



Job Description

Job Title:	Milton Keynes Wellbeing Service Manager
Reporting to:	General Manager/Clinical Director/Operational Director
Accountable to:	Clinical Director
Working hours:	15 hours per week
Salary:	£12,800 (FTE £32,000)

CHUMS background

CHUMS is an innovative, dynamic and employee-owned Social Enterprise. CHUMS left the NHS in 2011 to become an independent Social Enterprise across Luton & Bedfordshire, affording more freedom to offer its services in a way that best suits the needs of children, young people and families. As an organisation we now deliver over 10 services across 4 counties (Luton & Bedfordshire, Milton Keynes and Kent).

Job Summary:

The role is based in our new Milton Keynes Wellbeing Service. The role is a fantastic opportunity to further develop leadership experience in a well-supported environment as part of an impactful community team. The purpose of the role is to ensure the systematic provision of a high quality CYP-PT (was IAPT) compliant prevention and early intervention service for children and young people up to 18 and up to 25 for those with special educational needs or disabilities, across Milton Keynes.

The post holder will provide:

- Staff management and supervision (For Low intensity interventions),
- Service coordination (Such as; organising and overseeing group interventions as well as community events and workshops and drop ins)
- Referral management (e.g. screening and monitoring referrals received for the service)
- Clinical data analysis and leading on report writing
- Potential for a small caseload of direct clinical work (flexible based on your accreditation requirements and service needs as the team develops), ideally with a creative approach
- Multidisciplinary liaison, and with support from the wider team, build relationships with commissioners and local organisations.

There is the scope for numerous CPD opportunities within this role and often there are internal opportunities within the organisation.

Duties and Responsibilities:

1. Clinical

- a. To provide strengths based, creative and evidence based brief solution focussed (Early Intervention) support both as an individual and as a team.
- b. To provide mental health and risk assessments as needed throughout a young person's contact with CHUMS and promote a transparent approach to risk assessment and management.
- c. To sensitively approach families for brief triage and consultations to evaluate their biopsychosocial needs and collaboratively agree their care plan.
- d. As part of the team planning, provide short term, low intensity based psychological interventions, offering an average of 4-6 sessions.
- e. To lead/facilitate psychological group interventions for children and young people and parent/carers, including but not limited to: Managing anxiety, Neurodiversity and Me, Managing low mood and Building self-esteem.
- f. To provide clinical supervision and expertise to low intensity clinical team members. (Must have completed a recognised supervision training or be willing to take part in supervision training as part of the role).
- g. To communicate in a highly skilled and sensitive manner, information concerning the assessment, formulation and treatment plans of clients under their care and to monitor and evaluate progress during the course of care.
- h. To contribute towards the ideas and implementation of collaborative and partnership working with young people and their families. This will involve the promotion of and direct involvement, when appropriate, of the local service user participation group activities and the commitment to the principle of shared decision making within clinical and service delivery.

2. Management, training and service development:

- a. To participate in the development of a high quality, responsive and accessible service for children, young people and their families.
- b. To provide support to other members of the clinical team, ensuring all clinicians are compliant with the collection of routine outcome measures and the service remit.
- c. To liaise with other mental health professionals in local mental health teams, to develop collaborative models of practice and good working relationships across different services.
- d. Engage with other staff to review, improve and implement team processes.
- e. To coordinate service delivery e.g. staff workplans, group delivery and triage.
- f. To undertake line management responsibilities for the clinical team in conjunction with other associated managers.
- g. To provide support to volunteers participating in service delivery.
- h. To promote CYP- PT (IAPT) principles across the service.
- i. To engage with other CHUMS managers and staff to ensure high quality clinical governance and organisational development.

3. IT Management:

- a. Record and report personally generated information, and data relating to own clinical and non-clinical activity.
- b. Enter clinical and audit/research information as required into information systems.
- c. Interpret and report on clinical data.
- d. Receive and send emails and use the internet to access information relevant to professional practice and research.
- e. Use the provided I.T. systems to effectively manage and deliver services.

4. Research and service evaluation

- a. To contribute to and take part in planning and implementing systems for the evaluation, monitoring and development of the service.
- b. To lead audit and service evaluation, with colleagues to help develop and improve services to clients and their families.
- c. To utilise theory, evidence-based literature and research to support evidence-based practice in individual work, work with other team members and across the service.
- d. To take part in any research being conducted by the service which will actively contribute to the body of research on which the service draws.
- e. To contribute to the development and articulation of best practice across the organisation and Child and Adolescent Mental Health Services nationally.

5. General

- a. To ensure the development, maintenance and dissemination of the highest professional standards of practice, through active participation in internal and external CPD training and development programmes.
- b. To take part in regular clinical and management supervision and appraisal and maintaining an active engagement with current developments in the field of CAMHS.
- c. To ensure the highest standards of clinical record keeping including electronic data entry and recording, report writing and the responsible exercise of professional self-governance in accordance with professional codes of practice, the Health and Care Professions Council and CHUMS CIC policies and procedures.
- d. To commit to and promote the principles of routine outcome monitoring and evaluation within the multi- disciplinary team, providing training and guidance as necessary.

