



## **Application Pack**

# **Children and Young People's Mental Health and Emotional Wellbeing Service – Deputy Operational Manager**



Dear Applicant,

**Re: Mental Health and Emotional Wellbeing Service - Deputy Operational Manager**

Thank you for your interest in working for The Junction. Within the application pack you will find a Job Description, Person Specification, Equal Opportunities Monitoring Form and application form.

The Junction is a respected charity working to make a difference to the lives of children young people and their families. We are proud of our reputation and believe that all of our workers are key to establishing positive relationships, building trust, self belief, a sense of family and belonging.

We are seeking a highly skilled manager with the ability to help lead the operational delivery of the Children and Young People's Mental Health Service.

The service covers a wide range of interventions from early intervention and prevention, to CYP IAPT provision and specialist services. The right candidate will have highly developed management and leadership skills and demonstrate understanding of the needs of children and young people, while being able to respond to managing the throughput and quality of the service and supporting staff. If you would like to be involved in leading a value based responsive service that takes a holistic approach to truly meeting need we'd like to hear from you.

When writing your application please ensure you address the person specification provided and highlight any information in excess of the criteria. If you would like to discuss the requirements of the post or have any questions about the role please contact **Sara Mirsalehi (Service Manager) or Beth Major (CEO)** on 01642 756000 or via e mail at [sara.mirsalehi@thejunctionfoundation.com](mailto:sara.mirsalehi@thejunctionfoundation.com) [beth.major@thejunctionfoundation.com](mailto:beth.major@thejunctionfoundation.com)

Once you have completed your application please return to: [recruitment@thejunctionfoundation.com](mailto:recruitment@thejunctionfoundation.com)

Or alternatively post to FAO The Junction, Westfield Farm, The Green, Dormanstown, Redcar, TS10 5NA, please ensure your envelope is marked as PRIVATE AND CONFIDENTIAL.

Please note the deadline for the applications **Noon on Thursday 11<sup>th</sup> January 2024**

**Interviews to be confirmed**

The post is subject to relevant safeguarding procedure which includes a satisfactory Disclosure and Barring Service check. We look forward to receiving your application.

Yours faithfully,

Beth Major  
Chief Executive Officer



## Why work for The Junction?

### Pension

We contribute 5% of your equivalent salary into your pension scheme for all eligible posts.

### Staff Wellbeing Programme

Our staff Wellbeing Programme, provided through Simplyhealth, provides money back on health related treatments such as optician costs, dentist fees, physiotherapy and alternative therapies, so you aren't left to foot the bill.

### Counselling Helpline

We provide access to 24hr Counselling Helpline support so you are never left to struggle if life becomes tough.

### Counselling Face-to-Face

In addition to the helpline we provide access to 6 sessions of face to face counselling

### Generous Holidays

Our generous holiday entitlement of 6 weeks per year plus bank holidays means you can balance your work and home life commitments.

### Loyalty Holiday Bonus

We reward loyalty by offering colleagues 1 extra day holiday for every completed holiday year up to a maximum of 5 additional days. Increasing holiday entitlement to 7 weeks per year plus bank holidays for 5 completed holiday years.

### Staff Development

We have a history of growing our own talent and we develop and support staff to expand their knowledge and take opportunities that become available.



## **Making a Difference**

By being part of an extra ordinary team we work together to help transform the lives of local children, young people and families.

### **Within The Junction**

There are a range of services within The Junction all working towards shared goals and all focused on making a difference to the lives of children, young people and their families, including:

- Youth Employment Services
- Young Carers' Services
- Youth Services
- Children and Young People's Emotional Wellbeing and Mental Health Services
- Children and Young People's Specialist Transport Services

We pride ourselves on being able to provide multiple specialist services 'under one roof' with each service interacting together to provide the best possible seamless service to children and young people. We employ multi-disciplinary teams of professionals with backgrounds in psychology, social work, counselling, youth work and youth unemployment as well as other qualified and experienced practitioners who:

- Understand the issues facing children and young people
- Have the skills to effectively support them
- Can deliver outcome focused interventions

We have developed a unique service delivery model to ensure that clients are able to access a service that supports their individual needs. However, the ethos of The Junction ensures our services do not work in silos, although we recognise the need for service identities and separate lines of accountability to stakeholders.

