



Registered Charity Number: 1045429

Office 73, 4th floor, Building 7, Vantage Point Business Park,
Mitcheldean, Glos. GL17 0DD

Phone: 01594 372777 Email: admin@ticplus.org.uk Web Site: www.ticplus.org.uk

Job Pack

Job Pack: Head of Clinical Operations

Thank you for your interest in working for TIC+. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About TIC+ and the Role
- Job Description/Person Specification

The closing date for applications is Friday 9th September 2022

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

Interviews will be held on: Wednesday 21st September 2022

If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.

**Completed applications should be emailed to: hr@ticplus.org.uk
or sent by post to:**

Office 73, 4th floor, Building 7, Vantage Point Business Park, Mitcheldean,
Gloucestershire, GL17 0DD

Guidance Notes

Filling in the application form

- Please complete all parts of the application form. **(CVs will not be accepted in place of an application form).**
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- TIC+ does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Candidates with disabilities

TIC+ welcomes applications from candidates with disabilities. Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Safer Recruitment

TIC+ is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. You will be interviewed and assessed against the criteria set out in the job description and person specification. All employment offers are made subject to the following checks

- satisfactory references
- right to work check
- satisfactory health check

The declaration section of the application form must be completed. TIC+ is an organisation that provides services for children young people and families and operates a Safer Recruitment Policy. You will appreciate therefore, that TIC+ must be particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or

indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The post is covered by the Rehabilitation of Offenders Act 1974, therefore, only unspent convictions and cautions must be declared. Details of any criminal record should be submitted with your application form in a sealed envelope marked 'Confidential'. The information disclosed will not be kept with your application form during the application process.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about TIC+ please contact a member of our Human Resources Department 01594 372777 or email hr@ticplus.org.uk

Thank you for considering applying to TIC+

About TIC+

TIC+ is a charity established in 1993 serving Gloucestershire and surrounding areas. TIC+ reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling – online, remote (video & phone) and face-to-face for children and young people
- Anonymous online helpline for children and young people
- Counselling support for young people with eating difficulties
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals

TIC+ has a head office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

Our Ethos:

TIC+ is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."*

The Christian faith is not explicit in any of the services we provide. An outworking of our ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

Our Values:



Job Description

Job Title:

Head of Clinical Operations

Start date: ASAP

General Description

We are looking for an outstanding professional who has at least two-three years' experience managing and developing services and staff teams at a senior level, ideally (but not essentially) within a clinical or mental health setting. They will be a dynamic, empathetic, values driven, supportive leader who is excited by the opportunity of helping to develop an innovative, transformational service ensuring the best possible outcomes for children, young people and their families.

Reports to:

Director of Clinical Services (DoCS)

Internal Relationships: The Head of Clinical Operations needs to develop strong working links with all staff within TIC+

External Relationships: The Head of Clinical Operations will be responsible, with the TIC+ team, for establishing and maintaining caring, professional, ethical and effective working relationships with service users and professionals from a wide range of organisations including the statutory and voluntary sector.

Terms:

- Permanent contract.
- There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed.

Key Relationships

- Trustees
- Senior Leadership Team
- Director of Clinical Services
- Clinical Advisor and Research Lead
- Head of Safeguarding and Allocations
- Head of Training
- Service Development and Improvement Manager
- Team Leaders
- Key funding and commissioning agencies
- Key external statutory and VS agencies

Role and Responsibilities:

- Strategic oversight of Clinical Operations
 - to ensure high standards of care within the service in order to meet best outcomes for children, young people and parents accessing services
 - in collaboration with colleagues in the Senior Leadership Team:
 - ensuring that agreed organisational objectives and goals are implemented.

