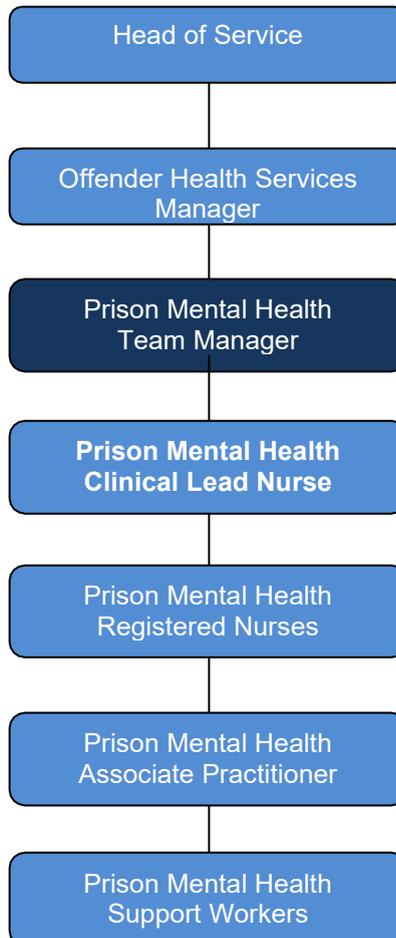


JOB DESCRIPTION

Section One

| | |
|-------------------------|--|
| Job Title: | Prison Mental Health Team Manager |
| Band: | 7 |
| Service: | Forensic Mental Health |
| Accountable to: | Head of Service |
| Responsible to: | Offender Health Services Manager |
| Responsible for: | Line Management of the Prison Mental Health Team |

Organisation Chart:



2.0 Job Summary

- 2.1 To improve the lives of people with mental ill health by minimising the impact of their condition through effective clinical leadership and management of the development and delivery of excellent services to promote recovery and well being for all service users.
- 2.2 To be compassionate in meeting the needs of patients in prison settings.
- 2.3 To be professionally accountable and responsible for the delivery of the clinical service by the Prison Mental health Team.
- 2.4 To be responsible for the operational management of the Prison Mental Health Team.
- 2.5 To lead practice development and service development initiatives to ensure continual quality improvement as an integral part of the Trust's Quality Improvement System.
- 2.6 To line manage the Prison Mental Health Team.
- 2.7 To provide direct care to patients in prison settings as required.
- 2.8 To promote at all times a positive image of people with mental ill health.
- 2.9 To promote at all times a positive image of the Offender Health Service and the wider Trust.

3.0 Main Duties and Responsibilities

3.1 Clinical Responsibilities, Patient Contact

- 3.1.1 Responsible for ensuring that the safety, privacy and dignity of all patients is maintained in the delivery of patient centred care, recognising and respecting differences including spiritual and cultural beliefs
- 3.1.2 Ensures that all staff take steps to obtain patient consent to care and treatment in accordance with the Mental Capacity Act, ensuring that patients who lack mental capacity remain at the centre of decision-making and are fully safeguarded.
- 3.1.3 Ensures that all staff act, wherever applicable, in accordance with the Mental Health Act and associated policies and procedures.
- 3.1.4 Responsible for ensuring that all staff recognise the potential for or signs of patient harm, abuse and neglect, including poor clinical practice, report all such occurrences and take all reasonable steps to protect the patient. Responsible for ensuring that all staff identify and report concerns regarding the safeguarding of children who may be at risk.

- 3.1.5 Accountable for ensuring the highest professional standards and attitudes towards the care of patients are maintained and delivered at all times in accordance with evidence based practice by all members of the Prison Mental health Team. Patients have a range of mental health conditions and a history of offending behaviour. Patients may demonstrate behaviours that challenge and may have difficult family situations of relevance.
- 3.1.6 Responsible for ensuring that risk assessment and management is carried out effectively by all staff, at all times.
- 3.1.7 Provides clinical advice and direction on complex issues, as appropriate, to clinical staff in the team, staff from other Trust services and external organisations including those linked with the Offender Health Pathway.
- 3.1.8 Provides direct care to patients as required including those with complex mental health needs.
- 3.1.9 Demonstrates safe breakaway techniques in the management of violence and aggression as required.

3.2 Administrative Responsibilities

- 3.2.1 Undertakes administrative tasks in relation to own work
- 3.2.2 Uses Microsoft Office applications.
- 3.2.3 Uses Trust-approved electronic systems as required e.g. Systm1, Nomis, ESR, Datix, CRS, IIC etc.

3.3 Responsibility for Information Systems

- 3.3.1 Responsible for ensuring that accurate and comprehensive patient records are maintained by all staff, using PARIS (or Systm 1 in the Prison Service), in accordance with the Trust and professional record keeping standards.
- 3.3.2 As a designated Information Asset Administrator (IAA), supports the Information Asset Owner (IAO) by:
 - ensuring that all policies and procedures relating to information assets are followed by all staff in the designated area
 - recognising actual or potential security incidents and consulting with the IAO on incident management
 - ensuring that information asset registers are accurate and up to date.
- 3.3.3 Responsible for monitoring key performance indicators relating to the Prison Contract and taking appropriate action as required.

- 3.3.4 Writes reports relating to operational matters for consideration and decision making by the management team. Such reports may involve the production of statistical information.
- 3.3.5 Writes reports for Serious Untoward Incident and whistleblowing investigations and disciplinary/grievance/capability hearings etc.

3.4 Responsibility for Planning/Organising & Strategic/Business Development

- 3.4.1 Responsible for the staff rota and arranging short-notice cover as required.
- 3.4.2 Prioritises and delegates work across the prison mental health team in accordance with established competence whilst maintaining own professional accountability and ensuring their work meets required care standards.
- 3.4.3 Co-ordinates multiagency working and review of patient care.
- 3.4.4 Participates in the development of the service business plan.

