



## JOB DESCRIPTION Business Operational Officer

### JOB DETAILS:

<b>Job Title</b>	Business Operational Officer
<b>Pay Band</b>	Band 6
<b>Hours of Work and Nature of Contract</b>	Permanent Full Time 37.5 hrs
<b>Division/Directorate</b>	Children's & Young People's
<b>Department</b>	North Wales CAMHS School In-Reach Service
<b>Base</b>	Home Based Working

### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Clinical Service Manager
<b>Reports to: Name Line Manager</b>	Clinical Service Manager
<b>Professionally Responsible to:</b>	To be completed on recruitment

#### **Job Summary/Job Purpose:**

This role includes the day-to-day operational management responsibility for the Service. The post holder is accountable for the delivery of the Service by the CAMHS School In-Reach Clinical and administrative teams including the coordination of internal and external partners on all levels.

### DUTIES/RESPONSIBILITIES:

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**Communication;**

Develop and maintaining effective and productive working relationship with individuals and stakeholder organisations to improve health services, including other departments/directorates.

This involves daily interaction with individual staff members either face to face, over the telephone or by email. Ensuring that any sensitive information is dealt with tactfully and empathetically. Also ensuring that persuasive skills are used to communicate any job requirements for the individual staff members to encourage the staff members to follow a particular course of action.

Meet with colleagues to communicate and discuss ideas for improved health care indirectly for patients across the region. Giving training to each area team to assist with the documentation for consultation and training delivered to education staff.

Chairing Clinical Governance meetings, ensuring that information discussed in the meeting is minuted and stored appropriately. In this meeting to present complex information on the clinical effectiveness of individual staff groups and also how the performance of the individual staff groups compares to standards set by the Welsh Government.

Take formal minutes during management meetings. Be required to use advanced keyboard skills using speed and accuracy to respond immediately to urgent emails.

Create, maintain and enhance productive working relationships internally with staff members from all multi disciplinary backgrounds and externally with other services including GP Surgeries, Local Authority departments, School, local, regionally and international stakeholders.

Communicating with patients/patients relatives where there is a complaint they wish to make against the service. Ensuring that empathy, listening and interpersonal skills are used. Provide non clinical advice, information and guidance directly to patients, relatives or carers.

Communicate and negotiate change in service with relevant internal and external organisations and staff on behalf of the Health Board.

Organise and chair the following meetings monthly.

Providing management advice and expertise on all aspects of the Service for the division to all other departments within the Hospital, stakeholder organisations and primary care contractors.

Responsible for purchase all vehicles with a combine value of over £100,000. This includes ordering, delivery and maintenance of each vehicle. Ensuring that daily vehicle checks are performed.

**Responsibilities for policy and service development implementation;**

Proactively identify opportunities to redesign the service consistently across BCUHB and develop appropriate service modernisation plans to discuss with the team.

Introduce appropriate innovative alternatives to services currently provided by the service.

Make judgements on complex facts relating to the waiting time for consultations and training. . Responsible for introducing a new policy for consultations upon review of systems and processes. This will improve and has improved the service delivery for the local population and in

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collaboration with wider specialist CAMHS teams.

Lead on all service change and consultation, ensuring that any changes that need to be made in the service's best interests are taken forward following the operational change process as necessary.

Work with other Divisional Managers and Senior Practitioners to support the on-going development of the clinical governance framework.

Contribute to high-level strategic decisions involving the internal and external stakeholders.

Oversee the planning of the delivery of the service throughout the academic year to analysis the year on year activity. Ensuring that all correct staffing is in place to deal with the demand.

Negotiation and discussion with BCUHB internal and external regional, national and international stakeholders regarding the implementation of a policy to ensure the referral pathways for learners are communicated clearly to educators across North Wales. To analysis, evaluate and review the changes in available data of referrals to sCAMHS across North Wales to determine the clinical effectiveness of providing as consultation to educators across the region.

Responsible for dealing with complex staffing and work planning on a daily basis. Where there will be a need to allocate and re-allocate tasks to meet organisational requirements. This includes liaising with sCAMHS, Neurodevelopmental Services, Learning Disability Services, A&E, Paediatric Wards, and NWAS to deal with demands placed upon the service.

Responsible for drafting, producing final copies and implementing of service evaluations/surveys of all the service activities. Ensuring that these surveys are carried out regularly and that all feedback is generated on an analysed report highlighting the actions/learning to be reviewed by all staff and the Service Management Team.

