



JOB DESCRIPTION

Job Title: Head of Service for Children and Young People with Complex and Additional Needs

Grade: AfC Band 8c

Responsible to: Joint Director Trafford Children and Young People's Service

Responsible for: Staff from Trafford PCT, Trafford Healthcare Trust and the Council working in the Service for Children and Young People with Complex and Additional Needs ("the Service")
Children and Young People with Complex and Additional Needs Network ("the Network")

Main Purpose of the job:

- To develop and deliver uncomplicated access to integrated multi-agency services for children and young people with complex and additional needs/disabilities, close to where they are needed.
- To provide leadership and management to secure improved life outcomes for children and young people who have complex and additional needs/disabilities
- To provide leadership to the Network; including engagement of stakeholders in reviewing, planning, designing, monitoring service provision and delivery



Trafford Healthcare 
NHS Trust

Trafford 
Primary Care Trust

Trafford CYPS brings together council and health services to improve outcomes for children, young people, their families and schools.

- To provide effective leadership, strategic development and overall management for the Service
- To contribute to the development and delivery of the priorities of the Children and Young People's Plan
- To be a member of the Senior Management Team of the Family Support Service

Relationships

Internal:

Joint Directors (Health/Social Care)

Director Commissioning, Performance and Strategy

Director Education and Early Years Services

Area Heads of Service Family Support

Head of Multi-Agency Referral and Assessment Service (MARAS)

Head of Service for Children-in-Care

Head of Children and Adolescent Mental Health Service (CAMHS)

External::

Voluntary Sector

BST Mental Health Trust

Director of Health and Disability Social Care

Primary Health Care Services

Valuing People Team

North West Development and Training Team (Learning Disabilities)

Main Duties/Responsibilities:

Trafford Children and Young People's Service is committed to improving quality of life outcomes, and safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

1. Plan for and be held accountable for the delivery of services to continuously improve the quality of life outcomes for children and young people, through:
 - Taking a lead role in ensuring that there are effective arrangements within the Service to ensure children and young people are safe and to provide maximum protection to children and young people from harm and abuse
 - Ensuring that the Service is inclusive in its approach
 - Ensuring that development is cohesive and compliant with national frameworks and standards through maintaining effective collaborative working relationships across organisational and managerial boundaries

- Ensuring that practice is compliant with relevant legislation and guidance to ensure delivery of services are high performing against national standards
 - Being accountable and responsible for providing services to children, young people and their families through the integrated service delivery process – IIRAT (Integrated Information, Referral, Assessment and Tracking) including the use of Contact Point, information sharing, Common Assessment Framework (CAF) the Lead Professional role, Integrated Family Support Plans and coordinated delivery of services
 - Taking shared responsibility with the other Heads of Service for Family Support for services for children, young people and their families at key points of transition
 - Ensuring that there is an effective transition service for children and young people with complex and additional needs, in particular as they move from Children to Adult Services
2. Ensure the management and development of processes for continuously improving the quality of services including:
- Providing and ensuring that there is effective leadership and management of services;
 - Contributing to the development and implementation of the Children and Young People's Service's quality assurance and performance management governance frameworks to drive continuous improvement of service and outcomes
 - Be responsible for regularly undertaking research and development activities, carrying out research and audits of practice that can contribute to knowledge and evidence that can influence professional and clinical practice
 - Taking a lead role within the service for all key service performance indicators
 - Taking a lead role in achieving the Public Health Agenda and the related performance targets and indicators
 - Ensuring effective business planning and performance monitoring to drive continuous improvement
 - Developing and embedding a performance culture within the Multi-Agency Area Team; and being responsible for ensuring information is generated to achieve performance targets

- Developing, implementing and reviewing policies, processes and practices that support a whole systems approach to service delivery
 - Ensuring that service provision is integrated across a range of settings in line with identified needs
 - Being up-to-date in respect of national trends, policy, legislation, guidelines, initiatives and best practice and ensuring that service planning and delivery takes these into account
3. Plan for and ensure that the Service for Children with Complex and Additional Needs is an effective and efficient business including:
- Ensuring the safe recruitment of staff through robust selection and interview procedures in line with the respective human policies and procedures of the employing bodies
 - Ensuring that staff within the Service receive an induction into the integrated service and that relevant staff complete the Common Induction Standards within the required timescale
 - Ensuring that all staff within the Multi-Agency Area Team are appropriately registered to practice and maintain their Continuing Professional Development (CPD)
 - Holds the budget undertaking effective financial management of budgets in line with financial regulations and budget monitoring systems, and provide monthly reports to the Joint Directors
 - Be responsible for the procurement of capital; clinical equipment and supplies
 - Ensuring that up-to-date risk assessments are completed and that identified risks are reported and managed in line with the risk management policies of the Council, PCT and Health Care Trust
 - Being responsible for ensuring that systems for regular management supervision, appraisal and staff development are in place and consistently implemented to meet agreed objectives and outcomes
 - Ensuring that where staff are line-managed by a colleague from a different discipline they also have access to professional/clinical advice and support
 - Operating safely within the workplace with regard to the Council, PCT and Healthcare Trust health and safety policies, procedures and safe working practices and being responsible for your own health and safety and that of other employees

