivering individual and/or group clinical supervision• Experience of safeguarding CYP at a senior level• Experience within a senior clinical role in CYPF services• Experience of multi-agency and partnership working• Experience of teaching, training and / or practice development• Knowledge of safeguarding children and adults at risk guidance and legislation• Knowledge of confidentiality, consent and mental capacity• Knowledge of data protection guidance and legislation |
| Skills & Aptitude | <ul style="list-style-type: none">• Demonstrate leadership and the ability to delegate and supervise staff• Recognition and escalation of risk, contributing to control measures• Planning workload, time management• Ability to work under pressure and able to manage changing priorities |

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| | <ul style="list-style-type: none"> • IT skills • Team player and a dynamic personality • Multi-agency/disciplinary working • Excellent communication skills and able to relate to children and young people and families • Innovative practice and ability to influence others • Ability to enable progressive models of delivery and intervention • Visionary approach to managing change and transition • Positive attitude; flexible and adaptable; solution focused; and tenacious • Has a strong degree of personal integrity |
| Other | <ul style="list-style-type: none"> • Access to own transport or evidence of ability to commute efficiently between community venues • Ongoing commitment to maintain registration in core profession |

Compass values

The post holder must demonstrate all Compass values:

- Integrity: An unstinting commitment to honesty and openness in all our activities.
- Valuing Each Individual: Respecting the needs of each person and helping them gain greater control of their life.
- Being Solution Focused: Responding quickly and flexibly to current and emerging needs.
- Consistent & Reliable Approach: Always delivering on our commitments.

Safeguarding

The post holder must demonstrate and share our commitment to safeguarding by working proactively to safeguard and promote the welfare of children, young people and vulnerable adults.

DBS checks

DBS checks will be undertaken and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to www.gov.uk/disclosure-barring-service-check.

Equality, Diversity and Inclusion (EDI)

Role: MHST Clinical Operations Manager

Owner: HR Department

Date: 01.08.2023

Version: 2.0

Next review date: August 2024

We know diversity fosters creativity and innovation. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where all belong. We expect all those employed or who volunteer to share our commitment.