- ensuring services delivered are evidence based and of high quality and operate in line with:
 - the BACP Ethical Framework for the Counselling Professions
 - government guidelines
 - legal frameworks
 - professional standards
 - to ensure services are delivered in line with the TIC+ Ethos and values.
 - in collaboration with the Head of Safeguarding and Allocations and the Clinical Advisor, ensure clinical risk management is adhered to and TIC+ policies and procedures are followed at all times
 - ensuring clinical service development, improvement and evaluation is co-produced with children, young people, parents, colleagues, and partner agencies.
 - oversight of developing relationships with new delivery partners
 - oversight of negotiation of service delivery contracts
 - oversight of service delivery contracts, KPI's & overall performance to ensure that the services provided are meeting contractual requirements, are effective and of the utmost quality
 - to produce regular reports for the Senior Leadership Team and Trustees analysing trends, e.g. underperformance/non-compliance at an organisational and individual level.
 - working with the Finance Manager to set, manage and monitor annual service delivery budgets ensuring services are delivered within the agreed financial envelope ensuring maximum value in terms of clinical and cost effectiveness.
 - to work with the Fundraising and Marketing Manager to ensure there is an adaptive, effective, co-produced plan to promote and signpost to TIC+ services
 - to consult and liaise with related professionals in Education, Health, Social Services and the voluntary sector to ensure that all TIC+ services are integrated into the wider care pathway and are responding to need as expected.
 - Deputising for the Director of Clinical Services in external commissioning and stakeholder meetings when required
- Strategic oversight of clinical staff:
 - cultivate an inclusive, caring, team culture
 - high quality line management of Team Leaders and Service Development and Improvement Manager
 - ensure clinical staff are treated equally and with care and respect in line with the TIC+ ethos and values
 - ensure robust processes are in place to audit and monitor clinical staff performance and delivery and that contractual requirements are met
 - oversight of the recruitment, training and induction of suitably qualified clinical supervisors, conducting supervisor annual meetings & 1-1s
 - in collaboration with the Head of Training and Development, ensure that the ongoing training and development needs of the team are identified and professional/personal development plans are in place
 - oversight of workforce planning and capacity v demand monitoring
 - oversight of recruitment, selection and induction of clinical staff

- in collaboration with the Director of Operations to oversee:
 - processes for the safe recruitment and induction of new clinical staff
 - clinical staff HR processes and procedures
- oversight of Staff engagement (SAGE) and the annual Staff Survey
- Strategic oversight of operational policies and procedures
 - ensure staff are adhering to organisational operational policies and procedures at all times.
 - in collaboration with the Director of Operations to:
 - take all reasonable steps to manage, promote and provide relevant training to ensure a safe and healthy working environment which is free from discrimination.
 - maintain a constant awareness of health, welfare and safety issues affecting clinical staff and clients,
 - ensure complaints are investigated fully, within the time limits following the TIC+ Complaints Policy at all times
 - oversight of Incident reporting in line with TIC+ Incident reporting policy.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Personal Accountability/Support

- To comply with all TIC+ policies and procedures
- To carry out such other duties as may be required in line with the nature of the post of Head of Clinical Operations
- To engage in continued professional development through undertaking training and partaking in other learning opportunities in line with professional organisational/membership guidelines

Post:

You will be required to work 37.5 hours a week. You may be required to work additional hours when authorised and as necessitated by the needs of the business.

Place:

- The base for the post is Eastgate House, Eastgate Street Gloucester GL1 1PX parking is available on site.
- The successful candidate will
 - be required to travel to attend meetings and meet other external stakeholders at mutually convenient locations across Gloucestershire including TIC+ Head Office in Mitcheldean.
 - not be required to work outside the UK.

Use of vehicle

- The post requires you to hold a valid UK driving license.
- You are required to have the use of a vehicle to travel for work purposes.
- It is your responsibility to inform your insurance company that you use your car for work.

Salary:

- £47,132 per annum.

Travel Expenses:

The post holder will also be expected to work across several sites in Gloucestershire including the Head Office in Mitcheldean GL17 0DD. Mileage will be paid for travel away from the base.

Holidays:

You will receive a holiday entitlement of 5.6 weeks inclusive of public/bank holidays (pro-rata for part time employees). In addition to this entitlement we also gift all employees the days between Christmas Eve and New Year's Day excluding Bank Holidays. Additional holiday is accrued after one year's service.

