



Recruitment Pack
Head of Service
Intensive Personalised Support Service



Healthier, happier for longer, we make lives better

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Welcome & Introduction to the role

Hello and thank you for your interest in the Head of Service role for our Intensive Personalised Support Service.

ABL is an exciting fast-paced, growing community health organisation. As an experienced, CQC registered, provider of community health services, we are passionate about delivering evidence based, innovative, effective and relevant health care services in partnership with individuals, communities and stakeholders.

Employee Benefits



The infographic features the ABL logo (a heart with a pulse line) and the text 'abl a better life' in the top left. The title 'Employee Benefits' is in a large, bold font at the top right. The benefits are arranged in a 6x2 grid. Each cell contains a colorful icon, a bold title, and a brief description. The icons include a gift box, hands holding a heart, a calendar, a syringe, a pregnant woman, glasses, a group of people, a trophy, an alarm clock, a blue light card, a bicycle, and hands holding a heart.

| Icon | Benefit Title | Description |
|---|--------------------------------------|--|
|  | Birthday Day Off | We want employees to feel special as individuals and what better way to do that than giving them an EXTRA day off for their birthday |
|  | Employee Assistance Programme | You can contact Health Assured 24/7 for counselling, legal information, bereavement assistance, medical information or CBT. |
|  | Flexible Annual Leave Scheme | The aim of this policy is to offer staff additional flexibility, where possible, in respect of their time off from work |
|  | Flu Jabs | Each year in the run up to flu season you are able to claim back £10 towards the cost of your flu jab. |
|  | Maternity Leave | Up to 3 years - 6 weeks full pay 3-5 years - 6 weeks full pay 5 years + - 8 weeks full pay |
|  | Free Eye Test | Employees who regularly work on a laptop/desktop computer as part of their role, can have the cost of their eye test reimbursed and can apply for £50 towards the cost of their glasses. |
|  | Employee Referral Scheme | Any current employee who completes a referral will receive £150 in their pay once the referred colleague passes their probation period. |
|  | Staff Awards | Bi-Annual staff award days. Quarterly Hero |
|  | 37.5 hour working week | ABL wants to offer our employees a good work life balance and therefore from 1 st January 2023 we will be reducing the FTE weekly working hours from 40 hours to 37.5. |
|  | Blue Light Card | This comes with a small cost when registering, but offers a huge range of savings in shops, restaurants, for travel and much more. |
|  | Cycle to work scheme | Save money on a new bike and spread the cost. You could save at least 25% on the cost of your new bike and accessories. |
|  | Employee Volunteer Day | Employees are entitled to take one day paid leave to take part in volunteering activities |

Our History

ABL was founded in 2009 by people who believed they could and should change the world!

As a GP and former teacher, Sheena Bedi and Denise Leslie had first-hand experience of community health services that had failed people, the very people who needed them most. The dynamic pair believed they could provide a different, more flexible approach, by combining their expertise in healthcare, education and experiences of the social and economic problems that held people back. They vowed they would find a way to support and encourage people to lead **healthier**, **happier** lives for **longer**, whatever their background. ABL was born, ABL stands for A Better Life.

ABL knew that if they put people at the heart of the services, stepped in their shoes and experienced life from their perspective then they could start to create a new approach to healthcare.

Taking services into communities; making them accessible and by removing the traditional clinical surroundings and approach, they became more engaging and responsive. By constantly assessing the ABL approach and listening to the people and communities we work with, our services became a truly responsive community healthcare offer.

ABL came to understand that a multi-disciplinary approach worked best, that by creating a shared language with a range of professionals from varied backgrounds we could support the whole person and empower them to really make a difference within their community.

To this day ABL still work and engage in this way, we are working not only to design and develop services that treat and support people who are experiencing health problems, but are dreaming up and creating effective ways that we can educate and empower people to eliminate health issues in the future.

ABL staff believe they can change the world, we all deserve 'A Better Life'. Do you hold these values dear, does our way of working resonate with you, do want to be a part of our team?



ABL Vision & Values

Healthier, happier for longer – we make lives better.

Our organisational values revolve around our passion to make all our services:

- People Powered
- Bold
- Effective
- Thoughtful

People Powered

We place people at the heart of our approach. We listen to their wider experiences and needs and work with them to co-design practical solutions to their problems.