All of our services are person-centred, outcome-focused and outcome-driven with an increased need to evidence the impact our services have on children, young people and their families.



## Expectations and Job Description

It is essential that everyone who works or volunteers for The Junction recognises how their efforts help us make a difference to the lives of so many children, young people and families who are in need of our support. It is equally important that everyone is conscious of how their role supports the Vision and Mission of The Junction and that everyone can feel a sense of pride in their work.

We are very protective of our reputation of putting children and young people at the heart of everything we do and we have a clear expectation that all of our workers believe in and work to the Values and Key Principles of the organisation.

### Vision

Our vision is a world where no child, young person or family is left to struggle. We want a world where there is always someone to talk to.

### Mission

To empower children, young people and their families to embrace life with confidence, facing life's challenges in a positive way.

Values	Key Principles
We listen	Children and Young People are at the heart of everything we do
We genuinely care	
We don't judge	Our workers are the key to building strong, positive relationships
We empower	
	Working in partnership to make change happen

### Working within The Junction's policy environment

All staff and volunteers within The Junction are expected to work in accordance with the policies, practices and procedures of the organisation. Key to this approach is a commitment to promote



and safeguard the welfare of children, young people and vulnerable adults, as safeguarding is everyone's responsibility. Similarly, all staff are expected to demonstrate a commitment to promoting and valuing diversity, being prepared to challenge the use of discriminatory language and to support and encourage non-discriminatory practice.

### **Personal Development**

All staff are expected to make a commitment to their own personal development, partaking in personal development opportunities and undertaking training, supervision and appraisal as required and to support the personal development of others, particularly apprentices.

**Job Title:** Children and Young People's Mental Health and Emotional Wellbeing Service - Deputy Operational Manager

**Salary:** £33,706 pro rata plus 3% increment increase per annum subject to funding and satisfactory performance.

**Contract:** fixed term until January 2026

**Hours:** 22.5 hours per week

**Responsible to:** Service Manager

**Accountable to:** Chief Executive Officer

### **JOB PURPOSE:**

To manage the effective operations of elements of the Children and Young People's Mental Health and Emotional Wellbeing Service as directed, ensuring that the staff team are supported to deliver a high quality, responsive and accountable service through adequate line management, clinical governance and reporting procedures to enable excellent interventions and evidence of impact.

To ensure the efficient day to day operational management of allocated aspects service including support and supervision of staff, ability to respond and report to multiple project funding schemes and manage performance within teams.

To deputise in the absence of the Service Manager.

To work as part of The Junction's Management team to ensure a holistic and joined up approach to responding to the needs of vulnerable and disadvantaged children, young people and families by actively seeking opportunities where joining of services



can add value across services (Young Carers, Youth Services, Youth Employment, Children and Young People's Transport and others)

### **SUPPORT:**

Support, supervision and appraisal will be provided by the Service Manager.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

#### Leadership and Development Responsibilities

##### Internal

1. Directly provide suitable and supportive line management of individual members of the team, including regular scheduled supervision, case management (where appropriate), appraisal and performance management.
2. Ensure all workers within the service are provided with appropriate clinical and case management arrangements, providing this directly where appropriate and outsourcing where needed.
3. To implement effective referral systems for a range of projects and services, including triaging referrals with coordinators and leads.
4. To ensure effective management of throughput ensuring that we are able to meet project and funding stream requirements.
5. Utilise management information to prepare external and internal reporting and take appropriate actions to ensure project outcomes are met where necessary.
6. To ensure effective communication including regular opportunities for staff to meet through development opportunities, full staff meetings and provide effective coordination and leadership.
7. Ensure clear objectives are identified, discussed and reviewed with the team on a regular basis as part of their continuing professional development.
8. To form part of Management Team of The Junction contributing to organisational events and developments and taking on appropriate duties within the team including becoming part of the Safeguarding Lead Practitioner/OOH Team if appropriate.

##### External

1. Ensure excellent relationships with external strategic and delivery partners, funders and commissioners.
2. Broker suitable external clinical supervision and case management where this cannot be provided internally and ensure appropriate Service Level Agreements and NDA's are in place.



