



## JOB DESCRIPTION – Deputy iSPA Manager

**Job Title:** Deputy iSPA Manager – Childrens Wellbeing Service

**Section:** iSPA – Strategy & Development Bromley Y

**Responsible to:** iSPA & Systems Lead

**Location:** Hybrid, Stepping Stones (main office for iSPA), Ethelbert Road and Other Community Spaces

**Hours of Work:** Full-time (37.5 hours) Monday to Friday (occasional Saturday working may be required)

**Grade:** 6 (£52,551.29 to £59,977.00 per annum)

### 1. ROLE FOCUS:

The post holder will work within the Bromley Integrated Single Point of Access (iSPA), delivered in partnership with Bromley CAMHS. The iSPA manages all referrals for children and young people with mental health and emotional wellbeing difficulties in Bromley. Your role within this team will focus on Clinical Practice within the iSPA and working alongside the iSPA manager to provide an efficient and effective service for children and young people. This will include ensuring high quality, safe and responsive risk assessments, screenings, and interventions are provided to children, young people, parents/carers and professionals, who are referred to Bromley Y and/or iSPA.

You will also contribute to the development of early intervention and prevention service in Bromley for Children and Young People. The post represents an opportunity for a qualified practitioner, with excellent leadership skills, who is committed to the principles of CYP IAPT and iThrive. The post-holder will work with young people from diverse backgrounds and should be committed to diversity and ensuring access to services for all. This role is hybrid, but your main base will be within Oxleas office in Stepping Stones, with some time in Ethelbert Road and includes some home working. The post holder must be prepared to be flexible in their working arrangements to ensure that all children and young people can access support at a time which suits their needs.

As part of this role the post holder will play an integral part on working closely to support the interface between the iSPA and Bromley Y providing a seamless pathway and positive experience for Children, Young People and their families. You will work in collaboration with the iSPA & Systems Lead to improve & develop processes. You will have some line management responsibilities and be required to work closely with colleagues on managing safeguarding and risk assessments.

Post-holders who hold a professional qualification will be allocated interventions to maintain their qualification requirements.

### 2. KEY RESPONSIBILITIES & TASKS

- To join ongoing development and design meetings for the iSPA, playing a key role in formulating and implementing team/service objectives as required.
- To provide leadership to the designated multi-disciplinary team, with responsibility for the work undertaken within the team along with iSPA Manager.
- To work closely with both services and external senior management and other professional colleagues to ensure high quality and effective service provision.
- To work with Bromley CAMHS and other partnership agencies to ensure CYP mental health services are delivered according to local objectives and joint care strategies.

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- To develop and oversee policies and procedures within the team to ensure safe and consistent service delivery alongside iSPA Manager.
- To ensure services (iSPA and Bromley Y) are delivered in accordance with CYP IAPT principles.
- To support in the development, monitoring, and review of annual service/business plans for the iSPA with the iSPA Manager. Playing an active role in reviews.
- To ensure information systems are kept up to date and comply with service protocols.
- To support regular, scheduled team meetings and other professional forums as required with the iSPA Manager.
- Be responsible for ensuring quality assurance within the team.
- To work closely with the iSPA Manager to facilitate morning check ins for the team
- To collaborate with the team manager to facilitate consultation slots for professionals, developing these relationships to improve referral pathways.
- Work closely with the team manager to facilitate pathway planning meetings to provide opportunity for staff to discuss complex cases.
- To support a seamless pathway between iSPA and Bromley Y, prioritising managing risk, safeguarding and ensuring all relevant information is available for allocation.

#### Leadership

- To deputise for the iSPA & Systems Lead in areas relating to the iSPA as required.
- Working together with iSPA manager and providing full cover when necessary
- To be managerially and operationally accountable to the iSPA manager & Systems Lead for iSPA service delivery & interface with Bromley Y.
- To facilitate regular team meetings for case discussions to support areas of learning
- Develop iSPA Team training with iSPA Manager.
- To work alongside the iSPA manager to support the development, implementation, and review of clinical and organisational change within the iSPA.
- To provide line management for the BY iSPA team members. Supervision as required
- To be a part of appropriate leadership meetings within Bromley Y when required.
- To be forward thinking and be a part of supporting new innovations and ideas within the iSPA.
- To provide a voice for children young people and their families within a multi-disciplinary team as part of the iSPA case discussions.