Key relationships:

- Clinical Director
- Operations & Development Director
- General Manager

- Clinical Team
- Volunteers
- Children and Young People and their parent/carers
- CONNECT Service Users
- Other professional / organisations – schools /MHSTs

Analytical and Judgemental:

- Required to understand complex facts around situations with children/young people and their families which may require a comparison of a range of options.
- Undertake initial assessment of children's and families' needs which may include multiple and complex issues.
- To provide appropriate information to families and professionals about the needs of children and young people.
- To be aware of signposting and referring to other appropriate agencies

Planning and Organisation:

- Manage own caseload and support other clinical staff in managing caseloads.
- Plan, develop and facilitate groups, workshops and drop ins, in a variety of community venues.
- Ensure accurate and timely reporting and documentation is maintained.

Physical:

- Hybrid based working resulting in combination of sitting, standing and transporting laptop and resources to community settings.
- Travel across Bedfordshire and Milton Keynes.
- Use of laptop and keyboard skills – completing workstation self-assessments.

Patient and Client Care:

- Develop and deliver care interventions to children, young people and their families as appropriate.

Policy and Service:

- Follows policies and procedures of CHUMS.
- Implement policy, procedure and process changes to ensure safe practice in your team in conjunction with the wider service.

Financial and Physical Resources:

- Personal duty of care in relation to equipment and resources (ensuring equipment is used and stored appropriately).

Information Resources:

- Record personally generated information on client databases. (e.g. Clinical note taking)
- Contribute to reports in relation to the needs of individual children and young people.

Research and Development:

- Contributes to regular audit/evaluation and analysis of clinical activity in relation to own work and the wider organisation.
- Undertakes occasional research projects in own specialist area as required.

Freedom to Act:

- Works independently with children, young people, families and volunteers within policies and codes of conduct.
- Work collaboratively with supervisor and line manager.

ADDITIONAL INFORMATION:**Mental Effort:**

- Frequent intense concentration.
- In-depth proactive mental attention for assessment and during interventions offered to children and young people.
- Intense concentration for facilitating groups for children, young people and parent/carers.

Emotional Effort:

- Frequent highly distressing or emotional circumstances in supporting children/young people and their families.
- Frequent dealing with multiple complex issues.

Working Conditions:

- Be aware of complex issues that may arise for children, young people and families which may impact working environment.

GENERAL TERMS AND CONDITIONS**Variation**

This job profile is not intended to be a complete list of duties and responsibilities but as a guide for information to the job and may be reviewed in the light of changed needs and as part of an individual's personal development plan. Any changes will be made following discussion with the post holder.

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

Equal Opportunity

All employees must comply with CHUMS Social Enterprise Equal Opportunities and Equality and Diversity Policies and must not discriminate on the grounds of age, class, race, colour, nationality, ethnic or national grounds, disability, family responsibilities, gender, marital status, religion or sexual orientation or any other grounds which cannot be shown to be justifiable.

Health and Safety

All employees are subject to the requirements of the Health & Safety at Work Act. The post holder is required to ensure that his/her work methods do not endanger themselves or others.

Data Protection/Confidentiality

All employees are subject to the requirements of the Data Protection Act 1998 and must maintain strict confidentiality in respect of patient and staff records and information.

Continuing Professional Development

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

CHUMS Social Enterprise CIC
PERSON SPECIFICATION
CHUMS Milton Keynes EWS / Getting Help Manager

	ESSENTIAL	DESIRABLE	ASSESSED
Education and Training	- Post graduate training in Clinical or Counselling Psychology (or similar, such as post qualification training to MSc in psychological therapy) or Relevant Professional Qualification (RMN, Social Worker or Occupational Therapist). Evidence of Continuing Professional Development (CPD) portfolio - Professional Registration such as the British Psychological Society, Association for Family Therapy and Systemic Practice, Health Care Professions Council - Training in at least one psychological based therapy	- Supervision qualification - DSO or DSL level safeguarding training	Application Certificate
Experience	- Experience of working in a CAMHS or child-based setting - Experience of working in a multi-disciplinary and multi-agency setting - Experience of using routine outcome measures - Experience in delivering at least one psychological based therapy - Experience of supervising low intensity clinical staff - Experience of planning and service development	- Experience of working within a CYP-PT (IAPT) compliant setting. - Experience of training on a variety of mental health issues	Application Interview

Knowledge and skills	• Good communication skills in supporting professionals as well as clients/families • Assessment, therapeutic and interpersonal skills sufficient to take on some cases of high complexity • Strong organisational and planning skills • Ability to produce professional reports	• Experience and knowledge of BME communities and issues arising from diversity.	Application Interview
Personal	• Warm facilitating style with other professional staff and ability to work co-operatively for the benefit of service users. • Ability to cope with high workload and multiple demands on time. • Ability to deal with distressing and highly emotive situations		Application Interview
Other	• Car owner essential as regular travel across Milton Keynes and Bedfordshire. • Ability to work flexible hours to support the needs of the service		Application Interview