



Job Opportunity

Service Improvement and Operational Lead

Hours:	37.5 hours per week
Salary:	up to £62 785 (NHS agenda for change band 8a secondment will be considered)
Start date:	As soon as possible.
Responsible to:	Oxleas NHS FT / Mind in Bexley
Accountable to:	Stakeholder Service Directors, Bexley Community Mental Health Services
Location:	Blended approach of remote working and office based with: <ul style="list-style-type: none">- Mind in Bexley, 2a Devonshire Road, Bexleyheath DA6 8DS- Oxleas NHS FT, Erith Centre, Park Crescent, Erith, DA8 3EE- Other community sites within Bexley as identified.

About the post

This is an exciting new opportunity to work in a jointly funded post with Oxleas NHS FT and Mind in Bexley services, providing operational management and project leadership to a large, integrated team. The role, and team, are working within primary care mental health and acting as a single point of access for support for local residents' mental health and wellbeing, including specialist secondary care services. To support the ongoing integration of the Mind in Bexley and Oxleas NHS FT working, Mind in Bexley is hosting this role for the service.

The role will support the provision and further development of quality services, leading a multidisciplinary team of professionals from Mind in Bexley, Bexleycare (a partnership between Oxleas and London Borough of Bexley Adult Social Care) and the third sector voluntary services, who are working together as a "front door" contact for Bexley residents.

As an expert practitioner you will provide, coaching, leadership, management, and supervision to staff in their delivery of a holistic service provision. The successful applicant will be responsible for providing the direction for the operational and clinical improvement within the Bexley Mental Health Wellbeing Hub.

About Mind in Bexley

We believe no one should have to face a mental health problem alone. We work to reduce the stigma associated with mental health, support people in their recovery and champion better services for all. We believe that with the right support and resources everybody can create a life that feels meaningful irrespective of the presence of symptoms.

Mind in Bexley is a local Mind Mental Health charity and we offer an extensive range of support, advice and information to communities in Bexley. The purpose and object of the charity is 'to promote the preservation and the safeguarding of mental health and the relief of

persons suffering from mental disorder'. We promote well-being and work to reduce poor mental health and the stigma associated with it. We support people in their recovery and champion better services for everyone.

We seek to meet these purposes by undertaking a wide range of therapeutic and non-clinical mental health activities, including direct therapeutic support, advice, advocacy and recovery based initiatives. We also campaign to reduce the stigma of mental health and to raise awareness of mental health issues.

General Outcomes from the Bexley Mental Health and Wellbeing Hub:

- People recovering from mental health conditions will sustain and enhance resilience to mental distress.
- People recovering from mental distress will gain the confidence and motivation to engage in education, employment and/or volunteering activities.
- People participating in activities will create and own their own pathway towards and with the aim of sustaining resilience and maintaining independence.

Application and Interview Dates

Closing date and time: 6pm Friday 14th June 2024

Interview date and time: Thursday 27th June 2024 – times TBC

Job Description

Service Improvement and Operational Lead

Key Responsibilities

1. To lead on the on-going management, development and implementation of the Bexley Mental Health and Wellbeing Hub based at Devonshire Road, Bexleyheath.
2. To challenge, in a positive manner, current working practices, promoting a culture of continuous improvement and support the development of a quality service within the Bexley Mental Health Hub.
3. To support in the promotion and development of partnerships, build good working relationships with all stakeholders, integrate organisations, and build a strong network alliance of mental health services.
4. To quality assure practice, including pathway management and development, governance processes, and risk management within the service.
5. Undertake all aspects of staff management including supervision, appraisal, personal development, health and safety, and day to day guidance to identified staff members.
6. To work within a multi-disciplinary approach with the clinical and operational teams (Oxleas NHSFT, MIND Bexley, Bexley Talking Therapies Bexley LA, SEL ICB third sector organisations) and other organisations in the area.
7. Champion and drive integration within the borough.
8. To lead a team of staff within the hub ensuring best practice, modelling, and innovation to develop the service, ensuring consistency of approach to meet contractual requirements.
9. To co-ordinate, analyse and summarise complex and abundant information to support in the writing and production of reports and presentations as requested.
10. To demonstrate good understanding of NHS and VCS finance systems, efficiency savings and financial recovery plans.
11. To lead on key aspects of quality assurance to develop robust outcome indicators for mental health nursing and other aspects of clinical governance.
12. To oversee and work as part of an integrated multi-disciplinary team, to assess and treat service users in primary care, using expert knowledge of mental health.
13. To be responsible for the continuing development of competency-based frameworks and evidenced based practice in primary care.
14. To ensure that staff maintain high quality record and data keeping and be responsible for the development of frameworks and training to upskill and support this consistently across the service.
15. To support service evaluation, measurement of clinical outcomes and service user experience.
16. To lead on risk management and safety planning, identifying, and implementing brief, structured support and safety planning programmes for people using the service.
17. To provide staff with information and/or training about how to develop/implement and evaluate standards and provide advice and support where required.
18. To develop, and support in the development of, standard operating procedures that will affect healthcare professionals in the primary care networks and the community mental health.
19. To ensure that agreed policies are followed to provide a safe environment for patients, relatives, staff, and visitors.