Bold

If we do things the way they have always been done nothing will change. We are passionate about finding new approaches, employing new technologies and engaging with the latest sector research to help communities make long lasting, sustainable change.



Effective

Our success depends on our ability to transform the lives of the people and communities we work with and we pride ourselves on delivering results. Our work is evidence based and we are skilled at delivering on targets and monitoring and recording our impact for all our stakeholders.



Thoughtful

We believe in the value of reflection. By taking time to understand and reflect on 'the bigger picture', we ensure that as an organisation we keep on learning and that our staff and services keep growing and evolving.



Meet the ABL Leadership Team



Denise Leslie (BSc Hons, PGCE) *Chief Executive and Founding Director*

Denise, co-founded ABL with a passion and drive to make a difference to people's lives through innovative community-based healthcare services. Founded in 2009, in a small office in Bolton, the company now delivers positive behaviour change services across the country.



Nick Warnett (BSc Hons, PGCM) *Commercial Director*

Nick joined ABL after working in performance and quality at an NHS commissioning organisation and has experience in designing and commissioning healthcare services for hard to reach groups. Nick was drawn to ABL's passion for making a difference and having a sustained impact on people's lives.



Donal O'Donoghue (MB BCh, BAO, FRCSEd, FRCSEd (Orth) *Medical Director*

Having been enticed by the holistic vision of the company, Donal joined ABL in 2017. Donal is an experienced clinician, senior manager and former NHS medical director. With four young adult children, Donal is passionate about ensuring every child has the support they need to achieve their full potential. Since joining ABL, his focus has been on quality, governance, and performance management.



Paul Richardson (FCA) *Finance Director*

Paul has more than 20 years' experience working with PLCs, SMEs and private equity investors, in social care, construction and the fire and security sectors. Paul has director responsibility for Finance, HR and IT as well as supporting all parts of the business as member of the executive team and main board of directors.



Andy Leslie (BSc Hons, PGCE, NPQH) *Director of Operations and Governance*

Andy has extensive experience in high level management roles at comprehensive schools and academies, predominantly in deprived areas. He ensures ABL services are education and prevention-based and that interventions are based on best teaching practice.

ABL Services

Passionate about and committed to reducing health inequalities, ABL deliver a range of health and wellbeing services across the country including:

| Service | Brief Description |
|--|---|
| Specialist (Tier 3) Weight Management | Multi-disciplinary support including medical, psychological and therapy, nutrition, dietetics and exercise behavior change support. For adults with BMI of 35+ to achieve and sustain long-term weight loss and provide support and referral for Bariatric surgery where appropriate. |
| Stop Smoking and Tobacco Control | Our stop smoking advisors support smokers for a minimum 12-week intervention. Whilst we support all smokers, we offer targeted support to priority groups including, people with long term conditions, pregnancy, young people and routine/manual workers and include pharmacotherapy. |
| Community (Tier 2) Weight Management | Support adults with a BMI >25-40 to take realistic, small steps to becoming more active, making positive food choices and goal setting. ABL also offer healthy weight pathways including integrated tier 2, tier 3 adult and family weight management services (in commissioned areas only). |
| Family Weight Management | Specialist and community family weight management for families and young people. Includes a multi-disciplinary approach with family focused support including nutrition, exercise and behavior change. |
| Low Calorie Diet Programme | Part of a new NHS programme which provides a low calorie diet treatment for people who are overweight and living with type 2 diabetes. The service supports people to make healthy lifestyle changes, achieving remission wherever possible. The multicomponent programme combines specialist nutrition, psychology, and physical activity support. |
| Intensive Personalised Support | Our IPS service take a whole family approach to supporting children and young people with a learning disability and/or Autism, who display challenging behaviours. We work with individuals and their families to understand the reasons behind behaviours and implement a co-produced behaviour support plan, with the aim of keeping the child at home and out of long term hospital stays or residential care. |
| Patient Participation in Prisons | An award winning service facilitating and leading quarterly health care councils in 35 prisons across the North of England, enabling patients to be actively involved in decisions about their healthcare services within their custodial setting. |
| Integrated Wellbeing Services | We offer realistic and practical support for people to make life long healthy behaviour changes, supporting people to manage their weight, stop smoking, move more, drink less alcohol and falls prevention. |
| Workplace Health | Supporting workplaces such as museums, hospitals and councils across the North West to understand health and wellbeing needs of their employees. Includes training, nutrition analysis, tailored workplace health packages. |

Achievements



We've supported **over 6,000 people** to quit smoking.