- Contributing to the Children and Young People's Service Business Continuity Plan and Trafford's emergency planning arrangements
 - Being responsible for the implementation of the Council, PCT and Healthcare Trust policies on sickness absence, grievance and discipline
 - Managing highly complex and sensitive issues concerning staffing issues, clinical competency, discipline and grievance cases and being responsible for taking appropriate action
 - Managing complaints ensuring that they are received and dealt with speedily and effectively and act as investigating officer when required
4. Plan for and ensure that services for children, young people and families are accessible and that stakeholders are fully engaged and participate in the development and improvement of services including:
- Working within the appropriate Council, PCT and Healthcare Trust Equalities and Diversity policies, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications
 - Promoting and demonstrating the involvement of children, young people's and families in service planning and re-design to ensure the development of child-centred services
 - Taking the lead in the development, establishment and maintenance of the Network in order for stakeholders to play an active role in the development and sustainability of local services that are fit for purpose
5. Provide leadership within the multi-agency service and the Borough by:
- Promoting and facilitating multi-agency working by fostering a climate of team work, co-operation and achievement
 - Communicating the clear vision and aims of the Children and Young People's Service and the priorities of the Children and Young People's Plan
 - Communicating and presenting service-related information to all stakeholders, manage conflicting opinions and ensure that meaningful engagement is effected
 - Acting for the Joint Directors of Services for Children, Young People and Families as and when required

- Acting as a key adviser to the CYPS Executive Team as and when required
 - Attending and advising the Children and Young People's Strategic Partnership Board and its committees as and when required
6. Identifying training and development needs with your manager and taking an active part in your Personal Development and Review Plan. Accessing development opportunities as they arise and sharing learning with others and actively encouraging a learning environment and development within others
 7. Working at all times within the established policies and practices of the Council, PCT and Healthcare Trust
 8. Adhering to the appropriate Council, Primary Care Trust (PCT) and Healthcare Trusts policies and procedures on confidentiality and the management and sharing of information
 9. Undertaking any other responsibilities and duties commensurate with the grade of post as required by the Joint Directors.

Supplementary Agenda of Change Job Evaluation Information

Physical Skills

Standard keyboard skills

Physical Effort

A combination of sitting, standing and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods

Mental Effort

There is a frequent requirement for intense concentration. For example, the post holder is often interrupted to manage service related issues and therefore, has to apply sustained concentration when researching and analyzing data to inform written reports that they will have to present to Council, PCT, Healthcare Trust and CYPS Executive Teams; Strategic Partnership Boards and other external Stakeholder Groups.

Emotional Effort

Frequent exposure to highly distressing or emotional circumstances, for example, breaking news of a highly emotional and sensitive nature to staff and clients. They will have personal involvement with child abuse or family breakdown and dealing with people with severely challenging behaviour.

Working Conditions

Occasional exposure to unpleasant working conditions, for example, verbal aggression from patients, clients

Standard Statements

Health and Safety

To operate safely within the workplace with regard to health and safety policies, procedures and safe working practices of the multi-agency. To be responsible for your own health and safety and that of other employees.

Equalities and Diversity

To work within the Equalities and Diversity policies of the multi-agency, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications

Customer Care

To continually review, develop and improve systems, processes and services in support of the Children and Young Peoples Services pursuit of excellence in service delivery. To recognize the value of its people as a resource

Training and Development

To identify training and development needs with your manager and taking an active part in your Personal Development and Review Plan. Accessing development opportunities as they arise and sharing learning with others and actively encouraging a learning environment and development within others

Policy

To work at all times within established policies and practices of the multi-agency

Confidentiality

To adhere to the multi-agency policies and procedures on confidentiality and the management and sharing of information.

Safeguarding Children

Children & Young People's Service is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Multi-agency Working

The Children and Young People's Service is currently undergoing major strategic and operational change as part of the 'Every Child Matters' Agenda to improve outcomes for Children and Young People. This requires multi-agency working with partner organisations in order to deliver a more integrated service. As a result of this the nature of individual jobs may change. Existing duties may be lost and other duties gained without changing the level of responsibility entailed. Postholders will be consulted at the appropriate time should changes to an individuals post be necessary.

