

**HUMBER TEACHING NHS FOUNDATION TRUST
JOB DESCRIPTION**

Job Title:	Team Leader
Band:	7
Department:	Ryedale Community Team
Responsible to:	Ryedale Service Manager
Responsible for:	Ryedale Community Hub and aligned services
Location:	Malton

Job Role Summary

- The post is predominately non-clinical, the individual will need a clinical health professional background and be able to demonstrate a track record in successfully delivering high quality care, with significant experience in leading and managing teams and budgets as well as initiating, implementing, and driving forward changes to service delivery, systems and processes.

Core Functions

- Have a statutory duty to ensure that their staff undertake all relevant safety training in accordance with the Trust Mandatory Training Policy including fire safety.
- Responsible for the identification and management of clinical/organisational risks within their area of responsibility through their involvement with a comprehensive risk assessment, action planning and monitoring process.
- Responsible for appropriate key performance indicators.
- Some weekend working expected on a rotational basis (8am – 4pm) across one community services, acting as Band 7 leader/senior point of contact for junior staff.

Communication and Relationships Skills

- To lead and present complex, sensitive and challenging managerial and clinical communication processes that may impact on patients, carers, staff, the team, the organisation, partner agencies and members of the public, where there are barriers to understanding

- To communicate complex information regarding personal, psycho-social problems in an empathic and supportive way. This will involve using a range of developed inter-personal skills in situations that can be emotional, and or antagonistic and require a satisfactory outcome, e.g. impact of diagnosis.
- Managerial/Lead responsibility for networking locally and nationally and disseminate/share information with other colleagues.
- Chairs/facilitates complex case reviews and management meetings which may involve other agencies or specified organisational/professional forums.
- To provide advanced leadership/managerial advice in order to inform and enable staff to take actions based on the analysis of the specific challenges/risk situation e.g. risk management.

Analytical and Judgemental Skills

- Contribute to identifying/reviewing/re-designing services in response to user need, ensuring a safe, high-quality level of service is maintained.
- Have a lead role in the untoward incident investigation process, analysing, disseminating and implementing lessons learnt.
- Manage complex, challenging and changing situations, ensuring adequate staffing levels with the right skill mix and competency to meet patient needs, taking into account diversity and cultural needs/requirements.
- Obtains, analyses and interprets information for key performance indicators/outcomes.
- Uses sound judgement and critical thinking in assessing conflicting priorities and needs.

Planning and Organisational Responsibilities

- To manage a number of complex activities e.g. the demands placed on the service area, staffing levels, data to inform and support service provision.
- To monitor and review caseload management within the team and provide senior managers with an overview of the service.
- To co-ordinate the activities of others in the delivery of care packages/care bundles.
- Ensure the team have procedures and systems to support the delivery of a high standard of service i.e. policies and protocols.

Physical Skills

- Advanced keyboard skills. Maintain up to date mandatory training and knowledge e.g. Safeguarding, Handling of Violence and Aggression, Moving and Handling, Fire etc.

Responsibilities for Patient Care

- To take a lead/management role in partnership with the service team in managing complex cases.

- To provide specialised advice which contributes to the diagnosis, care or education of patients, carers and support staff providing intensive intervention on highly complex cases.
- Responsible for ensuring staff within the team/service area provide a high quality range of interventions.
- To promote positive patient experience.

Responsibilities for Policy and Service Development Implementation

- Accountable for ensuring that practice and policy changes are implemented within the team/service and identify barriers to implementation and inform senior managers.
- To contribute a professional perspective in reviewing, developing and monitoring operational/clinical policy which may impact beyond own area of responsibility.
- To contribute in the review and development of service specifications, business plans and service level agreements within a culture of competing priorities.
- Evaluates service user responses to the service provided and the effectiveness of that provision.

Responsibilities for Financial and Physical Resources

- Delegated budget for an identified service and is identified as an authorised signatory.
- To identify unmet needs and overspends to inform cost pressures identified as part of the Local Delivery Plan as applicable.
- Oversees stock control for clinical supplies in line with organisational policy/guidance.

Responsibilities for Human Resources

- Day to day management of staff that includes: regular structured supervision and performance development reviews (PDRs) and the initial stages of grievance and discipline for staff reporting directly to them.
- Ensure staff issues are addressed in own area of responsibility e.g. poor performance, fitness for practice, sickness absence, competency, work related stress and lead on the development of action plans to address these.
- Ensure quality placements for students/trainees, ensuring access to suitably qualified mentors. To review placements and liaise with the local Universities.
- To ensure induction of all new staff and support continuous professional development needs in line with organisational policy.
 - Lead on the recruitment, appointment and retention of staff within own area of responsibility.

Responsibilities for Information Resources

- To provide accurate and timely information to inform Trust/National databases as required.
- Ensure staff within team/service area have adequate skills and resources to implement record keeping standards.
- Maintain up to date training and standard IT skills, and demonstrate a good working knowledge of confidentiality and data protection.

Responsibilities for Research and Development

- To instigate and analyse the outcomes of audits, surveys etc and develop local action plans for change, informing organisational strategies.
- To contribute to relevant research projects.
- To support and enable staff to undertake research projects e.g. literature searches, health needs analysis.

Freedom to Act

- To work within current Trust operational/clinical policy/guidelines when dealing with complex/risk situations e.g. on call and inform senior management of situations that fall outside own area of responsibility/accountability.
- To work within professional code of conduct, organisational policy and guidance.
- To interpret and apply relevant policies & procedures of relevant partner organisations e.g. local authority.
- Work is managed rather than supervised.

