

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

Job Title: CYP MH Service Development Manager
Grade/Band: AFC 8a
Department: East & North Hertfordshire Strategic Business Unit (SBU)
Responsible to: Service Line Lead
Accountable to: Head of CAMHS
Base: Countywide

Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,500 and an annual income of c. £330million this year, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT. Building on the CQC Outstanding, we are on our “Good to Great” journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.



Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

Job Summary:

The post holder will work in conjunction with the Head of CAMHS, Service Line Lead (HPFT), GP Leads and Primary Care Networks (PCNs) in the implementation and county wide mobilisation of CYP Additional Roles Reimbursement Scheme (ARRS) and Primary care Transformation in Hertfordshire.

The ARRS offers an exciting opportunity for MH Practitioners to be integrated into the GP team, improving the experience of people with mental health problems by offering early assessment, access to treatment and support in primary care to encourage and promote positive wellbeing.

The postholder will be responsible for the development and delivery of Mental Health CYP ARRS provision in Primary Care and strengthening relationships across Primary Care and Mental Health Services.

The post holder will hold highly specialised knowledge across a range of work practices in this field, with particular emphasis on service transformation and redesign.

The post holder will lead on a range of activities that support the delivery of the Primary Care Mental Health Transformation Programme. The scope of work will be extremely varied and challenging.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Key Relationships:

The postholder will be required to work with colleagues from across Hertfordshire; they may be of any profession, grade or geographic location and may include senior and very senior colleagues.

The postholder will need to be able to rapidly develop positive working relationships with HPFT colleagues in order to support them to deliver and ensure that progress tracking and updates are received at specified checkpoints.

The postholder will also be required to develop and maintain relationships outside of the organisation with partners and suppliers.

Duties and Responsibilities:

This is a new role and the requirements will evolve alongside the developing organisational culture. Duties will include:

- To take a leadership role in supporting the adoption of the GP model for those PCNS who are to launch the new service
- Development of services, recruitment of new staff and forming strong collaborative relationships with Primary Mental Health Care Leads
- Lead on the project management and delivery of the CYP ARRS programme and redesign project as required, including project timelines, risk and action logs, attendance at and support to transformation and service redesign meetings.
- Support development and implementation of the CYP ARRS roles across the county.
- Lead and support a variety of service development activities, including clinical and stakeholder workshops.
- Support project evaluation and benefits realisation ensuring themes are shared and lessons learned.
- Lead on and provide support to the development and drafting of business cases and bids delivered by the Trust.
- Undertake in house training development activities to ensure staff throughout the localities can support and embed transformational change.
- Support the development of Quality Impact Assessments and Equality Impact Assessments in support of Trust projects and developmental activities.
- Provide assurance through to the Trust Project Assurance Group and to Operational Leadership on the status, issues and risks associated with individual projects.
- Manage a full range of major and minor initiatives ensuring that programme and project deliverables are tightly linked to the achievement of the Trust strategic objectives and system wide transformation programmes.
- Support the development and delivery of formal presentations both internally and externally to a wide range of stakeholders.
- Support the delivery of the programme, associated funding bids as required, providing specialist input, with co-ordination against agreed outcomes, KPIs and milestones.
- Keep up to date with current NHS policy issues and best practice guidance.
- Provide support in planning and organising the workload of the team with regard to a strict timetable for the completion of all monthly / annual demands
- Represent and act as an ambassador for the Trust at internal and external meetings including commissioning meetings, re-provision Project meetings, Best Value Reviews and Scrutiny and Overview panels as and when required.
- Attend internal and external project and programme boards as required.
- Track and manage programme and bid risks highlighting key issues to the Trust assurance Group(s)
- Support with managing with the departmental budget and/or the post-holder will work collaboratively

with finance/operational colleagues in the annual budget setting exercise, using management expertise to do so as required.

- Support the management of resource to ensure the team can effectively deliver the project requirements identified.
- Develop reporting requirements as required.
- Ensure all policies relevant to the department are fully implemented, and that processes are in place to ensure these are kept up to date
- Develop new policies for the department or Trust as required
- Undertake Continuing Professional Development as necessary for the post, in order to maintain highly specialised knowledge.
- Represent the Trust as required, at local and national meetings
- Undertake any other duties which may be delegated or assigned appropriate to the grade

Clinical Responsibility

There is no direct clinical work involved in this post, however the postholder will be supporting the delivery of improvements that will make tangible, positive differences to the quality, effectiveness and experience of the services we deliver and therefore to individual people's lives.

