

Job Title:	Clinical Operations Manager	
Job Grade:	G	
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.		
Job Purpose:		
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. Operational		
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** Take a lead in clinical audit of quality, compliance and effectiveness.

2. Developing and Maintaining Relationships

- 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 all academic studies.
- 2.10** In conjunction with the local leadership team, support and coordinate 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.
- 2.14** 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.
- 2.15** Champion multi-disciplinary and multi-agency working, ensuring strong working relationships with partner agencies.
- 2.16** Lead and develop a cohesive team that works effectively together to find solutions.
- 2.17** Be a proactive member of the wider Compass management team and reflect Compass' values.
- 2.18** Actively work towards developing and sustaining effective working relationships with partner agencies in accordance with Joint Working Agreements/Service Level Agreements.

- 2.19** Take ownership and actively contribute to the development of sustainable partnerships, care pathways and shared expertise to promote effective information sharing.

3. Managing Resources

- 3.1** In conjunction with the local management team ensure effective induction, supervision and delegation of workload to all permanent and temporary staff.
- 3.2** Prioritise own workload within agreed objectives using initiative.

4. Managing Self

- 4.1** To participate in regular supervision in accordance with professional guidelines.
- 4.2** Take responsibility for own learning and professional development in line with Compass' Learning and Development framework and guidelines for professional practice.
- 4.3** 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.
- 4.4** Participate in the Compass performance review process and respond to agreed objectives.
- 4.5** Take responsibility for own and others' health and safety in the working environment.
- 4.6** Ensure that confidentiality is upheld at all times in line with Compass policy.
- 4.7** Ensure safeguarding responsibilities are delivered in line with role and competency level.
- 4.8** Work in accordance with Caldicott Principles and Data Protection principles and adhere to all relevant Compass policies, procedures and guidelines.
- 4.9** Maintain accurate records in line with the Compass policies and procedures
- 4.10** Skilled at managing conflict that may arise whilst working on behalf of Compass.
- 4.11** 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.

Flexible Approach

- To undertake any evening or weekend working as required.

To carry out such other duties commensurate with the grading of the post as may be reasonably determined from time to time.

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

5. In agreement with the line manager carry out such other duties as may be reasonably expected in accordance with the grade of the post.

Financial Responsibilities: None

People Responsibilities: None

Qualifications, Experience and Knowledge:

ESSENTIAL

Qualifications

- 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.

Experience

- 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

- 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.

Personal

- Demonstrate leadership and the ability to delegate and supervise staff.
- Recognition and escalation of risk, contributing to control measures.
- Planning workload and time management.
- Ability to work under pressure and manage changing priorities.
- IT skills.
- Team player with a dynamic personality.
- Ability to work within multi agency and multi-disciplinary environments.
- Excellent communication skills and ability to relate to children, 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 with a flexible, adaptable, solution focused and tenacious approach.
- Strong degree of personal integrity.
- Access to own transport or evidence of ability to commute efficiently between community venues.
- Ongoing commitment to maintain registration in core profession.

DESIRABLE

Qualifications

- Additional post graduate qualification relevant to children and young people's mental health and emotional wellbeing.
- Formal training in leadership, service improvement or quality improvement methodologies.
- Training in trauma informed practice or therapeutic interventions relevant to CYPF services.

Experience

- Experience of leading service development or quality improvement initiatives.
- Experience of contributing to clinical audits and service evaluations.
- Experience of working within education or community based settings.
- Experience of supporting trainees, students or newly qualified staff.
- Experience of delivering reflective practice sessions or staff wellbeing support.
- Experience of managing complex safeguarding concerns within multi agency settings.

Knowledge

- Knowledge of local and national CYP mental health pathways and services.
- Knowledge of clinical governance frameworks and quality assurance processes.
- Knowledge of outcome measures and performance monitoring within CYP services.
- Knowledge of current national guidance and emerging practice relating to children and young people's mental health.

Personal

- Ability to motivate and inspire teams through periods of change.
- Confidence in representing services at partnership and stakeholder meetings.
- Ability to build sustainable partnerships across services and organisations.
- Commitment to continuous professional development and reflective practice.

Key Competencies/Personal Attributes:

The post holder must demonstrate strengths in the following competency areas:

- **Team Player** – able to work as part of a team, co-operate to work together and in conjunction with others and willing to help and assist whenever possible and appropriate.
- **Interpersonal skills** – able to develop, establish and maintain positive relationships with others both internal and external to the organisation.
- **Strategic Thinking** – able to identify and manage risk.
- **Confidence and Resilience** – able to deliver messages in a confident manner, with excellent presentation skills and group work skills.
- **Communication skills** – excellent communication skills (both written and verbal) and ability to adjust communication style and content to the audience.
- **Confidence & Resilience** – able to work under pressure, dealing with peaks and troughs in workload and see tasks through to completion when under pressure.
- **Flexible & Adaptable** – positive attitude to dealing with change; flexible and adaptable, and open to exploring new ideas.

- **Self-awareness** – ability to empathise with others, maturity to admit and rectify mistakes and strong degree of personal integrity to adhere to acceptable standards of behaviour.
- **Motivated** – highly motivated and reliable and organised to plan and meet deadlines and manage time effectively.

Compass Values:

The post holder must demonstrate exemplary behaviour in all Compass values, personifying the values and inspiring all staff to do the same:

- **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:

- Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults.

Compass is committed to promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding and we expect all staff and volunteers to share our commitment. As part of our safer recruitment process, an enhanced DBS check will be undertaken before appointment as part of our pre-employment checking process 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.

Compass is also committed to equal opportunities and expects all those employed or who volunteer to share our commitment.