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**JOB DESCRIPTION**

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**DATE :** February 22  
**REF NO:** 01414

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**JOB DETAILS:**

**JOB TITLE:** Health & Justice Operational Manager

**BAND:** 8a

**HOURS:** As per Contract of Employment

**DEPARTMENT:** Criminal Justice

**LOCATION:** Sussex

**REPORTS TO:** Head of Criminal Justice

**ACCOUNTABLE TO:** Head of Criminal Justice

**RESPONSIBLE FOR:**

- To be responsible and accountable for the day-to-day management and delivery of the Health & Justice Service in Sussex (Liaison and Diversion, Reconnect)
- To lead on the development and maintenance of effective operational and strategic partnerships with partners
- To effectively manage the Service Budgets Expenditure and sign off budget sheets
- To lead on and be accountable for the strategic and operational development of the L&D and RECONNECT service
- To be involved in tendering strategy and support the tendering team
- To be committed to working within a multi-disciplinary service framework
- To lead on the management and development of service user engagement and ensure service user involvement is embedded in all services
- To line manage staff
- To manage and be accountable for performance against contractual targets
- To ensure the delivery of a safe and effective service
- To be involved with the development of the Health & Justice services
- To represent the Health & Justice service at all relevant meetings, conferences and functions.

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**WORKING RELATIONSHIPS:**

**INTERNAL:** Head of service  
Clinical Director  
Clinical Leads  
Corporate Services  
Directorate services

**EXTERNAL:** Public  
Local Safeguarding Boards  
NHS England Commissioning Manager  
Police, Probation, Courts

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**JOB PURPOSE:**

The Operational Manager (OM) will be required to provide robust visible, transformational senior leadership to the Health & Justice Services in Sussex.

The OM will need to possess a diverse set of skills and a highly developed knowledge of the relevant services within the Criminal Justice.

The OM will have overall responsibility for the operational delivery of the L&D and RECONNECT service, will have a high level of autonomy and responsibility and will be required to make informed decisions on behalf of the service.

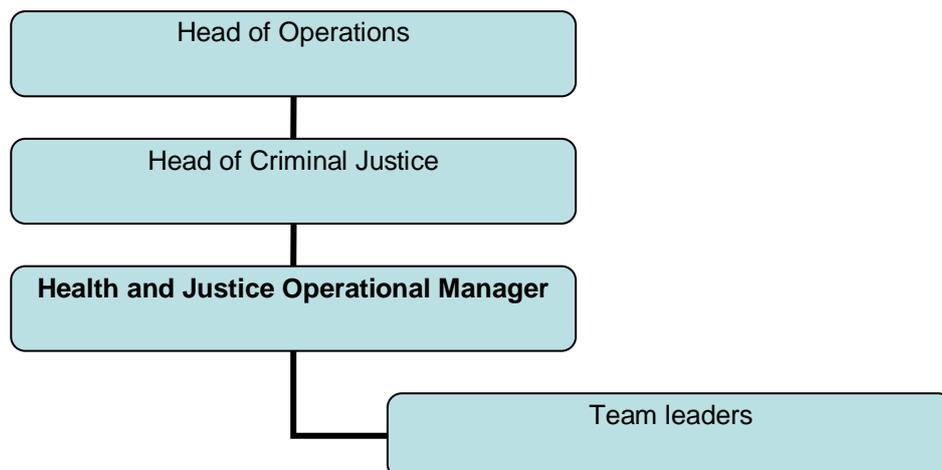
The OM will have a high degree of individual responsibility and will lead the service through a complex period of change and transformation to achieve the strategic vision of a fully Integrated Criminal Justice Service. The OM post is key to the efficient management of this complex and multi-dimensional service provision.

The OM will have overall operational responsibility for the L&D and RECONNECT service. The OM will have direct responsibility for the day-to-day management of client services that operate from all locations within Court, Custody, Prison and Community settings ensuring delivery against agreed service specifications, activity, financial, quality and performance targets.

The OM will play a key role in supporting the management of sub-contracts and maintaining effective relationships with commissioners

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**ORGANISATIONAL STRUCTURE:**



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**KEY DUTIES AND RESPONSIBILITIES:**

## **Main duties**

- To be responsible for the day-to-day management and delivery of Health & Justice Services in Sussex
- To be committed to working within a multi-disciplinary partnership
- To ensure that service user involvement through consultation processes shapes and ensures a needs-led focus for the service.