### **Responsibilities for Human Resources;**

Responsible as line management of the administrative team for the service and for the delivery of a comprehensive range of HR services providing advice on change management, appraisals, sickness absence, grievance matters, recruitment/selection and personal and career development for all staff members in conjunction with the clinical service manager.

Manage and oversee all work plans for all staff groups, ensuring that sufficient staffing is in place to deal with the demand and to ensure the delivery of the Welsh Assembly Government targets.

Responsible for the day to day joint management and delivery of the service which consist of 40 staff members which include Senior Education Mental Health Practitioners, Education mental Health Practitioners, Service Support Officer, administrators, undergraduate students, and volunteers.

Line manage and oversee sickness absence for all operational staff including as detailed above ensuring that the All Wales Sickness Policy is adhered to and that the sickness information is entered onto the Health Boards ESR database.

Jointly manage and complete payroll for all staff members, overseeing all payroll queries and monitoring payroll against the yearly budget set by the Welsh Government and Health Board,

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which can require analysis of complex financial queries and discrepancies.

Advise the budget holder on the level of staffing that is needed to achieve national targets and to also look at predicted spending to keep in line with the agreed budget and to avoid an overspend.

Recommend changes to practice that will allow the Health Board to maximise opportunities to achieve service efficiency savings..

Carry out and manage all Support Staff personal development reviews for staff detailed above. Ensuring that all documentation is complete and that training/performance plans are put in place where necessary.

Jointly manage and oversee all annual leave requests, ensuring that there is always adequate cover to provide a safe and efficient service.

Regularly review staffing levels (clinical and non-clinical) and ensure that work plans in liaison with clinical practitioners are amended accordingly to service activity and demands.

Lead and development and implementation of adequate performance management arrangements for the North Wales CAMHS School In-Reach Service and make recommendations for continuous improvements to the service.

Carry out audits on service activities ensuring they are following the correct process and documenting the outcome of their audits. Ensuring that any further training needs are highlighted and actioned. Also ensuring that the all staff are meeting the standards set by the Welsh Government.

Recruit all Operational staff and Administration staff; this involves creating adverts for the appropriate new post and using the TRAC recruitment software system to upload the vacancy.

The recruitment process also involves short listing of candidates, interview and appointment of the successful candidates ensuring that all relevant employment checks are in place before the start date of the candidate.

To jointly train all new staff members including Senior Education Mental Health Practitioners, Education mental Health Practitioners, Service Support Officer, administrators, undergraduate students, and volunteers.. Provide and carry out full induction and ensuring all new staff members is provided with equipment and resources to utilise clinical systems.

### **Information Resources & Finance**

Required to regularly review the budget to ensure it is consistent with guidelines and budget limits as an on-going job responsibility.

Responsible for the daily and on-going maintenance and update of the bespoke clinical software system. Regularly using the software system to develop and create statistical reports requiring formulae.

Responsible for the daily maintenance and update of the workplan record system.

Responsible for all information, including personnel files, staff sickness files and payroll information. Ensuring that this information is stored confidentially and in line with BCUHB policy.

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Responsible for data entry and data storage of personal and clinical information using the Service specific record systems and WPAS. The software system is also used to create statistical reports on number of contacts to the service. Allowing evaluation of the data to predict future demand by the post holder.

Running query reports through the Service specific record systems using various methods of formulas to achieve desired reports.

Responsible for ensuring that staff comply with the information governance regulations relating to the bespoke Service specific record systems that are used for generating, creating and storing of patient identifiable information.

Implement and manage an appropriate database system for monitoring and reporting achievement against this Welsh Government targets for the North Wales CAMHS School In-Reach Service

Produce and submit daily, weekly and monthly performance reports that are submitted to the Clinical Manager who provides the information to the Welsh Government.

Responsible to maintain and audit staff professional registrations ensuring that all practitioners are adhering to their professional standards and requirements it is updated on a monthly basis and that the agreed actions are taken forward.

Responsible for taking and transcribing formal minutes during management meetings.

#### **Responsibilities for research and development;**

Responsible for policy and service development and implementation in the North Wales CAMHS School In-Reach Service.

Provide clear, timely, comprehensive and evidenced based advice and reports monthly to the Health Board on issues relating to performance of the service activities, providing recommendations for corrective actions.

Frequently undertake equipment testing ensuring that all mobile telephones, laptops, electronic resources for the system are working in the event o health & safety needs for lone working and to adhere to BCUHB policies. .