The post holder will need to work closely with professional clinical colleagues and will need to maintain a focus on the purpose of the services we delivery and the recovery principles to which we work.

Leadership and Staff Management Responsibility

The postholder will not have any direct management responsibilities. They will need to take on a leadership role in relation to promoting the programme and support for users.

Financial Responsibility

The postholder will have no financial responsibilities, however they will provide support for the ordering and receipt of goods and consumables for the team.

Service Development and Improvement

The postholder is responsible for supporting service improvements across the organisation. They will have a role in encouraging new innovations and improvements as well as ensuring identified opportunities are realised. The postholder will keep up with emerging thinking, approaches and techniques in relation to innovation and improvement both within and external to the NHS.

Communications

The post holder will be required to communicate with a wide range of stakeholders including Trust staff at all levels, service users and carer representatives, third sector partners.

There will be a need to communicate both formally and informally through a range of methods; verbal, presentations, reports etc. At times the information and ideas being communicated may be alien to the audience and so the ability to adapt the style / message will be necessary

Other

The postholder will need to use their own creativity both in supporting solution development and in

finding ways to promote innovation and improvement concepts.

The postholder will combine their sound planning, organising and administrative skills with their analytical abilities to help teams address their improvement challenges and opportunities.

The postholder will need to be able to self-organise within a set of boundaries and manage the competing demands of the work. They will need to have a great interpersonal style and be comfortable with ambiguity. They must be able to be resilient and remain enthusiastic if success is not immediate; an attitude towards learning when things have not worked is essential.

The postholder will be willing to undertake additional learning, development and qualification to support the delivery of the role.

Additional Information: Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.



PERSON SPECIFICATION

Job Title: Service Development Lead
Department: E&N Strategic Business Unit
Date last reviewed: August 2021

CRITERIA		ESSENTIAL	DESIRABLE
Qualifications, Education & Training	Educated to degree level, preferably in a relevant subject (e.g. management, business, statistics, mental health etc.), or equivalent experience	A	
	Evidence of ongoing professional development	A	
	Relevant degree or sector qualification		A
Experience	Significant experience of service development and tendering	A	
	Significant experience of project management and service transformation	A	
	Significant experience working within a regulated field and within prescribed regulatory framework	A	
	Significant experience of leading negotiations of and managing complex bids with multiple stake holders		A
Knowledge	Detailed knowledge and understanding of the NHS and the CMHT framework.	A	
	Detailed knowledge of NHS commissioning and primary care networks in Hertfordshire.		A
	Experience working within a large complex organisation and with a wide range of stakeholders	A	
	Experience working across organisational boundaries	A	
Skills and Abilities	Excellent interpersonal skills – influencing, negotiating and communication (written and verbal) across all levels of audience both internal and external	A	
	Ability to produce reports and written information and to present highly complex information to a variety of audiences	A	
	Aptitude and confidence working within a rapidly changing environment	A	

	Ability to analyse and assimilate complex information in order to inform decision making, advise and inform negotiations.	A	
Physical Skills	Strong IT skills; highly proficient in the use of MS Office and other packages and able to understand how the use of technology can support and deliver Quality Improvement	A/I	
	Ability to keep accurate written and electronic records	A/I	
Physical Effort	Car driver, access to a car (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving)	A	
	Ability to undertake regular travel from office to office Trust-wide (Hertfordshire)	A	
Mental Effort	Ability to concentrate for long periods – e.g. when analysing data or developing plans	A/I	
	Ability to operate on own initiative within identified boundaries	A/I	
	Excellent organisational skills; able to regularly deliver to time and quality	A/I	
Emotional Effort	Able to work flexibly to achieve objectives and to remain motivated if short term successes are not apparent	A/I	
	Able to work under significant pressure of timescales and quality requirements	A/I	
	Ability to adapt to an unpredictable work pattern, balancing competing demands	A/I	
Additional Information	Awareness of the principles of anti-discriminatory practice and a mindset that seeks to ensure that service users from minority groups receive at least equal benefit from Quality Improvements	A/I	

