

Job Description

Job title:	Operations Manager: (Deputy to Chief Executive)
Responsible to:	Chief Executive
Hours of Work:	37.5 hours weekly (to be worked as the service requires)
Salary:	SP 49-53 £41,159 - £45,047 per annum
Pension:	6% paid by RAMH and 2% paid by employee
Benefits:	2 x Annual Salary Life Assurance Benefit
Travelling Expenses:	0.45p per mile
Annual Leave:	Dependent on previous relevant service, within standard RAMH terms up to 41 days per annum. (Pro frata)

Strategic Overview: This job role covers Quality and Compliance and Workforce Development.

RAMH wishes to deliver the highest possible standards in service delivery. The function of this role is to maintain robust quality assurance and ensure compliance with external regulatory and contractual bodies, aligned to internal RAMH competency. This is set within a framework of agreed standards that RAMH currently adheres to: for example, Health and Social Care Standards.

We wish to promote protection and reduce the potential for harm by developing robust and responsive risk assessment processes. Maintenance and enhancement of standards forms the foundation of this role, to support the process of Recovery from Mental Ill health.

The individual will work closely with local managers, to ensure that their service and by association the organisation, conforms to the vision as set out above.

The individual will take a lead role, supported by Senior Management Team (SMT) colleagues, to embed and exemplify the culture and ethos of Leadership associated with RAMH in this area of work. The individual requires to be flexible in response to the development of Internal and External expectations of the operating environment. The overarching function of this role is to guide the processes which increase the effectiveness of RAMH by cultivating a positive working environment.

In addition, Workforce Development will support staff to understand how their role and effort contributes to RAMH's vision and purpose. The role will seek to enable the wellness of the workforce and the capacity of the staff to positively and enthusiastically engage with people using our services.

The role will oversee robust development and implementation of policies through guiding the Training and Development plan.

The individual will play an active role with fellow SMT members to embed and exemplify the culture and ethos of Leadership associated with RAMH.

Operational Outline:

To work with the Chief Executive, fellow members of the Senior Management Team and the Board of RAMH to develop and manage the implementation of operational quality and compliance across all services within RAMH.

The post holder will have specific responsibility to ensure the efficiency and effectiveness of key RAMH service provision and will have a leading role in shaping the organisation's commitment to a consistent management approach. The post-holder will be required to demonstrate leadership to senior staff to achieve organisational goals. In association with SMT and Management colleagues, ensure that all staff and services promote the highest standards of support to individuals and ensure that the underpinning vision and philosophy of RAMH is maintained.

Key Tasks:

Internal Change Management, Planning and Quality and Compliance.

1. To deputise for the Chief Executive as required.
2. To provide line management support to designated 'Services'.
3. Supervision of specified Management colleagues and staff as required.
4. To manage the ongoing maintenance of quantitative and qualitative reporting measures which retain an absolute focus on service delivery and needs as identified by service members, and Service Level Agreements.
5. To support and develop organisational compliance with agreed standards and specifications.
6. Lead and Support the development of new initiatives and utilise the aptitude and skills of associated staff through Co-ordinating tendering opportunities.
7. Ensure the compliance of all services in relation to agreed quality standards e.g. Investors in People, Disability Confident, ISO 9001, Data Protection Act
8. Respond as appropriate to Freedom of Information and associated legal requests.

Case Management recording and development

1. To ensure the Case Management system is fit for practice and covers all of the areas outlined in service level agreements.
2. To ensure this system is equipped to produce the data required by internal and external services.
3. To understand the needs of staff in relation to utilising this system effectively.
4. To ensure a clear understanding of the data collection and reporting requirements of new service areas, and to assist services to put in place standard practice.

Workforce Development

1. To deliver an overview of organisational training and development needs through consultation, audit and continuous monitoring/evaluation of services.
2. To ensure implementation of appropriate learning and development strategies as required.
3. Act as liaison with further education regarding student/supported placements
4. Co-ordinate training and CPD across the organisation, delegating as required.

Internal Protocols:

1. Liaison with services to support their individual service level agreements and contract outcomes, and to ensure robust reporting is in place.
2. Work with defined services to implement quarterly reviews and co-ordinate the preparation of service reporting protocols within specified time parameters.
3. Monitor On call development as a risk reduction and support resource for staff and services across RAMH.
4. Offer quick access to intervention to support one off 'trouble shooting'.

Relationship with External bodies:

5. Be actively engaged in dialogue and negotiation and partnership meetings as required.
6. Ensure contract compliance of Service Level Agreements, and respond timeously to requests for information from partners.

Health and Safety

7. Monitor overview of incident/accident protocols and reporting. Identify training requirements, disseminate learning and guide on actions for staff.

Any other tasks associated with this post will be discussed with the post holder

Person Specification

Operations Manager – 37.5 hours weekly

QUALIFICATIONS:	Essential	Desirable
A Management and Leadership qualification, relevant to the post that enables registration with SSSC at a Managers level SCQF level 9.	X	
Professional Qualification (Health or Social Care to SVQ Level 4 (SCQF Level 9) to degree level or equivalent, that enables registration with SSSC at a Managers level SCQF level 9.	X	

EXPERIENCE :		
Previous relevant management experience	X	
Preparation and presentation of highly accessible reports	X	
Knowledge of Mental health	X	
Experience of working within the Voluntary Sector	X	
Experience of working autonomously	X	

SKILLS :

Personal Leadership attributes	X	
Confident in public fora	X	
Able to negotiate with external agencies	X	
Technology Literate	X	
Understands the value of systems and processes	X	
Comfortable with personal authority	X	
Able to nurture and encourage colleagues to achieve their potential	X	



Summary of RAMH Strategic themes

Our approach:

Our strategy is to be the primary trusted partner for mental health and wellbeing delivery and intervention across our operating area.

Our interventions:

In order to achieve this aspiration, we will build on our knowledge, skill and experience to deliver:

- Self-management principles and actions
- Enabling recovery
- Peer involvement through direct contribution, experience and understanding
- Enabling people to live and thrive in their own home
- Understanding the impact and consequences of trauma
- Listening to people and facilitating their personal goals
- Support people to overcome loneliness and isolation
- Encourage people to maintain a healthy lifestyle
- Cooperate and co-produce assessment of risk
- Providing information

Our beneficiaries:

Our core beneficiaries are largely adults; however, we recognise the impact of mental ill health on younger people specifically the consequences of trauma.

Our partners:

We recognise the essential and fundamental relationship we must have with partners to achieve our aims. We will work collectively with statutory colleagues and use our capacities to enable whole system initiatives in the belief that no single entity can provide an absolute solution.

We also work with likeminded and committed 3rd sector partners, who will bring complementary skills which, along with RAMH, will provide a wider menu of choice for beneficiaries.

Our reach:

We support individuals and by association, their extended family network. We currently do this in Renfrewshire, East Renfrewshire, North Ayrshire, Argyll and Bute and Inverclyde. We remain open to developing our reach to new areas which are consistent with ease of access and connectivity.

Our staff and volunteers:

We want to recognise and support our staff to have the best training and experience possible. We value their commitment and will continue to develop professional pathways for people to sustain training, progression and careers.

Our structures and processes:

We recognise the need for systems and processes that provide clear and unambiguous direction in line with SSSC and associated governance. We look to anticipate and assess Risk, with the purpose of managing interventions and enabling people to live their lives fully in line with recovery principles.