



Lincolnshire Partnership
NHS Foundation Trust

JOB DESCRIPTION

Clinical Team Manager

Reviewed

January 2024

LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

Job Description

1. Job Details
<p>Job Title: Clinical Team Manager CMHT</p> <p>Pay Band: 7</p> <p>Reports to (Title): Service Manager Community Division</p> <p>Accountable to (Title): Service Manager Community Division</p> <p>Location/Site/Base: Specific to CMHT</p>
2. Job Purpose
<p>To provide the overall clinical leadership of the clinical team within the Community Mental Health Team (CMHT)</p> <p>The post holder will use advanced clinical expertise, levels of judgement, and decision making in clinical care within the CMHT</p> <p>In collaboration with the Team Manager will monitor and lead quality improvements, supervision of practice, clinical audit, and ensure the delivery of high quality care.</p> <p>The post holder will support with flow of patients in and out of the service.</p> <p>The post holder will lead on clinical responsibility of most complex cases within CMHT whilst supervising and supporting the clinical team to care and manage their caseloads.</p>
3. Nature of the Service
<p>The Adult Community Mental Health transformation programme is very much embedded in LPFT, this post will be pivot in supporting our objectives of population health principles, no wrong door and no cliff edges and high quality clinical interventions.</p> <p>This role will work in conjunction with the Operational Team Manager as part of the CMHT and work closely with primary care, the VCFSE sector and Integrated Placed Based Team to ensure seamless clinical pathways for patients.</p>
4. Organisation Chart
<pre>graph TD; SM[Service Manager] --> TM[Team Manager]; SM --> CTM[Clinical Team Manager]; TM --> MDT[Multidisciplinary Team]; CTM --> MDT;</pre>

5. Duties

- To manage and lead the team in the clinical delivery of care.
- To provide comprehensive assessments using highly developed skills. To complete comprehensive risk assessment and management of people who present in mental health crisis
- To work effectively with colleagues from other disciplines
- Demonstrate the ability to effectively influence the clinical dimensions of service development.
- Use specialist knowledge to deal effectively with newly encountered clinical situations.
- Work with individuals to assess their mental health, recognise mental illness and identify their related needs and circumstances; and enable them to understand, manage and where appropriate change their behaviour by linking them with evidence based treatment pathways.
- Plan, implement, review, improve interventions and treatment pathways to meet people's identified needs and manage their inherent risk with comprehensive Clinical Risk Formulation and care planning
- To assess carers' and families needs and develop, implement and review programmes of support for carers and families.
- Protect people from abuse, neglect and harm.
- To work collaboratively and promote effective working relationships with members of the multi-disciplinary team and community teams, ensuring appropriate clinical decision-making, with other professionals and agencies.
- Review and support with the management of the CMHT Team caseload
- To adhere to N.M.C. or other professional codes of conduct and ethics, plus associated legislation.
- To develop clinical practice having due regard for the NICE Guidelines in respect of treatment for mental health disorders.
- To offer clinical supervision and/or support staff in engaging in clinical supervision
- To complete management supervision
- Provide high standards of evidence based, clinical care in one's own practice and leadership in the team's practice.
- Work flexibly according to service needs.
- Contribute to, and where requested, lead on the development of service protocols.
- Instigate and implement service developments, improvements and action plans (as required).
- Key involvement in service development, participating in management discussions and decision making through attendance at management meetings.
- Ensuring the implementation of up to date agreed care plans, risk assessments and reviews are in place for all service users in line with local and national guidance/ legislation.
- Develop and deliver information to enhance professional awareness of issues related to the emotional, behavioural and mental needs of service users.
- To support the Team Manager in monitoring performance and activity targets and ensure these are met and reporting exceptions.
- Promote equality and diversity and a supportive access / admission to in-patient care.
- Promote and support the participation of patients/service users and their carers' in developing the CMHT service, information and guidelines through effective communication, consultation and to promote opportunities for service users and their families to contribute at all levels.
- Support the Team Manager to develop systems to monitor and review the service (against national and local standards as appropriate) and use findings as a means of initiating and implementing change and ongoing improvement in services content, quality and delivery.
- Attend and contribute (as appropriate) relevant regional and national contributing professional development activities to maintain up-to-date skills and knowledge in meeting the needs of the service.
- Delegate aspects of the role to other members of the team, whilst maintaining overall responsibility for care delivery.
- Ensure dissemination of relevant information (internal or external as appropriate) to the team.