## **Staff**

- Recruitment of staff in order to deliver a consistent service
- To be responsible for new staff induction packages
- Ensure through team managers that worker cover is in place for absent staff consistent with contract requirements
- Be prepared to manage staff working unsocial hours which may include some weekends and evenings
- Support management staff with all aspects of service delivery
- Provide structured line management supervision for managerial staff on a regular basis
- Carry out annual appraisals and reviews for non-clinical management staff under the Knowledge and Skills Framework (KSF)
- Support and encourage staff to promote service user involvement
- Be responsible for the management of training packages to assist ongoing worker and team development to ensure delivery of effective services.

## **Service Delivery**

- To be responsible for providing systems, which prioritise workload of the team in relation to managing responses to assessment, appropriate intervention, through care and service exit
- To manage and organise standards for care delivery, develop monitoring systems to auditing standards
- To provide and develop care pathways for the service to work collaboratively with other statutory health, social care providers and the non-statutory sector
- To develop systems, which provide service user and carer involvement and collaboration
- To ensure that the service is compliant with relevant national guidelines such as NICE
- To manage effective use of computer systems.
- To provide and monitor auditing systems relating to clinical standards
- To manage regular clinical audit of case notes
- To implement policies: the post holder will be active in either making it happen or ensuring that others make it happen
- To lead the development of a values-based culture and the adherence to such principles
- To develop a culture of continuous research and development
- To provide detailed reports and information regularly and present them when required to do so
- The post holder will be required to maintain complex information and utilise it appropriately, this would include analysis of footfall which may result in an adjustment to plans to clinical opening times.
- Be able to analyse data, including ED&I, staffing levels.
- Be able to engage, develop and collaborate with all key agencies to ensure coordinated service delivery.

## **Administration**

- To keep up to date records and information for the purpose of internal and external evaluation

- To provide information and statistics consistent with NHSE requirements
- To prepare and present reports when required to do so.

## **General**

- To take part in annual appraisal and review based on the NHS knowledge and Skills Framework (KSF)
- To demonstrate commitment to evidenced based practice and keep up to date with trends
- To be prepared to travel to various locations consistent with service and client needs.

## **Systems and equipment**

- To contribute to the development of systems and interventions as and when required
- To familiarise and use I.T. equipment as provided and accurately record all required information.

## **Decisions and judgements**

- To make decisions based on effective communication and risk management. To seek management and/or clinical advice where appropriate
- To identify training needs and utilise supervision effectively
- To be responsible for identifying individual training needs and keep abreast of new trends.
- Engage and lead with senior managers on policy development for CJ services, impacting on service delivery.
- To undertake any other duty relevant to the role as directed by the line manager

## **Communication and relationships**

- To effectively communicate and work collaboratively with a range of people including service users, colleagues, prison staff, Police, external partners/providers to ensure the service users' needs are met
- To work within and promote an integrated L&D and RECONNECT service
- To be professional at all times, including whilst representing L&D and RECONNECT service at internal and external events
- Take part in appropriate training and development.
- Contribute towards training others involved with the client group
- Attend relevant internal and external meetings
- Participate in regular supervision
- Provide mentoring support for new and/or inexperienced workers.

## **Physical demands of the job**

- Daily use IT equipment, combination of sitting and standing.
- To attend training and meetings in different geographical areas from the service
- To work flexible hours in line with service needs (i.e. evening and weekend as and when required).

## **Most challenging/difficult part of the job**

- To be responsible for your own security and safety and be fully compliant with trust policies.
- Occasional exposure to emotional situations when dealing with staff performance.

<b>Infection Control</b>
Maintain an up to date awareness of the infection control precautions relevant to your area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment, the use and disposal of sharps and communicating the importance to patients, prison staff and other health care staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust policy on mandatory training and can be found in the Trust's infection control policies and national guidance, such as that published by NICE.
<b>Learning and Development</b>
As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in KSF appraisal processes in line with Trust policy and guidance.
<b>Health and Safety</b>
As an employee of the trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management, for maintaining safe working practices for the health and safety of yourself and others.
<b>Trainee Status</b>
As an employee of the Trust you have a responsibility to abide by the principles outlined within this job description, you are afforded Trainee status in recognition of the need to work towards attainment of the competences assigned to the role.
<b>Constitution, Competence and Capability</b>
As an employee of the Trust you have a responsibility to promote and abide by the rights and responsibilities outlined in the NHS Constitution. You are additionally expected to adhere to Organisational/National/Regulatory Codes of Practice relevant to the role you are employed to undertake. At all times it is expected that you will limit the scope of your practice to your acquired level of competence and capability.
<b>Dignity at Work Statement</b>
Midlands Partnership NHS Foundation Trust are committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.
<b>Safeguarding Children and Vulnerable Adults</b>
All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and well being of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