#### **Freedom to act;**

Own workload is managed and not supervised. Able to act independently within appropriate occupational guidelines, deciding when it is necessary to refer to the senior management team.

Working autonomously and making decisions based on the best outcome that will provide the best service delivery supporting educators to develop their capacity to respond to the emerging mental health needs of children and young people. .

Guided by the general Health, organisational or broad occupational policies but however in most situations the post holder needs to establish the way in which these policies should be interpreted.

Freedom to act based on own interpretation of broad professional administration policies.



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## PERSON SPECIFICATION

The knowledge to be measured in the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and/or Knowledge</b>	<p>Degree level education or Equivalent experience.</p> <p>Evidence of continuing professional development</p> <p>Professional Management Qualification</p>	Successful track record of Project management	Application form
<b>Experience</b>	<p>Significant experience working in a health care setting.</p> <p>Significant experience of working in a Children and Young people's health services.</p> <p>Well developed managerial experience across a range of areas.</p> <p>Experience of working in a multi agency environment in order to plan and deliver services.</p> <p>Experience of working without guidance or supervision.</p> <p>Experience of managing own workload.</p> <p>Demonstrating experience of successful negotiation and leading change management.</p> <p>Wide experience of making tactical decisions using own</p>	Experience of working in CAMHS services	<p>Application form</p> <p>Formal panel Interview</p> <p>Interview written task</p>

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	<p>judgement to achieve organisational objectives.</p> <p>Experience of service and strategic development in the NHS.</p> <p>Budget monitoring and financial management.</p> <p>Experience of managing a large number of staff.</p>		
<b>Aptitude and Abilities</b>	<p>Ability to motivate and influence others.</p> <p>Effective interpersonal and influencing skills.</p> <p>Excellent Leadership skills.</p> <p>Excellent self motivation.</p> <p>Ability to work collaboratively and develop effective working relationships with Clinicians and Managers.</p> <p>Excellent presentation and communication skills.</p> <p>Excellent communication skills, written/verbal and formal/informal to all levels of the organisation.</p> <p>Ability to devise, implement and supervise Standard Operating Procedures and systems.</p> <p>Excellent working relationships with stakeholders.</p>	Experience of managing and applying conflict resolution techniques	Application form Interview
<b>Values</b>	<p>Ability to deal tactfully with highly sensitive situations.</p> <p>Ability to access, review and analysis evaluative feedback and be able to objectively communicate the learning points and demonstrate</p>	Experience of changing, promoting and demonstrating a mentally healthy workplace environment.	Interview

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	<p>flexibility in thinking to be receptive to others.</p> <p>Flexible and responsive to change and competing priorities.</p> <p>Ability to work well under pressure.</p>		
<b>Other</b>	<p>Special requirements to perform in the role e.g. Ability to travel within geographical area.</p> <p>Able to work hours flexibly.</p>	Ability to communicate in the medium of Welsh language	Application form

### **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to

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co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the Trust's pre-employment check procedure. \*Delete as appropriate.  
The post holder does not require a DBS Disclosure Check. \*Delete as appropriate.
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.

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- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