- You may occasionally be asked to undertake such other duties that are deemed necessary in order to support business continuity within the Trust. This will only include tasks where you are appropriately trained.

6. Skills Required for the Post

Communication and relationship skills

Always act in a dignified and responsible manner with service users, carers and colleagues, using appropriate language and communication skills, which acknowledge barriers to understanding, cultural differences and diversity.

To provide supportive and sensitive communication, written and verbal advice to patients, carers and staff, whilst demonstrating an understanding of the nature and effects of some information and of barriers to effective communication e.g. sensory or cognitive impairment and unrealistic expectations whilst being considerate of client confidentiality.

Develop and maintain communication (sensitive, complex and contentious) with other teams, external agencies, in order to promote good client care, continuous service improvements and initiatives

To confidently convey complex written and verbal information on both clinical and non-clinical issues and to support the development of these skills with individuals within the team.

Act as an advocate, support service users both physically and psychologically to achieve expected outcomes, explaining care, treatment and associated risks (complex information)

Highly developed interpersonal communication skills in managing clinical teams

Maintain strict confidentiality of complex and sensitive client information at all times. Self motivated with excellent personal management and change management skills.

Analytical and judgment skills

Review and audit team clinical documentation to ensure quality standards are maintained and improved where necessary.

Develop and complete risk assessments, analysing and deciding the most appropriate approach to implementing care plans, agreeing objectives with service users and carers.

Planning and organisational skills

Develop a coordinated team approach to the service users recovery, safety and discharge plans in conjunction with the patient, the clinical team, carers and other providers where appropriate

Physical skills

Highly developed skills and confidence required when co-ordinating clinical activities and the management of difficult, demanding situations

Ability to cope with physical/non-physical violence, aggression and impact of this on others.

7. Responsibilities of the Post Holder

Responsibilities for direct/indirect patient care

Assess, plan, implement, review and improve interventions to meet people's identified needs and manage their inherent risk.

With the Team Manager and Service Manager report serious untoward incidents or investigations, route cause analysis and reviews, supporting the team, service users and carers.

Accept ongoing accountability for service users and supervise and/or mentor the clinical team in the provision of direct/indirect care provision.

Promote and support the participation of service users in developing the CMHT service through effective communication, consultation and to promote opportunities for service users and their families to contribute at all levels.

Responsibilities for policy and service development implementation

In conjunction with the Team Manager and Service Manager to implement and assure service delivery is in accordance with quality standards.

Comply with and carry out safe practice in accordance with Trust policies and procedures, appropriate Codes of Conduct, the Mental Health Act (1983) and other relevant national and local guidance commenting on policies, procedures and developments as necessary.

Promote the mission and values of the Trust.

Responsibilities for financial and physical resources

In conjunction with the Team Manager and Service Manager to manage the budget within fiscal allocation and support them in planning and managing the overall expenditure of the Team of staff, supplies equipment, etc, within the budget, determined by and in accordance with the Trust's standing orders, standing financial instructions, budgetary rules and other financial policies

Use safely in accordance with manufacturers guidance clinical equipment in the performance of their work to appropriate high standards of care.

Ensure any equipment is used within the purpose to which it is designed and maintained to appropriate standards.

Responsibilities for human resources (including training)

To support the Team Manager in developing and implementing the teams training needs as identified in the training needs analysis.

To actively participate in and support the delivery of training opportunities for staff and students and to promote a learning environment and culture within the clinical team.

To support the provision of high quality practice placement education for nursing students and AHPs as detailed in departmental guidelines acting as mentor as required.

To identify own training and development needs and those of the clinical team, including the development of competencies and to attend key in-service courses and conferences as required

To maintain own continuing professional development and use reflective practice to evaluate and update current practice.

Responsibilities for information resources

Record all self generated information within the service users clinical notes and/or using the Trust's clinical information systems (RIO)

Responsibilities for research and development

Undertake and/or participate in Research and Development activities where appropriate

Undertake and/or participate in surveys or audits as necessary to own work

Undertake and/or participate in clinical trials.

8. Freedom to Act

Organise own time and prioritise service user care in accordance with need

Support with complex cases and supervise/support the team as required in the provision of direct/indirect nursing care.