**PERSON SPECIFICATION**

<b>JOB TITLE:</b> Health & Justice Operational Manager	
<b>DEPARTMENT:</b> Health and Justice	<b>BAND:</b> 8a

\*Assessed by: A = Application I = Interview R = References T = Testing

ESSENTIAL CRITERIA	*	DESIRABLE CRITERIA	*
<b>QUALIFICATIONS &amp; TRAINING</b>			
<ul style="list-style-type: none"> <li>Degree level education or equivalent professional qualification</li> <li>Post graduate qualification in management or equivalent experience</li> <li>Evidence of continuing professional development</li> <li>Professional qualification in a relevant profession for post</li> <li>May need ongoing training for IT inform software</li> </ul>	<p>A / I</p>	<ul style="list-style-type: none"> <li>Masters level</li> <li>Business / Finance Management qualification</li> <li>Registered Nurse</li> </ul>	<p>A / I</p> <p>A / I</p> <p>A / I</p>
<b>EXPERIENCE</b>			
<ul style="list-style-type: none"> <li>Management experience of Criminal Justice</li> <li>Experience of supporting contracting</li> <li>Experience of activity management against contract</li> <li>Experience of managing a service with competing stakeholders</li> <li>Experience and knowledge of the business planning cycles / process</li> <li>Experience of undertaking service planning taking into account , finance, manpower, equipment and organisational factors</li> <li>Experience of multi-disciplinary / agency / professional working</li> </ul>	<p>A / I</p>	<ul style="list-style-type: none"> <li>Experience of leading multi-agency working</li> </ul>	<p>A / I</p>

<ul style="list-style-type: none"> <li>• Experienced in financial management</li> <li>• Experience in project management</li> <li>• Experience in managing projects within Criminal Justice</li> <li>• Experience of change management / transformational programme</li> <li>• Excellent knowledge of Integrated IT systems</li> </ul>	<p style="text-align: center;">A / I</p>		
<b>SKILLS, KNOWLEDGE &amp; ABILITIES</b>			
<ul style="list-style-type: none"> <li>• Excellent leadership and decision making skills</li> <li>• Excellent financial / budgetary management skills</li> <li>• Excellent project management skills and involvement in change management</li> <li>• Ability to lead and work as part of a multi-disciplinary team</li> <li>• Excellent interpersonal communication and negotiation skills</li> <li>• Excellent time management skills</li> <li>• Ability to manage difficult staffing issues and build working relationships</li> <li>• Ability to think laterally and be innovative and solution focused</li> <li>• Ability to distinguish between short and long term goals</li> <li>• Ability to analysis, interpret complex data , statistics, management, finance and patient information and make recommendations to others</li> <li>• Ability to deliver at strategic level both verbal and written reports</li> <li>• Ability to lead staff through change</li> </ul>	<p style="text-align: center;">A / I</p>	<ul style="list-style-type: none"> <li>• Experience in leading change management programmes and service developments</li> </ul>	<p style="text-align: center;">A / I</p>

<ul style="list-style-type: none"> <li>• Excellent role model</li> <li>• Competent and professional manner</li> <li>• Confidence in public presentations and leading small or large groups</li> <li>• Excellent verbal written skills</li> <li>• Demonstrable evidence of being a strong team member with an inclusive leadership style</li> <li>• Excellent communication and interpersonal skills required at all levels</li> <li>• Ability to work with all levels of the team</li> <li>• Ability to present at high level meetings</li> <li>• Experience of analysing and interpreting highly complex performance and operational data and information using this to deliver service targets and improvement</li> <li>• Ability to implement and manage transformational programmes of change within services</li> <li>• Well-developed organisational and administrative skills</li> <li>• Ability to develop patient pathways in line with service change</li> <li>• Ability to develop robust service / action plans and review and evaluate the outcomes</li> <li>• Ability to lead a service through change whilst maintaining cohesion in the services</li> <li>• Excellent leadership skills</li> </ul>	<p>A / I</p>		
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<b>JOB HOLDER</b>	<b>SIGNATURE</b>
	<b>DATE</b>
<b>MANAGER</b>	<b>SIGNATURE</b>
	<b>DATE</b>

