

## SHEFFIELD CHILDREN'S NHS FOUNDATION TRUST

### DEPUTY MENTAL HEALTH CASE MANAGER JOB DESCRIPTION

#### 1. JOB IDENTIFICATION

Job Title: Deputy Mental Health Case Manager

Department: SYB Provider Collaborative Commissioning Hub

Responsible to: Senior Case Manager

Accountable to: SYB Provider Collaborative Clinical Director

Band: 7

#### 2. JOB PURPOSE

The CAMHS Deputy Mental Health Case Manager will work under the direction of the CAMHS Mental Health Case Manager as part of a dynamic team to deliver effective case management and clinical oversight. This includes supporting providers, clinical teams, patients, and their significant others in ensuring safe and effective care pathways are in place for patients requiring / using Specialised Commissioning services in Adult Secure, CAMHS Tier 4 Inpatient and Adult Eating Disorder Inpatient services across the NHS and Independent Sectors.

The role holder will support the SYB Commissioning Hub in driving clinical transformation, ensuring patients are provided with the right care, in the right place at the right time and in the least restrictive way as possible.

#### 3. MAIN DUTIES/RESPONSIBILITIES

##### Case Management

- To manage a dedicated caseload of patients receiving services, under the direction of the Senior / Case Managers.
- To oversee admission into services, ensuring timely, care planned treatment.
- Support patients to achieve a timely discharge in their treatment pathway, working with providers of inpatient services, community placements / teams, and significant others and under the supervision of the Senior / Case Managers.
- Support the day-to-day arrangements for the Single Point of Access and Bed Management arrangements, working closely with the Senior / Case Managers and Clinical Leads in the SYB Commissioning Hub.
- Under direction from the Senior / Case Managers, work to repatriate out of area patients back into area or to discharge in a timely manner, as clinically appropriate, ensuring equal attention to those receiving care in area.
- Contribute to bed planning projections working with key colleagues in the Commissioning Hub.
- To support the delivery of day-to-day Commissioning Hub responsibilities on behalf of the Lead Provider.

- Draft requests for out of area, extraordinary packages of care or cost per case packages prior to making recommendations to the Senior / Case Managers.

### **Quality Oversight**

- Form part of a team that undertakes scheduled visits to each Provider within the SYB Provider collaborative.
- Work collaboratively with other Provider Collaboratives and their Case Managers to ensure reciprocal intelligence and knowledge sharing relating to patients placed out of area.
- Support partners to share learning and good practice.
- Deputise for the Senior / Case Manager as required at the Provider Collaborative Clinical Governance Group meetings on a monthly basis and as required, report directly to the Lead Provider on quality issues.
- Pro-actively manage stakeholders, respond to and resolve conflict when this arises through facilitation or other appropriate mechanisms.
- Be responsible for a high standard of work supporting the delivery of objectives on time, to quality standards and agreed outcomes.
- Demonstrate effective stakeholder management.

### **Information Management**

- Draft reports summarising status on patients / service provider issues and providing progress reports as required.
- Collate as required, a range of information and draft appropriate analysis to develop compelling cases for Senior / Case Manager approval.
- Analyse, interpret and present data to highlight issues, risks and support decision making.

### **Policy and Service Development**

- Proposes changes to own function making recommendations for other service delivery.
- The post holder will need to maintain a good knowledge of emerging policies from government departments for example pensions, change management, constitution.
- Representing the Provider Collaborative and providing clinical advice to colleagues across the system, including CCGs, Local Authorities and the criminal justice system.

### **Promoting Equality & Reducing Inequalities**

- To uphold organisational policies and principles on the promotion of equality.
- To create an inclusive working environment where diversity is valued, everyone can contribute, and everyday action ensures we meet our duty to uphold and promote equality.

## **4. SCOPE AND RANGE**

The role holder will communicate and provide complex information to a wide range of internal and external stakeholders.

They will deputise for Case Managers as required.