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#### Clinical

- To ensure iSPA team undertake appropriate clinical risk assessments, ensuring timely allocation and discharge of referrals in line with team procedures.
- To support the review of complex cases.
- To participate in BY Directorate/Trust-wide clinical initiatives and projects.
- To provide an evidenced based service for children and young people as part of early identification and intervention for children and young people with emotional and mental health needs.
- Undertake agreed assessments and/or screening calls with children and young people and their parents if required.
- Provide casework supervision to identified qualified and trainee staff.
- To identify, monitor and manage risk.
- To ensure a young person is placed on the most appropriate pathway following MDT discussion.
- To work across agencies to develop a coordinated response to children and young people's mental health needs offering consultation and advice to other professionals on all aspects of mental health and wellbeing of children and their families (parents/carers).
- To provide relevant psychoeducation and resources to children and families if required.

#### Communication and Risk

- To liaise with clinicians and managers at all levels within iSPA, Bromley CAMHS and Bromley Y.
- To ensure all iSPA and Bromley Y escalation procedures are followed in a timely manner.

- To respond appropriately and professionally to emotionally distressing situations relating to abuse, mental health risk, and trauma and to support others involved in such situations.
- To ensure effective communication between iSPA and Bromley Y and Bromley CAMHS working closely with iSPA Team manager & Systems Lead to identify areas for continued improvement and development.
- To communicate and update iSPA team manager & Systems Lead on all areas related to the iSPA as required.
- To always communicate effectively and professionally when working across services.

### 3. PRACTICE RESPONSIBILITIES

- To keep up to date with current practice and training.
- To decide on an appropriate course of action with the professionals involved, providing advice, support, and knowledge of appropriate resources for the emotional wellbeing of children and their families (parents/carers)
- To plan interventions for children and young peoples' emotional and mental health issues as part of joint working with Bromley Y teams.
- To conduct joint and/or individual assessments of children and families (parents/carers) for the iSPA and Bromley Y.
- To provide support and guidance to others with the aim of improving skills, knowledge, supporting the team to think reflectively.
- Manage own workload through both practice and managerial supervision.
- To participate in team and service meetings as required.
- To work alongside others to demonstrate knowledge and skills to plan and critically evaluate the implementation of the early intervention role to meet the mental health needs of children and young people.
- To contribute to the evaluation of all areas of service delivery, client and professional satisfaction and the impact of iSPA decisions.
- Ensure that all case and supervision records are in line with best clinical practice and Bromley Y & iSPA policies and procedures.

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Commented [IB5]: There may be times they provide support to BY on assessments as part of their role - keep in

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### 4. EDUCATION AND TRAINING

- Ensure that all requirements for BACP or UKCP or other professional body registrations/accreditation are met.
- Identify training needs across supervisees and develop routes for CPD in co-ordination with the iSPA team Manager & Systems Lead
- Attend locally and nationally organised training appropriate to the work role.
- To ensure knowledge and skills are continuously developed and maintained at a high level of competence.
- To identify training needs through supervision and personal development plans.
- To deliver training services/workshops and to take part in their evaluation.

### 5. RESEARCH AND DEVELOPMENT

- To initiate and participate in research and audit projects, to develop skills and to inform best practice and evaluation of service delivery. In continuum implement national audit tools and review with colleagues nationally and locally.
- To work with others to develop practice protocols and audit tools, to collect the relevant statistical information to underpin service evaluation and record keeping.
- To be key in obtaining service user views and feedback on support provided to ensure the delivery of accessible provision.
- To comply with relevant professional codes of conduct.
- To contribute to establishing essential networks, knowledge base of resources and maintain links with relevant community organisations.
- To contributing to identifying service needs and gaps across regarding children's mental health and wellbeing.
- To maintain awareness of up-to-date research and development pertaining to advances in child and young people's emotional wellbeing and mental health issues.

### 6. PEOPLE MANGEMENT

- Provide mentoring, guidance, coaching, and support to team members.

- Continuously develop team knowledge by identifying gaps and arranging training to support continued professional development/knowledge
- To conduct regular line management meetings supporting development through coaching and feedback
- Managing minor issues of poor conduct and performance through Informal Conduct Support and Informal Performance Support meetings for Bromley Y workforce within the iSPA
- Identifying if individuals would benefit from a Wellness Action Plan to support their wellbeing in the workplace.
- To support the team manager in managing sickness absence including conducting return to work interviews
- To support the team manager in Managing holiday requests ensuring operationally feasible in line with service needs – also providing cover for iSPA team manager when necessary, ensuring full collaborative working
- To support the team manager in leading and conducting annual appraisals including setting and monitoring SMART performance objectives
- Involvement in recruitment and selection for team members and new employees on boarding and probation reviews
- Communicating business developments and objectives to team members
- Report to iSPA team manager & iSPA Systems Lead with regards to team and individual performance, conduct, and welfare
- Lead by example to set the standards of conduct and performance in delivering a high level of service and professionalism.

