

## Job Description

<b>Job Title:</b>	Team Manager
<b>Band:</b>	Band 7
<b>Responsible to:</b>	Service Manager
<b>Department:</b>	Personality Disorder Community Service/REDS
<b>Directorate:</b>	Adult and Specialist Mental health

## Our Values

	<b>Behaviour</b>	<b>How we will demonstrate this behaviour</b>
<b>Professionalism</b>	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
<b>Respect</b>	We will create positive relationships	By being kind, open and collaborative
<b>Innovation</b>	We are forward-thinking, research-focused and effective	By using evidence to shape the way we work
<b>Dignity</b>	We will treat you as an individual	By taking the time to hear, listen and understand
<b>Empowerment</b>	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

## Job Purpose

The post holder will be responsible for the operational management of the Personality Disorder Service and REDS. The post can be based in either Cambridge or Peterborough as PDCS is a trust-wide service. The job role will include cross-cover when needed across the service. This will include effective clinical leadership and workforce supervision, management of human and budgetary resources, ensuring the service operates evidence-based practice within the community setting as well as evident ability to co-ordinate varying tasks in care delivery and manage unplanned challenges.

The role includes working with the Senior team in fully implementing the NHS Plan, NICE Quality Standards and delivering the Trusts strategic objectives. To complete audit

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/ evaluation of service delivery and engage with the Operational Management Team on service development plans.

You will also support the evolving team by ensuring that operational policies are adjusted and aligned to service transformation, and that innovative practice is robustly implemented, and you will be expected to maintain a visible, professional presence providing staff with assistance, advice, and support.

The role will include providing effective clinical leadership and management of human and budgetary resources, ensuring evidence-based practice within the service as well as evident ability to co-ordinate varying tasks in care delivery and manage any unplanned challenges.

CPFT recognises the importance of maintaining a high-quality workforce and engaging in cutting-edge evidence-based practice.

This post is predominately Monday – Friday 9 am – 5 pm but there may be times when flexibility is expected in line with role and responsibility. The post is based in Peterborough although there will be times when travelling to other bases and residencies within Cambridgeshire and further afield dependant on need.

## **Key Responsibilities**

### **Clinical / Service Specific**

1. To provide operational management and support to the clinical leadership team and across the wider service.
2. To contribute to, quality improvement and problem-solving across the clinical pathways.
3. Ensuring clinical interventions are implemented in line with the latest NICE guidelines for psychological interventions.
4. Ensure that Protocols and arrangements are in place so that people can be stepped up and down to and from the service as required.
5. Ensure clinical governance arrangements are in place to cover all of the clinical activity.
6. Ensure that staff are appropriately skilled and trained to deliver the service and to provide supervision.
7. Ensure satisfactory supervision arrangements are in place for all elements of service delivery.
8. Clinical governance arrangements are in place to cover all of the clinical activity.
9. Ensure that senior psychology staff are appropriately skilled and trained to deliver the interventions and to provide supervision.
10. To adhere to all clinical policies and procedures.
11. Ensure that care delivered is based on the assessment of care needs and includes a thorough risk assessment and risk management plan.

12. Support and undertake risk formulation and risk management for individual clients and assist and advise other professionals on psychological aspects of risk assessment, and risk management in line with Trust and inter-agency policies and procedures, including work with clients deemed as vulnerable adults.
13. Take special responsibility for the assessment of risk about clients accessing the service.
14. To support the structure of clinical supervision in the service of clients with complex psychological needs, enabling other members of the service to support and direct them to the appropriate place in the care pathway.
15. Ensure good communication with all staff and teams, relatives and carers.
16. Monitor and evaluate the standard of care and take action to ensure that a high standard of care is maintained.
17. Identify and be responsive to the diverse cultural, social, and spiritual needs of all patients.
18. Promote general health education and specifically mental health education to the client group.
19. Infection Control - To be responsible for the prevention and control of infection, with particular caution in relation to Covid 19. To manage clear infection control measures within the team, which may include monitoring social distancing, monitoring mask-wearing where necessary, cleaning workstations etc.
20. Identify and intervene proactively in situations that contribute to an unsafe environment for patients and staff.
21. Work flexibly to ensure cover across all teams. To provide clinical interventions and assessments depending on service needs.
22. Contribute to and undertake duties relating to future developments in the service.

### **Research & Service Evaluation**

1. Work within the framework of the Code of Conduct relating to your profession. Maintain an ongoing personal development plan to continually inform, update, expand and develop specialist practice.
2. To maintain up-to-date knowledge of legislation, national and local policies, and issues about both the specific client group and mental health.
3. Be conversant with the Major Incident and Emergency Plans for the organization.
4. Participate in mandatory training and education /training relevant to the post.
5. To comply with all relevant CPFT policies, procedures, and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
6. To always comply with the Trust's Information Governance-related policies. Staff are required to respect the confidentiality of information about staff, patients, and Trust business and in particular the confidentiality and security of personally identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

7. Develop and maintain effective working links with other services.

### **Information Technology**

1. Ensure efficient recording of activity and outcome data, and provide information as required within the stated timescales.
2. Utilise information systems to aid regular audits, involving other colleagues and ensuring a full cycle process with action plans and evaluation.