We've supported **over 11,000 people** to lose weight.



Over 14,500 of our clients have increased their physical activity.



Over 16,000 of our clients have improved their mental health.



We are awards winning:
Social Impact award,
Growing Business
Awards November 2022.
HSJ Partnership Award in
2020



Co producing pioneering,
innovative research
projects across our
smoking services.



We are Investors in
People Accredited.



We are a Disability
Confident Leader.



ABL Prison Team, collecting their HSJ Partnership Award for their innovative procurement project that gave a serving prisoner a voice in the procurement process of healthcare services.

ABL team collecting their Social Impact Award .



About the role

Job Description

Head of Service- Intensive Personalised Support Service for Children and Young People

| | |
|----------------------------------|---|
| Job Title: | Head of Service- IPS |
| Location: | Bolton base with expectation of travel to other regions |
| Salary: | £45,000- £50,000 |
| Hours: | 37.5 hours per week |
| Type of Contract: | Permanent |
| Accountable/Responsible to: | Divisional Lead |
| Staff Accountable to Postholder: | IPS Team Leaders, PBS Workers |

As the current provider of intensive support to families in the North West and Greater Manchester, this role offers the right person the opportunity to be a part of ABL's senior team, shaping, driving and delivering this change. If you think that you are that person, and fulfil the following criteria, we would love to hear from you.

Are you:

- An experienced senior leader, in a mental health, education, social care or children's services environment, managing complex multi-component services
- Skilled in project management accustomed to using tools and processes to identify project goals, set and manage the schedule, anticipate and identify issues, remove obstacles, delineate responsibility, track task completion, and communicate progress
- Experienced in evolving and developing services within a complex health system in a co-produced way
- Experienced in working within CAMHS and have in depth knowledge and understanding of CYP mental health pathways
- A highly experienced people manager
- A positive and proactive leader with the ability to motivate, engage and support delivery teams to achieve the highest standards and outcomes
- A strategic thinker able to foresee and take action to deal with problems and opportunities
- An adept communicator who adapts the message to fit the needs of the audience
- Able to build strong relationships fostering trust and cooperation among colleagues, stakeholders, community leaders, commissioners and sub-contractors
- Results- orientated naturally seeking quantitative goals and actively aiming to outperform them
- Open and motivated by new ideas and perspectives

- Passionate about improving Children and Young People's emotional wellbeing, ambitious and highly motivated and looking for a job with responsibility.

You will be a motivated, passionate, experienced, organised and proactive leader, with significant experience in mental health, managing complex services and multiple delivery teams. You will take a strength-based approach to all community delivery, be a solution-based practitioner and be constantly looking to innovate. The role will require dynamic strategic leadership which embraces ABL's vision and values for the IPS Service. This is a demanding job, but you will not be on your own. ABL's highly experienced and professional multi-disciplinary team of Health and Social Care professionals, Business Intelligence, Service Development, Governance, Finance and Business Development specialists are there to support. Additionally, existing experienced delivery teams will be available to support you to drive the service forward.

Intensive Personalised Support Service Overview:

ABL Health are delivering an Intensive Personalised Support (IPS) Service for Children and Young People across Greater Manchester and the North West. The IPS service work intensively with families and young people to improve quality of life for individuals accessing the service. IPS has a highly skilled team of clinical professionals delivering evidence based interventions focusing on keeping children with their families and out of hospitals and residential care.

Role Purpose

You will lead the Intensive Personalised Support Service (IPS) for Children and Young People for ABL Health.

Duties and Responsibilities

This is a senior role working under the line management of the Divisional Lead and you will be directly reporting to ABL's monthly performance board, chaired by the Medical Director.

The role will be varied, challenging and rewarding as you lead the service through implementation, delivery and ongoing innovation and service development.