#### 7. GENERAL

- Complete all data entry as required within the service and to keep up to date and clear records of all interventions in line with service policies and procedures.
- Keep accurate and appropriate records, providing information for monitoring and evaluation as required.
- Participate in, and actively contribute to, individual supervision, training and team meetings as required.
- Work in accordance with the service's objectives and values (We Care, We Listen, We Empower, We Accept, We Respect).
- Comply with all organisational and local policies and procedures.
- Undertake duties to ensure the health and safety of post-holder, colleagues, service users, volunteers, and visitors.
- Work flexibly, being prepared to perform other duties commensurate with the role.
- Actively support and promote any fundraising activities for and on behalf of Bromley Y.
- Promote the work of the iSPA and your organisation encourage positive understanding, awareness and attitudes towards emotional wellbeing and mental health.
- Work always to promote equality, diversity, and individual rights.
- Work alongside and ensure active service user participation in all aspects of work, including monitoring of activities.
- To participate in the development of local safeguarding child protection, joint agency procedures, and other relevant local procedures.

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#### ROLE SPECIFICATION

	DETAILS	ESSENTIAL	DESIRABLE
QUALIFICATIONS	-Professional qualification, with evidence of continuing professional development, in a field relevant to child and adolescent mental health	X	
	Supervisor Qualification		X
	Enhanced DBS (Bromley Y conducts a DBS check as part of our screening/vetting standards)	X	

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	Professional Accreditations (one of the following): BACP, UKCP, HCPC, GMC, NMC	X	
<b>EXPERIENCE</b>	Five years' experience of working with children and families (parents/carers), including work with children and young people with emotional and mental health needs which includes working with children and young people with a wide range of clinical and behavioural presentations.	X	
	Experience of screening and triaging complex information	X	
	Experience of undertaking assessment of emotional and mental health needs children and young people	X	
	Experience of working with multi-agency partners and planning best outcomes for children and young people	X	
	Experience of working with safeguarding issues and risk assessments	X	
	Proven ability to lead teams and deliver results in a fast-paced environment. Ability to inspire, motivate, and develop others to achieve shared goals	X	
<b>KNOWLEDGE SKILLS AND COMPETENCIES</b>	Working knowledge of Health, Social Services, Education and the Voluntary Sector	X	
	Knowledge of employment legislation relevant to line management responsibilities, including the Data Protection Act and the Equality Act, with the ability to apply these principles effectively in day-to-day decision-making.	X	
	Ability to listen empathetically to children and young people and their families to work effectively in partnership Qualities essential to practice, including, respect, genuineness, empathy, personal integrity and communication skills, to enable the therapeutic relationship and process. Ability to work in partnership with children and families.	X	
	Demonstrate knowledge and skills in identifying systems for supporting emotional wellbeing and mental health needs in the community and facilitating access for young people and families		X

	Knowledge of relevant national policies and guidance in relation to children's services and knowledge and skills to safeguard and protect children and young people's welfare in line with the Children Act 2004 requirements.	X	
	Demonstrate knowledge and skills to deliver training packages on child and young people's emotional wellbeing and mental health, including delivering psycho education children, young people and their families	X	
	Knowledge and skills to offer emotional wellbeing and mental health consultation to a wide number of professionals.	X	
	Demonstrate skills to assess risk using already established assessment tools and if necessary, develop protocols with families and other staff / practitioners to manage risk.	X	
	Ability to manage a caseload.	X	
<b>VALUES</b>  We Care We Listen We Empower We Accept We Respect	Can demonstrate support for the values and beliefs of Bromley Y and for its services	X	
	Can demonstrate support for the iTHRIVE model and the RESPECT principles	X	
	Holds positive attitudes to diversity, equality and enabling access to services for all	X	
	Holds a positive attitude toward children and young people, particularly those with emotional and mental health difficulties	X	
<b>PERSONAL ATTRIBUTES</b>	Able to work from home, utilising remote technologies	X	
	Flexibility across hours of work as and when required.	X	
	Willingness to meet with children and young people in a variety of locations, whilst maintaining safety		X
	Possesses strong proficiency in Microsoft Office applications and good working knowledge of database management systems for effective data handling and analysis.	X	