Expenses:

Legitimate business expenses incurred as part of carrying out your job will be reimbursed.

Person Specification:

* Evidence will take place with reference to the following information:	
A	Application form
I	Interview
P	Presentation
X	Assessment
C	Certificate

		Essential	Desirable	*Evidence
Qualifications and education	Degree Level qualification in Business/HR (or significant leadership experience in a Business/HR/Clinical setting)	*		A,C
	Masters Level Qualification in Business/HR/Clinical		*	A,C
Knowledge and Experience	Minimum of two-three years' relevant experience in a service management and leadership role.	*		A,I
	Minimum of two-three years' relevant experience in a clinical/mental health role.		*	A,I
	Knowledge of the importance of and experience of co-produced service development/improvements	*		A,I
	Experience in service improvement and evidence-based improvement methodologies	*		A,I,P
	Experience of managing services including workforce capacity planning and financial budget setting and forecasts.	*		A,I
	Experience of new service/business development	*		A,I,P
	Experience of influencing others to engage in new ways of working	*		A,I
	Experience and understanding of the application of relevant employment legislation and health and safety related issues.	*		A,I
	Expertise in the measurement of and communicating impact / outcomes to key stakeholders	*		A,I
	Experience of multi-agency working and a clear commitment to partnership working		*	A,I
	Experience of audit process and procedures		*	A,I

	Experience of setting team and individual goals and coaching towards high performance and continuous improvement	*		A,I,X
	Experience reporting to & negotiating with commissioners or contract authority bodies		*	A,I,X
	A good working knowledge of local services for young people, safeguarding and health care pathways. Including an understanding of the CAMHS model and wider mental health system		*	A,I
	An excellent understanding of anti-oppressive practice and equalities issues.	*		A,I
	Able to represent the team and the counselling model in strategic spaces as well as to commissioners, funders, delivery partners and colleagues.		*	A,I
Skills	Excellent leadership skills and the ability to build and motivate high performing teams	*		A,I,P
	Highly developed interpersonal skills, negotiation, conflict management, feedback, partnership working, and coaching skills	*		A,I,X
	Strong intellectual, analytical, strategic, and systemic thinking skills, with the ability to think creatively and laterally to achieve outcomes.	*		A,I
	Able to develop effective and mutually supportive relationships with key partners within and without organisations.	*		A,I,P
	Highly developed communication skills with the ability to communicate on complex matters	*		A,I,P
	Strong skill set in Microsoft Excel, Word, Power Point	*		A,I,X,P
	Ability to analyse numerical and written data, assess verbal, written, numerical and draw appropriate conclusions	*		A,I,X
	Demonstrates sound judgement in the absence of clear guidelines or precedent, seeking advice as necessary from more senior management when appropriate.	*		A,I
	Ability to make decisions autonomously, when required	*		A,I
	The ability to deal with ambiguity and complexity	*		A,I

Personal Qualities	Will consider the most effective way to promote equality of opportunity and good working relationships and has the ability to take actions which support and promote this agenda	*		A,I
	Values diversity and difference, operates with integrity and openness	*		A,I
	Commitment to and focused on quality, promotes high standards in all they do	*		A,I
	Consistently thinks about supporting clinicians and frontline staff deliver better outcomes for children young people and parents	*		A,I
	Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others	*		A,I,X
	Actively develops themselves and supports others to do the same	*		A,I
	Consistently looks to improve what they do, looks for successful tried and tested ways of working, and seeks out innovation	*		A,I
	Able to demonstrate effective leadership through their own behaviour and interactions in the workplace towards staff, volunteers, service users and external stakeholders.	*		A,I,X
	Have the ability to work on own initiative and regulate own workload.	*		A,I
	Willingness to work flexibly, including some evenings and weekends.	*		A,I
	Ability and willingness to travel as required	*		A,I
	Resilient; able to model good self-care.	*		A,I