- Ensure the highest quality and standards of support is provided to children and young people/ adults, their families, and a range of other professionals, enabling the child/ young person to continue to live at home.
- Undertake reviews of multidisciplinary reports and social care assessments including SEN, risk assessments and utilise other assessment tools as appropriate in conjunction with the child/young person/ adult, family, and other professionals
- Have a key role in the recruitment and ensure that staff are trained to a high standard in service delivery and a range of other areas to ensure competent and high-quality service delivery.
- Overseeing the day-to-day management of the IPS team including allocating cases on a daily basis ensuring consistency (rotas, annual leave etc).
- Line management of team managers and overall responsibility for effective delivery of multidisciplinary service, ensuring a motivated, empowered and integrated team of committed practitioners including volunteers
- Take an active role in the reviewing, monitoring and prioritisation of referrals alongside other team members.
- Present fair, balanced feedback/support to staff and family members. Recognise and challenge areas of poor practice and institutionalised culture.
- Ensure that all service delivery is reviewed for each young person on a frequent basis.

- Disseminate learning from the service to enable other stakeholders to benefit from the service, through building case studies and utilising feedback.
- Ensure that all ABL policies and procedures are understood and implemented by staff, to include quality assurance, regulatory, risk frameworks, safeguarding, child protection, criminal records, data protection, HR and health and safety.
- Ensure all relevant records in relation to the young people we support, and employees are appropriately maintained and up to date and compiled and delivered as required for/to relevant authorities.
- Identify potential problems, acting proactively to avoid service breakdowns, deal with complaints and to mitigate all types of risk through the liaising with parents/ families and other professionals.
- Provide on call support and assistance when required, taking part in managers on call on a rota including evenings and weekend distributed fairly amongst management team (paid by daily on call rate).
- Work flexibly and adapt to suit the service need
- Lead a multi-disciplinary team: working constructively with the team to ensure good service users' care, facilitate effective and safe delivery, continuity of care, ongoing service development and quality service users' pathways
- Develop and evolve the service, co-produced with service users to continuously meet the changing needs of local people, communities, stakeholders and commissioners
- Deliver an outcomes-based service delivery model, achieving and exceeding KPIs, ensuring effective allocation of resources and being responsive to service user / partner / commissioner feedback
- Ensure high-quality contract performance across all of its key elements, along with effective reporting and budget management.
- To facilitate co-production regarding implementation and continuous service development
- To ensure integrated pathways, avoiding duplication and optimising service user experience
- Having a clear understanding of how the service can and should integrate with the rest of the health, care & education system. Work alongside the stakeholder engagement team to ensure all stakeholders are informed and engaged
- Taking a client and community centred approach to delivery, focused on community assets and supporting the delivery teams to take ownership of their service and be proud of their outcomes
- Performance management of service including ensuring activity requirements are meeting contractual requirements and all KPIs are met and exceeded where possible
- Financial and budget management and optimised resource allocation across the service
- Developing service reports of excellent quality – Commissioner reports, performance management reports
- Representing the organisation and service at local, regional and national stakeholder and networking events
- Managing sub-contractors including service level agreements, finance and performance management
- Establish positive and effective relationships with service user representatives, stakeholders and partners
- Driving service innovation utilising ABL's continuous improvement system which includes delivery staff in leading innovation and service development supported by specialist leads

- Working with clinical, community, social care, educational and statutory stakeholders to deliver safe, effective, person-centred care pathways
- Work with the ABL engagement and communications team to implement and continuously develop the communications and marketing strategy and service promotion
- Ensure the safe and effective delivery of the service in line with ABL's integrated governance framework
- Work as a delivery partner with commissioners, building excellent working relationships, taking an open and honest approach to contractual and performance management and sharing successes and challenges for collective solution focused approaches. Additional responsibilities
- Work collaboratively with other professionals across the organisation.

Standard Information

Information Governance

Employees of ABL Health must comply with the provisions of GDPR and the Data Protection Act 2018. The postholder must not; either during the course of their employment, or following termination of their employment, disclose any information relating to service users or employees, or of the lawful business practices, of the organisation.

The postholder will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000

The postholder must comply with ABL's policies that protect the information assets of the organisation from unauthorised disclosure, modification, destruction, inappropriate access or use. The postholder will be responsible for maintaining the clinical and/or corporate records that fall within the remit of this role to the standards in ABL's records management policies, and data quality processes and standards.