20. Lead, facilitate and participate in research projects and clinical audit and implement any changes as appropriate / identified.
21. Facilitate the shared engagement with educational programmes in relation to clinical practice and professional development.
22. Assimilate information from a range of sources to ensure complex decisions reflect the analysis of several different perspectives.
23. Exhibit an understanding of workload implications in relation to potential resource constraints, communicating with the Head(s) of Profession(s) and the Senior Leadership team within both organisations possible solutions and practice considerations.
24. Consult and advise teams with problem solving in relation to clinical care and prioritising work.
25. Maintain contact with healthcare staff in their areas to assist in ensuring that agreed objectives are met and outcomes achieved.
26. Offer expertise to multi- professional groups in relation to a policy implementation and review.
27. Report and investigate complaints, accidents, and adverse incidents as required and as considered appropriate for Oxleas NHS FT and Mind in Bexley in accordance with their policies.
28. Analyse trends in complaints and incidents and develop action plans to implement to support and improve practice.
29. Develop protocols specific to community mental health care practice as required.
30. In conjunction with teams participate in induction of new staff.
31. Work with the respective Head(s) of Profession(s) to support the community mental health care provision “strategy for workforce” development.
32. Analyse and distil national policy to understand the impact on service provision and at system level.
33. Support and advise staff in their professional development.
34. Ensure that effective communication exists between themselves and staff in all primary care network teams by attending meetings and visiting to be a positive visible face of the Wellbeing Hub.
35. Ensure that agreed standards are known and followed to provide a safe environment for staff, patients, and their carers.
36. Act as a resource to enable staff to develop care packages in line with current best practice and encourage staff to integrate best practice into everyday practice.
37. Monitor progress of the service, implement ways to evaluate the impact of the interventions using agreed KPIs with commissioners and complete required reports as per the contract.
38. Identify and action any concerns re practice and take remedial action where necessary.
39. Maintain and promote excellent record keeping.
40. Participate in investigations as requested.
41. Meet on a regular basis with senior health care professionals and junior staff to pick up any issues that might affect the health care professionals or the teams.
42. To undertake any other duties and administrative tasks which may reasonably be required, as discussed with Line Manager.
43. Adhere to Oxleas NHS FT policies and procedures including (but not limited to) Equality and Diversity, Health and Safety, Confidentiality, Lone Working and Safeguarding.

44. Adhere to Mind in Bexley policies and procedures including (but not limited to) Equality and Diversity, Health and Safety, Confidentiality, Lone Working and Safeguarding.

Person Specification

Quality and Services Manager

	ESSENTIAL The qualities without which a post holder could not be appointed	DESIRABLE Extra qualities which can be used to choose between candidates who meet the essential criteria
Qualifications	<ul style="list-style-type: none"> • Degree level education or equivalent 	<ul style="list-style-type: none"> • A teaching, training or clinical qualification • Project management qualification (e.g., PRINCE 2)
Experience and Knowledge	<ul style="list-style-type: none"> • Experience of managing mental health services in statutory or voluntary sector • Experience of quality assurance • Experience of managing staff teams • Experience of developing and delivering training • Experience of delivering change / service improvement • Experience of providing supervision. • Knowledge of best practice relating to incidents, safeguarding and risk • Working understanding of equality and diversity • Good performance management skills combining clarity around expectations, direction and holding others to account. 	<ul style="list-style-type: none"> • Experience of managing complex/challenging HR situations • Experience of mental health/social care services. • Experience of working with complex partnerships
Communication Skills	<ul style="list-style-type: none"> • Ability to develop positive relationships • Strong interpersonal skills • Excellent verbal, written and online communication skills • Excellent planning and organisational skills • Ability to work autonomously • Ability to manage occasional highly distressing or emotional circumstances when giving unwelcome news to patients/carers and staff. 	
Administration Skills	<ul style="list-style-type: none"> • Proficiency in Microsoft Office • Experience of working with databases and management information systems 	
Organisational Skills	<ul style="list-style-type: none"> • Ability to manage a complex workload. • Ability to manage change. • Ability to develop and implement new initiatives. • Ability to ensure targets and deadlines are met. • Ability to appropriately delegate tasks. 	

Personal Attributes	<ul style="list-style-type: none"> • Highly motivated • Demonstrate values based working • Hardworking • Able to take initiative. • Flexible • Able to motivate others. • Able to work independently and as part of a team. • Can use constructive criticism and openly seeks to review and reflect on own style and presentation. • Empathy towards the needs of people using mental health and related services, and a vision of how services can make step changes for improvement. • Ability to work according to agreed service operational hours. 	
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Application and Interview Dates

To apply please complete the Mind in Bexley application form:

Please email your completed form to: **recruit@mindinbexley.org.uk**

Closing date and time: 6pm Friday 14th June 2024

Interview date and time: Thursday 27th June 2024 – times TBC