Act as an autonomous practitioner making decisions about service user care as appropriate with the nursing and wider multi-disciplinary team.

Manage or take charge of the Team in the absence of a Team Manager required ensuring resources are co-ordinated to deliver safe and effective care to service users.

9. Effort & Environment**Physical effort**

Frequent requirement to exert moderate physical activity for several short periods during shifts worked

Mental effort

Frequent requirement for concentration to undertake assessments and development of care plans, service user interviews and observation procedure.

Monitor and review service user progress where frequent concentration is required, against planned objectives and use initiative to act on results within own sphere of responsibility, including reporting observations and taking action to minimise risks.

Emotional effort

Frequent exposure to distressing or emotional circumstances relating to exposure to severe and challenging behaviours presented by service users with a mental disorder, including access to information about abuse, neglect and other trauma experienced.

Manage occasional difficult and highly distressing service user behaviour, including verbal and physical aggression, seeking support and assistance as required.

Able to deal with the general stresses of working with complex patients and the distressing circumstances that can arise.

Provide ongoing support for staff, advising them as appropriate, providing supervision both planned and immediate.

Dealing with complaints or grievances.

Working conditions

Office and patient home based environment, frequent use of computers and screens

Possible exposure to unpleasant working conditions where there is exposure to bodily fluids, medication and lotions as well as potential substances controlled via COSHH regulations.

10. Equality and Diversity

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

11. General

You must uphold the Trust's Purpose, Vision and Values:

Our Purpose: is to enable people to live well in their communities.

Our Vision: to make a difference to the lives of people with mental health problems and learning disabilities. To promote recovery and quality of life through delivering effective, innovative, and caring mental health, and social care services.

Our Values: putting people first, respecting people's differences, behaving with compassion and integrity, having pride in our work, working in partnership, developing our staff, being recovery focused and making a positive difference.

In addition you must:

- Highlight concerns in accordance with the Trust's Whistleblowing Policy where it is felt poor practice or general wrong doing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
- Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.
- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post
- Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
- Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.
- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

PERSON SPECIFICATION

		JOB REQUIREMENTS	
	ESSENTIAL	DESIRABLE	HOW ASSESSED (eg Application Form, Interview Test, Reference etc)
Qualifications	<ul style="list-style-type: none"> • RMN : 1st Level Registration (NMC) or degree or equivalent • Evidence of specialised continued professional training (degree level) in clinical practice • Post-registration experience (part time equivalent) • You must provide evidence of ability to study at Level 6 	<ul style="list-style-type: none"> • Evidence of specialised continued professional training in clinical practice (Msc or Degree) • Post graduate qualification in leadership and management (or considerable experience in this area) • Clinical supervision course • Hold a non-medical prescribing qualification 	A, I, R
Experience	<ul style="list-style-type: none"> • Extensive and varied post registration experience of working within mental health care with experience in assessing people with a mental health disorder. • Sound knowledge of the national agenda for mental health. • Sound knowledge of clinical/risk assessment and understanding of Information Governance principles. 	<ul style="list-style-type: none"> • Mentorship Module • ENB998 / FliPS or equivalent or willing to undertake • Working knowledge of Assessment tools • Working within a multi-disciplinary approach to healthcare • Distributed leadership modelling 	. A, I, R
Skills & Competences	<ul style="list-style-type: none"> • Excellent assessment and risk management skills • Sound knowledge of the national agenda for mental health 	<ul style="list-style-type: none"> • Health Liaison 	

	<ul style="list-style-type: none"> • Knowledge of current national agenda and guidance • Demonstrating supportive and sensitive communication to patients, carers and staff, whilst demonstrating an understanding of the nature and effects of some information • Highly motivated & able to engage with service users, carers and key stakeholders to improve outcomes. • Highly developed clinical reasoning skills • Experience of working with patients who have self harming behaviours • Knowledge of the Mental Health Act and MCA (2005) • Evidence of continued professional development • Basic IT skills • Evidence of leadership skills • Caseload management 	<ul style="list-style-type: none"> • Working collaboratively with other health and social care providers • Budget management • Data analysis • Conflict resolution 	A, I, R
Special Requirements	<ul style="list-style-type: none"> • Ability to travel (without the use of public transport) around the county and attend other Trust premises 		A