3. Present information to a range of stakeholders in formats suitable for the audience to promote or report on services.

### Data Management and Reporting

1. Utilise internal systems to ensure management information is used to inform capacity, performance, and finance.
2. Develop and ensure our capacity to report to relevant partners data systems, take an active part in ensuring responses to all data reporting systems are met.
3. Utilise outcomes data, case studies and children, young people and families feedback (including case studies, compliments, complaints) to report effectively to funders ensuring targets are monitored and take a lead role on the production of reports delegating appropriately to Project Coordinators.
4. To ensure data is used effectively to manage performance, finance or other areas taking a proactive approach to identifying any issues and responding appropriately.
5. Work collaboratively with the team, Service Manager and Senior Leadership Team to ensure income and contracts are monitored and secure.
6. Work with the Service Manager and Senior Leadership Team to understand variations in income and take mitigating actions

### Work with Children, Young people and their Families

1. To lead and manage projects and services providing community based and school based one to one support and group work for vulnerable and disadvantaged children and young people aged 5-25 who have emotional wellbeing difficulties and mental ill health.
2. To ensure the views and needs of children, young people and families are included in decision making, feedback and development of the service as valued partners and experts in their own experiences, to inform service development and design.
3. Ensure teams have access to appropriate clinical cases.
4. Raise awareness of the needs of vulnerable children, young people and their families with stakeholders and the wider community.
5. Demonstrate an active commitment to making a positive difference to the lives of children, young people and their families

### Professional Development

- Access own line management and supervision as appropriate
- Take part in relevant professional development to update skills and address any gaps in knowledge or training relevant to the role.





## Working within The Junction's Policy Environment

- Demonstrate a commitment which promotes and values diversity and the equality of opportunity, in relation to employees, workers, service users and the wider community. Challenge the use of all discriminatory language and practice and positively encourage all staff, volunteers, partners, young people and volunteers to adopt non-discriminatory practice.
- Undertake all work in accordance with The Junctions policies and practice including but not withstanding Information Security, Health and Safety, Risk Management
- Achieve the highest standards of customer care at all times.
- Positively promote the welfare of children, young people and vulnerable adults and ensure that it is recognised that safeguarding is everyone's responsibility. To take a lead on safeguarding in you role as part of the Safeguarding Lead Practitioners group.
- Work and adhere to The Junctions values at all times.

<b>Person Specification: Children and Young People's Mental Health and Emotional Wellbeing Service Manager</b>	<b>Essential</b>	<b>Desirable</b>	<b>Proposed Selection Method</b>
<b>Qualifications and Training</b>			
Degree in a relevant field	X		A/I
Management Qualification or qualified by experience		X	A/I
<b>Experience</b>			
Significant experience of successfully managing teams and performance	X		A/I
Experience of working within a CYP IAPT compliant service		X	A/I
Evidence of working with people with complex presentations		X	A/I
Experience of safeguarding and managing risk	X		A/I
Working knowledge of evidence-based interventions for children and young people		X	A/I
Ability to manage change and complexity		X	
Experience of utilising data to performance manage and report impact	X		A/I
Knowledge of the private, public and voluntary sector and experience of writing funding bids		X	A/I
<b>Knowledge, Skills and Abilities</b>			
Strong Leadership and management skills	X		A/I



Ability to deal with distressing and emotive situations	X		A/I
Able to drive and understand change processes and effectively manage projects	X		A/I
Good IT skills and the ability to interpret data and prepare reports	X		A/I
Ability to manage time effectively and prioritise workload as well as support others to manage their time	X		A/I
Excellent verbal and written communication skills, including presentation skills	X		I
The ability to manage complex projects	X		A/I
<b>Work related circumstance</b>			
Access to a vehicle and requirement to travel across Tees Valley	X		A
Ability to work flexible hours to meet the needs of the service including some evening and weekend working	X		A/I
<b>Equal opportunities and Diversity</b>			
A commitment to equal opportunities and nondiscriminatory practices	X		A/I

A = Application I = Interview T = Test P = Presentation