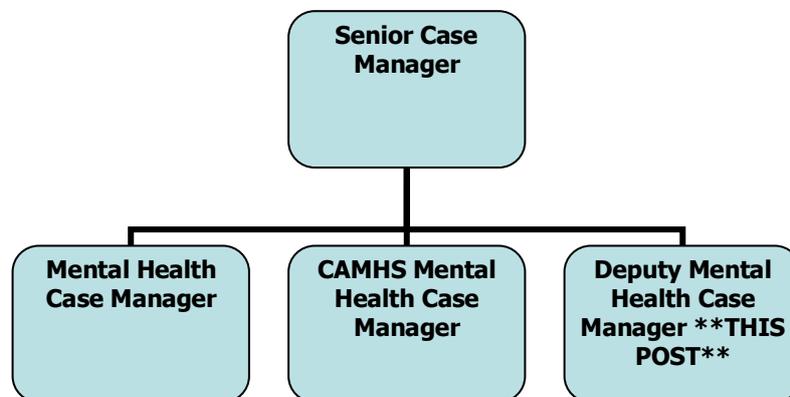
**Internal Relationships**

SYB Provider Collaborative Commissioning Hub  
Senior Case Manager / Case Managers  
Administrative colleagues

**External Relationships**

Partner Organisations  
Other Case Managers  
Commissioners  
Patients' Families and Carers  
Members of the Public

**5. ORGANISATIONAL POSITION**



**6. JOB DESCRIPTION AGREEMENT**

Job Holder's Signature:

Manager's Signature:

Date:

Date:

**TRUST VALUES**

Our Values express what it is like to work in our organisation and our employees should make these a part of everything we do.

*Keeping children, young people and families at the heart of what we do*

Compassion 

- We are led by kindness for all – for our patients, their families and our colleagues
- We will show empathy and understanding, treating everyone with dignity and courtesy

<ul style="list-style-type: none"><li>• We will respect each other and those we care for</li></ul> <p>Accountability </p> <ul style="list-style-type: none"><li>• We always strive to do the right thing</li><li>• We own responsibility for our successes, failures and understand where we need to improve</li><li>• We will create a supportive working environment where everyone takes responsibility for their own actions</li></ul> <p>Respect </p> <ul style="list-style-type: none"><li>• We value differences and treat everyone fairly and consistently</li><li>• We will actively tackle inequality and will foster a culture of inclusion</li></ul> <p>Excellence </p> <ul style="list-style-type: none"><li>• We will seek to improve the way we work and deliver a high-quality standard of care</li><li>• We will be open to new ideas, through innovation, partnership, research and education locally, nationally and internationally</li></ul> <p>Together we care</p>	
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**PERSON SPECIFICATION – DEPUTY MENTAL HEALTH CASE MANAGER**

Assessment Criteria	Essential	Desirable	How assessed
<b>Qualifications and Training</b>	<p>Registered Mental Health / Learning Disability Nurse or other registered health or social care professional</p> <p>Educated to Degree level or equivalent level of experience of working in the specialist area.</p> <p>Evidence of post qualifying and continuing professional development.</p>	Masters' qualification	A/Ref
<b>Experience</b>	<p>Experience of identifying and interpreting national policy.</p> <p>Experience of working in a busy and complex environment.</p> <p>Experience of developing and maintaining a therapeutic alliance with service users and their families /cares.</p>	<p>Extensive knowledge and experience of risk assessment and risk management.</p> <p>An appreciation of the relationship between NHSE/I and Provider Collaboratives.</p>	A/In/REF
<b>Knowledge &amp; Skills</b>	<p>Detailed knowledge of legal issues pertaining to the specialist service, including MHA 1983, after care under supervision, sex offender legislation, probation orders and life licence, Ministry of Justice procedures and child protection legislation</p> <p>An understanding of the background to and aims of current healthcare policy and appreciate the implications of this on engagement.</p> <p>Care coordination skills, focussing on the needs of the individual and</p>		A/In/REF

HR Use only  
AFC code:

	<p>the context of their pathway in relation to all clinical and legal processes</p> <p>Good communication in particular skills across a range of agencies and professional boundaries</p> <p>Ability to anticipate problems before they arise and analyse facts and situations and propose a range of options.</p> <p>Ability to prioritise own work effectively.</p> <p>Working knowledge of Microsoft Office with intermediate keyboard skills.</p> <p>Consistently looks to improve what they do, look for successful tried and tested ways of working, and seek out innovation.</p> <p>Ability to deal with potentially aggressive/antagonistic situations as required.</p>		
<b>Personal Attributes</b>	<p>Adaptability, flexibility, and ability to cope with uncertainty and change.</p> <p>Willing to engage with and learn from peers, other professionals, and colleagues in the desire to provide or support the most appropriate interventions.</p> <p>Values diversity and difference, operates with integrity and openness</p> <p>Professional calm and efficient manner.</p> <p>Demonstrates a strong desire to improve outcomes for patients and make a difference to their lives.</p>		In/REF
<b>Demonstrates Trust Values</b>	Compassion, Accountability, Respect and Excellence		

Key for How Assessed: AF = Application form, In = Interview, P = Presentation, T = Test, REF= Reference