Standard Paragraphs

- Trust's Values: Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.
 - Equal Opportunities: Promote the concepts of equality of opportunity and managing diversity Trust wide.

- **Health and Safety:** Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.
- **Infection Prevention and Control:** Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.
- **Professional standards and performance review:** Maintain consistent high professional standards and act in accordance with the NMC code of professional conduct. Employees are expected to participate in the performance review process.
- **Service/Departmental standards:** Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- **Finance:** All Trust staff will comply with financial processes and procedures
- **Safeguarding Children:** Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

Summary

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder.

Confirmation of Job Evaluation Process

Job Reference Number:	JE2231
Date of Job Evaluation:	January 2023

Person Specification

	Essential	Desirable	How assessed
Qualifications and Knowledge	<ul style="list-style-type: none"> • Live register or equivalent professional registration relevant to the post • Postgraduate or equivalent or be able to demonstrate equivalent knowledge or experiential learning/experience in service development, managing change, leading and managing staff, plus specialist training and short courses to Diploma level relevant to area of practice: • Hold a recognised non-medical prescribing qualification, (if required to do so) • Full understanding of relevant policy, legislation, drivers and their application to clinical and service areas within community health services , e.g. Mental Capacity Act, Social Inclusion, Safeguarding Adults • Full understanding/application of relevant clinical practice/standards/audit within community services • Good IT skills e.g. knowledge of word and excel 	<ul style="list-style-type: none"> • Advanced/expert clinical qualification • Accredited leadership/management qualification or ability to demonstrate these at an advanced level • Member of specialist interest group/network, locally or nationally • Specialist/advanced understanding/application of relevant managerial and leadership aspects of the service area • Detailed understanding of all current legislation relevant to the service area • Evidence of contribution to research • Evidence of policy implementation and development • Working knowledge of Trust IT systems if relevant to own area of work • Knowledge of managing delegated budgets 	<ul style="list-style-type: none"> • Application form • Interview • Formal qualifications/certificates



	<ul style="list-style-type: none"> • Knowledge of legislation relevant to the service area • Evidence of project work that has had a positive impact on service delivery 		
Experience	<ul style="list-style-type: none"> • Evidence of post-registration professional practice • Demonstrable experience of working in the specific field where the post is held • Proven leadership/management experience, able to demonstrate examples of positive impact/change within service delivery/practice at an advanced level • Evidence of continuing professional development (CPD) relevant to the service area • Evidence of specialist practice skills and able to demonstrate the impact of this on practice change/development • Evidence of promoting/supporting active user/carer involvement/participation • To network locally and regionally • Be able to effectively Chair meetings 	<ul style="list-style-type: none"> • A breadth of professional practice including specialising in the field where the post is held • Development of expert leadership/management skills • Ability to work across team/organisational boundaries developing and maintaining multiprofessional and multi-agency partnerships • Experience of developing others through education, mentorship, coaching, teaching, assessing, presentations, publishing • Management of delegated budgets 	<ul style="list-style-type: none"> • Application form • Interview • Formal qualifications/certificates
Skills and Competencies	<ul style="list-style-type: none"> • Effective inter-personal skills and experience in supervising and mentoring • Able to demonstrate effective communication skills with patients, carers and at all levels of staff/managers in the organisation 	<ul style="list-style-type: none"> • Able to demonstrate effective communication skills at all levels i.e. strategically and locally 	<ul style="list-style-type: none"> • Application form • Interview • Formal qualifications/certificates



	<ul style="list-style-type: none"> • Good time management skills • Work within the culture of improving working lives and working time directive • Ability to lead/motivate staff to embrace change • Working knowledge of Trust policies and procedures in order to effectively lead and manage others • Ability to demonstrate ethical values and attitudes within a culture of equality and diversity • Ability to effectively commute between all various Trust sites • Demonstrate mandatory training and attendance as required for the role 		
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Job Risk Profile – Effort Factors						
This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting Weights / objects between 6 – 15 kilos					x	
Lifting weights / objects above 15 kilos		X				
Using equipment to lift, push or pull patients / objects			x			
Lifting heavy containers or equipment		x				
Running in an emergency			x			
Driving alone / with passengers / with goods	x			x		Commuting between community sites
Invasive surgical procedures		x				
Working at height		x				
Concentration to assess patients / analyse information	x				x	Information analysis / database activities
Response to emergency situations	x		x			
To change plans and appointments / meetings depending on the needs of the role	x				x	Role has frequent unpredictable interruptions
Clinical Interventions	x		x			Rare and only within appropriate professional skill set
Informing patients / family / carers of unwelcome news		X				
Caring for terminally ill patients		x				
Dealing with difficult family situations	x				x	e.g. compliant management
Caring for / working with patients with severely challenging behaviour		X				
Typing up of minutes / case conferences	x			x		Mostly non-clinical minutes



Clinical / hands on patient / client care	x		x			Rare and only within appropriate professional skill set.
Contacts with blood / bodily fluids		x				
Exposure to verbal aggression	x				x	
Exposure to physical aggression		x				
Exposure to unpleasant working conditions dust / dirt / fleas		x				
Exposure to harmful chemicals / radiation		x				
Attending the scene of an emergency	x		x			
Food preparation and handling		x				
Working on a computer for majority of work	x				x	
Use of road transport	x		x			Between community sites and occasionally main trust sites e.g. for training

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A provider of integrated health and social care services across Hull, East Yorkshire, North Yorkshire and beyond.