**APPENDIX 1**

**Job Title: Business Operational Officer**

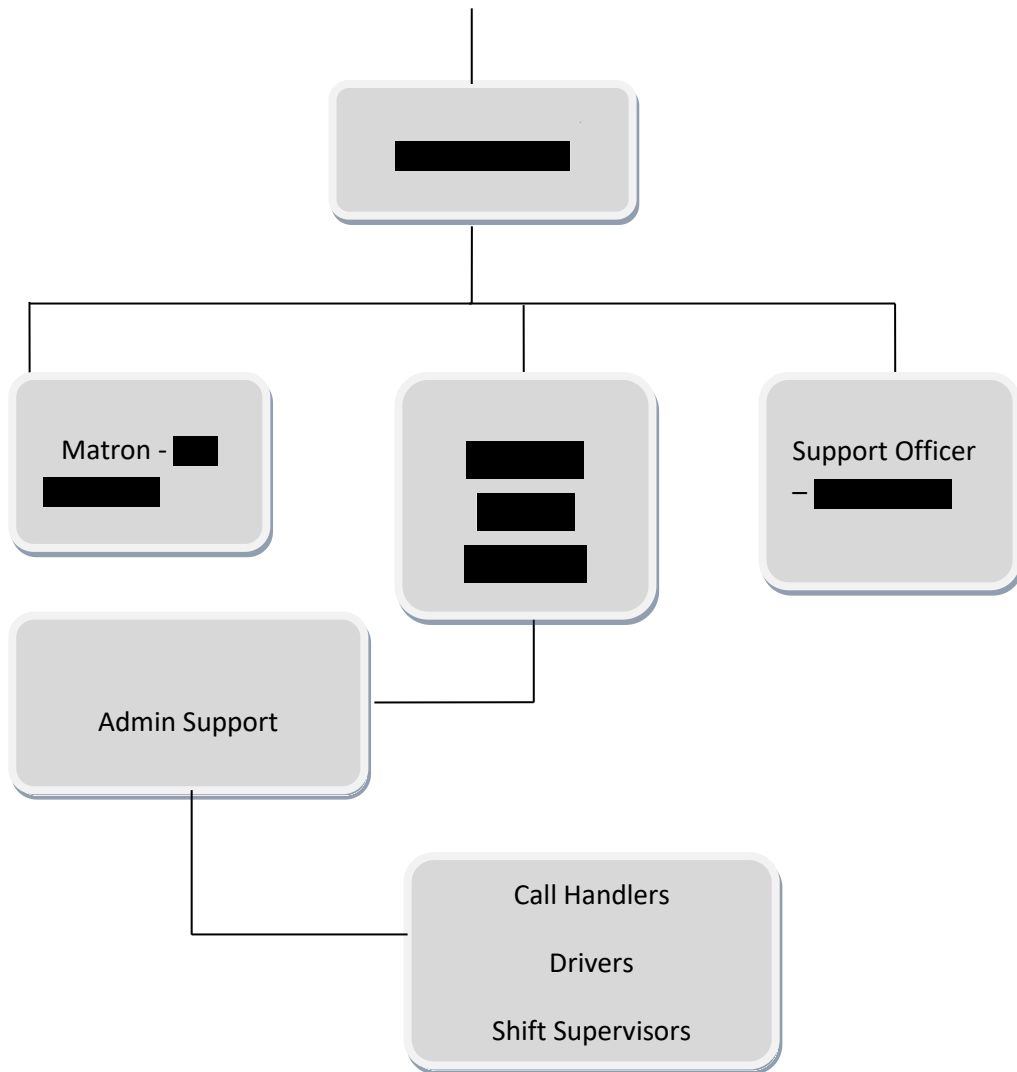
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## Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.

Need to delete chart so proposed organisational chart can be inserted.



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**Supplementary Job Description Information**

**Physical Skills e.g. Clinical skills (e.g. intubation, venepuncture) or non clinical skills (e.g. high speed accurate typing).**

*Please detail the physical skills required to fulfil the duties of the job. Take into account:*

- *Hand-eye co-ordination such as may be required for audio typing or manipulation of materials/tools*
- *Sensory skills (sight, hearing, touch, taste, smell) such as those required for listening for speech and language defects*
- *Dexterity such as those required for use of fine tools/laying out of instruments, manipulation*
- *Requirements for speed and accuracy such as advanced keyboard use/high speed driving.*
- *Highly developed physical skills as may be required for e.g. performing surgical interventions, suturing, intubation or a range of manual physiotherapy treatments or carrying out endoscopies.*

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Nature of skills required:

Physical skills include hand eye co-ordination when typing.

Requirements for speed and accuracy using advanced keyboard skills when replying to urgent emails.

To be able to work from home and to arrange work space to support posture and reduce muscular strain.

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## Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Frequently sitting or standing in restricted position.	Every day	6-12 hours	The post holder is required to input information via a keyboard on a frequent basis and make regular telephone calls.

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## Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Requires prolonged levels of concentration, where work patterns are unpredictable. Being alert for a number of hours (at least more than half the shift) when running detailed checks of over all staff timesheets per month, carrying out complex calculations of hours.	Once a month	This usually takes 2 days to complete.	
Being able to switch from a concentrated task to an interruption for example urgent staff issues and changing operational deadlines. Planned activities have to be changed to prioritise the interruption.	Daily	1 hour	
Be required to prepare and present daily reports for the Senior Management Team for the service, which will require concentration and analysis of different strands of information (targets, staffing, contacts to service, clinical governance).	Weekly/Monthly	2 hours	

## Emotional Effort

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This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Dealing with grievances on an occasional basis from staff members and the public.	Once every couple of months.	<b>Dependent on the issue</b>	Currently an active grievance is taking up approximately a couple of hours a week.

### Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

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