### **Financial Responsibility**

1. Manage human and budget resources to an optimum effect, reporting to the Service Manager as appropriate.
2. Demonstrate strong and decisive leadership of the team ensuring appropriate and effective use of resources in the delivery of care.

### **Human Resources**

1. Undertake operational duties and ensure effective and appropriate deployment of staff, monitoring, retention, sickness, absenteeism, working performance and taking appropriate action at the earliest opportunity.
2. Motivate, train, and develop staff through Personal Development Plans and Individual Performance Reviews to enable staff to work to their full potential.

### **Training & Development**

- To participate in regular supervision in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.

### **Quality & Patient Safety**

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day-to-day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.

- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

## **General**

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

## **Equality & Diversity**

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

## **To be noted:**

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is

committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

## Person Specification

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Criteria	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> <li>Registered Nurse/Occupational Therapist/Clinical Psychologist or Social Worker with relevant qualifications.</li> <li>HCPC or NMC Professional registration.</li> <li>Professional qualification which supports the ability to provide psychological interventions or advanced clinical training i.e. CBT, CAT, DBT.</li> <li>SSSA/Mentor qualification/ ENB 998 or equivalent.</li> <li>Evidence of continued personal and professional development.</li> </ul>	<ul style="list-style-type: none"> <li>BABCP accreditation.</li> <li>Mentor and mentorship training.</li> <li>Teaching/coaching experience.</li> <li>Leadership training.</li> <li>Mental health-related MSc.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Significant post-registration experience in working with people with complex health problems and mental health needs.</li> <li>Experience in effective collaborative working.</li> <li>Evidence of ability to drive for results.</li> <li>Evidence of experience in service evaluation and</li> </ul>	<ul style="list-style-type: none"> <li>Considerable experience in managing teams and staff.</li> <li>Quality Improvement training and project management experience.</li> <li>Clinical audits and research.</li> <li>Experience with more than one leadership role.</li> <li>Experience in delivering</li> </ul>

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	<p>improvements.</p> <ul style="list-style-type: none"> <li>• Evidence of Interdisciplinary / multi-agency working experience.</li> <li>• Demonstrated experience working on a quality improvement project.</li> <li>• Demonstrated experience of providing psychological therapy.</li> <li>• Experience in supervising staff.</li> <li>• Experience in partnership working with stakeholders.</li> <li>• Experience in developing user and carer involvement strategies in service evaluation, development and the recovery process.</li> </ul>	<p>supervision.</p> <ul style="list-style-type: none"> <li>• We welcome people with lived experience.</li> <li>• Experience of working with families / Carers.</li> <li>• Further training in team management/leadership.</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>• Able to demonstrate commitment to high-quality care and service provision.</li> <li>• Competent IT skills including Word, outlook, excel and PowerPoint.</li> <li>• Ability to prioritise workload effectively, meeting expected deadlines.</li> <li>• Excellent analytical and decision-making skills.</li> <li>• Advanced interpersonal skills demonstrating the ability to communicate and work with a wide range of professionals.</li> <li>• Ability to influence others effectively.</li> <li>• Ability to work effectively under pressure.</li> <li>• High level of self-awareness, recognising own strengths and limitations.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated experience in investigating SI's/complaints.</li> <li>• Experience in developing and leading new initiatives within the clinical care environment.</li> <li>• </li> </ul>



	<ul style="list-style-type: none"> <li>• Ability to manage change and deal with conflict / stressful situations.</li> <li>• Effective negotiation skills. Ability to produce and present clear reports.</li> <li>• Effective organisational and time management skills.</li> <li>• Ability to follow instructions &amp; support junior &amp; senior staff.</li> </ul>	
Knowledge & Understanding	<ul style="list-style-type: none"> <li>• Advanced experience of leadership and managing teams.</li> <li>• Advanced understanding of the mental health needs of adults.</li> <li>• Specialist knowledge of person-centred care and its application.</li> <li>• Specialist knowledge of psycho-social interventions and their appropriate use.</li> <li>• Up-to-date knowledge of appropriate assessment scales.</li> <li>• Good knowledge of the policies and guidelines pertinent to the planning and delivery of care to adults with mental health needs.</li> <li>• Awareness of the impact of the health economies on service planning and delivery.</li> <li>• Knowledge of the recovery principles and their application to adults.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of practical application and use of psychological therapies.</li> <li>• Knowledge of service improvement models and its application.</li> <li>• Knowledge of leadership theories.</li> </ul>
Physical Requirements	<ul style="list-style-type: none"> <li>• Ability to travel independently.</li> <li>• Ability to work flexibly.</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Ability to foster good interagency working.</li> <li>• Ability to represent the team/service/trust in a professional manner.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Recognise people's right to privacy and dignity, treating every person with respect.</li> <li>• Willingness to embrace the integrated model and new ways of working.</li> <li>• Willingness to be flexible in approach and attitude.</li> </ul>	
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The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.