Minimum Essential Requirements	Method Of Assessment *
<ul style="list-style-type: none"> • Evidence of working effectively in co-operation and partnership with a wide range of communities, partner agencies, private sector providers, public agencies, voluntary bodies and statutory authorities. • Evidence of successful resource and financial management, including evidence of formulating budgets, resolving conflicting priorities, and applying rigorous monitoring and control procedures. • Evidence of promoting diversity and creating equality in service delivery and employment. • Evidence of successfully managing projects 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<p>3. <i>Knowledge and Understanding</i></p>	
<ul style="list-style-type: none"> • The broad range of children and young people's needs and how these can best be assessed and met • Understanding of what causes children to be vulnerable/at risk • Good understanding of: <ul style="list-style-type: none"> ○ Every Child Matters ○ The Children Act 1989 ○ Framework for the Assessment of Children in Need and their Families ○ Working Together 2006 ○ National Services Framework for Children, Young People and Maternity Services 2004 ○ SEN Code of Practice – Removing Barriers to Achievement • Broad understanding of: <ul style="list-style-type: none"> ○ Children and Young People with Complex and Additional Needs/Disabilities Teams/Services ○ Sensory Impairment Services (Hearing/Visual) ○ Short term fostering- home from home services ○ Child and Adolescent Mental Health Services ○ Paediatric Audiology, Paediatric Equipment and Community Paediatric Services: ○ Allied Health Professional Staff ○ Children's Social Work Teams ○ Transition Services/Issues ○ Primary and Secondary Healthcare Services ○ NICE Clinical Guidelines ○ Medicines Matters and Nurse Prescribing Formulary ○ NHS Modernisation Act • Strategic and business planning • Assessing and meeting the professional development needs of staff 	<p>I/P</p> <p>I/P</p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p> <p>I/P</p> <p> </p>

Minimum Essential Requirements	Method Of Assessment *
<ul style="list-style-type: none"> • Actively involving children and young people in service development • Quality assurance and improvement, and performance management processes • Political and decision making processes • Multi-agency working • Child protection systems and procedures and Laming recommendations • Knowledge of government policies and strategies in relation to children and young people with complex and additional needs services, including the Government's Green Paper, <i>Every Child Matters</i> • Strong awareness of the current issues facing the National Health Service and the wider public sector • A broad understanding of the value and use of new technologies in improving services, and modernising working processes 	<p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p>
<p>4. <i>Skills and Abilities</i></p>	
<ul style="list-style-type: none"> • Policy judgment and political awareness and astuteness • Able to actively involve clients and the public in service development and delivery • Ability to effectively represent, influence and advocate for the organisation and its clients at local and national level • Excellent interpersonal skills • Ability to influence and negotiate successfully with a wide range stakeholders and to secure positive outcomes for children, young people, their families and carers, and schools • Excellent communication skills - verbal, written and listening and the ability to adapt personal style to meet the needs of the audience. • Ability to interpret quantitative and qualitative data and link to decision making and planning • Strategic policy skills - the ability to analyse the internal and external environment and identify the strategies needed to develop, improve and meet the objectives of the organisation • Leadership skills - the ability to lead, influence and motivate people • Ability to work independently to plan, develop and implement strategies and work to deadlines • Implementation skills - the ability to align policies with delivery on the ground, translate strategy into detailed targets and plans, and put in place the necessary organisation and project management skills to ensure the achievement of the Service's objectives 	<p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;">I/P</p> <p style="text-align: center;"> </p> <p style="text-align: center;">I/P</p> <p style="text-align: center;">I/P</p> <p style="text-align: center;"> </p> <p style="text-align: center;">I/P</p> <p style="text-align: center;"> </p>

Minimum Essential Requirements	Method Of Assessment *
<ul style="list-style-type: none"> • Ability to lead and motivate others to high performance, especially in difficult times and through periods of change • Ability to analyse complex issues and adopt a creative approach to problem solving and service delivery in challenging circumstances and with competing priorities • Ability to build positive relationships and lead and/or work in multi-disciplinary teams to create improvement in service delivery or corporate working • Ability to foster partnerships, work collaboratively across organisational boundaries and achieve performance and results through others 	<p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p>
<p>5. <i>Personal Qualities</i></p>	
<ul style="list-style-type: none"> • Determination to improve the quality of life for all children and young people particularly those who are most vulnerable and at risk • A commitment to continuously improving front line services • Enthusiasm for and commitment to the integration of services for children and young people • A leadership style that includes and engages people in the delivery and development of services • Integrity and judgement • Highly motivated with a 'can do' focus on delivery • Personally well organised with the ability to identify and work to priorities • Robust and resilient 	<p style="text-align: center;">I/P</p> <p style="text-align: center;">I/P</p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p> <p style="text-align: center;"> </p>

* Method of Assessment

A = Application Form; C = Certificate; I = Interview; P = Presentation

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