Health & Safety

Compliance with the Health & Safety at Work Act 1974 – the postholder is required to 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, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

Safeguarding is Everyone's' Business

ABL has a responsibility to ensure that all children / young people and adults are adequately safeguarded and protected. As a consequence, all ABL's employees, temporary staff and volunteers are required to adhere to ABL's safeguarding policies / procedures in addition to local and national safeguarding policies and to act upon any concerns in accordance with them.

Smoke Free

ABL is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

The range of duties and responsibilities outlined above are indicative only and are intended to give an overview of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.

Equality, Diversity & Human Rights

It is the responsibility of every person to act in ways to support equality and diversity and to respect humanrights, working within the spirit and detail of legislation including the Equality Act 2010 and the Human Rights Act 1998. ABL is an equal opportunities employer and aims to challenge discrimination, promote equality and respect human rights.

Person Specification

Job Title: Head of Service

| | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|--------------------------------------|---|--|--|
| Qualifications and experience | <p>Degree (or equivalent experience) in health-related field: e.g. Psychology, Mental Health Nursing, Psychodynamic psychiatry</p> <p>Demonstrable experience as a leader in mental health</p> <p>2 + Years Senior Management experience</p> <p>Experience of leading and inspiring large teams over 20 staff</p> <p>Experience working with commissioners.</p> <p>Experience of contract and performance management</p> <p>Experience of budget management of services over £1m a year</p> <p>Demonstrable experience of managing service improvement</p> <p>Experience of leading / working within multi-disciplinary teams</p> | <p>At least 5 years in mental health-related field</p> <p>Experience of delivery/management of CYP mental health services</p> <p>Experience within a commissioning environment</p> <p>Experience of supply chain management</p> <p>Management qualification</p> <p>Experience developing programmes of Communications and marketing campaigns</p> <p>Demonstrable experience of leading staff development programmes</p> | <p>Application Form/ Interview/ Certificates/Assessment.</p> |

| | | | |
|-------------------------------|--|--|--|
| Skills & Knowledge | <p>Excellent partnership/stakeholder relationship skills</p> <p>Understanding of mental health and evidence base</p> <p>Demonstrable experience working with one or more of the following:</p> <ul style="list-style-type: none"> • GP Practices/Primary Care | <p>Knowledge of safeguarding in community health setting</p> <p>Understanding of mental health and evidence base</p> <p>Understanding of clinical and operational governance</p> | <p>Application Form/ Interview/ Certificates/Assessment.</p> |
|-------------------------------|--|--|--|

| | | | |
|---|--|---|--|
| | <ul style="list-style-type: none"> • Secondary Care • Schools and Colleges • VCSE Sector • Social Care • Community health • CAMHS • 0-19 Children Services <p>Excellent people management skills and compassionate leader</p> <p>Personable and approachable leader Problem solving and solution focused approach.</p> <p>Excellent literacy skills/BI skills/data understanding.</p> <p>Excellent communicator both written and verbal and able to communicate across varied mediums.</p> <p>Effective time management skills. Ability to effectively prioritise workload, multi-tasking where necessary.</p> <p>Excellent organisational skills</p> <p>Strong IT skills, particularly with use of Microsoft Office packages and databases</p> | <p>Demonstrable experience and knowledge of techniques for community health engagement techniques</p> <p>Demonstrable knowledge of behaviour change theory and practice</p> <p>Demonstrable experience of Asset Based Community Development</p> | |
| <p>Job Specific Requirements</p> | <p>Work flexibly and adapt to suit service need</p> | | <p>Application Form/ Interview</p> |

How to apply

Application Form

As a *Disability Confident Employer*, we are committed to ensuring that our recruitment process is inclusive and accessible. If you have a disability or learning difficulty which means you are unable to complete an application form, please contact us to complete a telephone assessment. If you feel your disability or learning difficulty prevents you from completing the application form, please contact us to discuss your personal circumstances.

We are happy to accept application forms electronically or written by hand. You can also request an application form in a larger font size.

Contact Details

If you have any questions about the role or would like to discuss the post further, please contact:

NAME: HR Team

CONTACT DETAILS: recruitment@ablhealth.co.uk

The closing date for this vacancy is 25th August 2023