3.5 Policy Development

- 3.5.1 Responsible for the development of policies and procedures for the service.
- 3.5.2 Responsible for ensuring robust implementation, monitoring and evaluation of new or revised policies and procedures in the workplace.
- 3.5.3 As a member of working groups, proposes changes to policies which may affect other services or external agencies
- 3.5.4 Responsible for ensuring the operational policies within the Prison Contract are adhered to by all members of the team.

3.6 Service Development, Project Management

- 3.6.1 Uses the techniques of the Trust's Quality Improvement System to lead development and quality improvement activity within the designated team.
- 3.6.2 Undertakes project management roles for specific areas of work.
- 3.6.3 As a member of project teams or working groups, proposes changes to service in own clinical area which may affect other services.

3.7 Financial Responsibilities

- 3.7.1 Manages the delegated budget for the prison mental health team.

3.8 Responsibility for Physical Resources, Estates, Hotel Services

- 3.8.1 Responsible for ensuring that all staff are trained in the safe use equipment, following manufacturer's instructions, and immediately reporting any defects in accordance with local procedures.
- 3.8.2 Responsible for the efficient and effective use by staff and self of all available resources.
- 3.8.3 Responsible for ensuring, where applicable, the safe custody and storage of drugs by all staff in accordance with Trust policies.
- 3.8.4 Contributes to the maintenance of security of Her Majesty's Prison Service by working within the guidelines of the Local Security strategy or equivalent.

3.9 Research and Audit

- 3.9.1 Keeps up to date with new developments in the field, evaluating available research and disseminating information to inform evidenced based practice.
- 3.9.2 Maintains a personal professional portfolio of learning activity in compliance with own registering body requirements.
- 3.9.3 Leads the team in practice development initiatives.
- 3.9.4 Sets and monitors quality standards for clinical work, reports outcomes and develops action plans to address areas of concern, responsible for ensuring implementation and evaluation of agreed action plans.
- 3.9.5 Participates in and may lead research projects and complex audits using research methodology.

3.10 Staff Management, Training and Development, HR

- 3.10.1 Acts as a role model for the team and demonstrates effective leadership through personal practice.
- 3.10.2 Responsible for the line management of all members of the prison mental health team including appraisals, personal development planning and training, management of sickness absence, formal disciplinary and grievance matters, performance management, recruitment and selection decisions and high level planning and prioritising of departmental workload. The undertaking of some appraisals may be delegated as appropriate.
- 3.10.3 Responsible for ensuring the implementation of an effective system of clinical and management supervision, preceptorship, mentorship and training throughout the team to facilitate learning in practice. Participates directly in the provision of clinical supervision, preceptorship, mentorship and training to team members as appropriate. Sign-off mentor, or equivalent, for students, as appropriate.

3.10.4 Liaises with academic institutions and is responsible for the placement, teaching and support of students as appropriate.

3.10.5 Participates in the Offender Health on-call rota as required

4.0 Communication

4.1 Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.

4.2 Communications with patients must at all times be safe (appropriate) in content, effective and respectful and made compassionately and positively to minimise anxiety and distress related to their health and well-being.

4.3 Responsible for ensuring that effective communication systems are maintained within the team and for strengthening partnership links with prison staff, GPs, social workers, local authorities, statutory, private and voluntary independent providers of care, primary care and other relevant agencies, attending meetings as required.

4.4 Communicates accurate and comprehensive operational information at management meetings using appropriate presentation skills, to inform decision making in the best interests of the service.

4.5 Communicates sensitive or contentious information to staff regarding e.g. disciplinary matters, organisational change where the atmosphere may be hostile or antagonistic but where the communication needs to be accepted or where co-operation needs to be achieved.

4.6 Communicates accurate and comprehensive clinical information, which may be complex and sensitive, to other health professionals at case conferences and multiagency meetings to inform decision making in the best interests of the patient.

4.7 Uses appropriate communication methods to ensure effective therapeutic engagement with patients including the giving and receiving of complex or sensitive information where understanding may be limited and the atmosphere may be antagonistic and hostile.

4.8 Responsible for ensuring that communication with members of the public is professional and courteous at all times.

4.9 Investigates and responds to patient complaints in an effective and timely manner.

4.10 Participates in leadership network groups, professional forums and special interest groups.

5.0 Analysis and Judgement

- 5.1 Analyses and interprets a range of complex facts and situations when assessing patient conditions in order to develop appropriate intervention plans or to determine the best course of action in particular circumstances. Judgements may be required where there exists a range of options.
- 5.2 Uses judgement when providing advice and guidance on complex clinical cases to other members of the nursing team and staff from other disciplines.
- 5.3 Uses judgement and analysis when investigating and responding to patient complaints.
- 5.4 Responsible for maintaining appropriate boundaries with patients.
- 5.5 Uses judgement and analysis when investigating and responding to staff grievances and disciplinary/capability matters.
- 5.6 Undertakes analysis of performance data and budget statements when compiling operational reports.
- 5.7 Investigates Serious Untoward Incidents and whistle-blowing issues, writes and presents reports, makes recommendations and ensures robust implementation of agreed action plans, as appropriate.

6.0 Freedom to Act

- 6.1 Works within Professional Code of Conduct, as an autonomous practitioner accountable for own professional practice.
- 6.2 Uses significant discretion as appropriate in applying clinical/professional policies.
- 6.3 Uses discretion within defined parameters when taking decisions relating to the operational management of the service provided by the team.
- 6.4 The Offender Health Services Manager meets with the post holder monthly to review objectives and is not always immediately available to provide advice or support as difficult situations arise requiring the post holder to work on own initiative.
- 6.5 Works within the guidance of PSI, PSO and security restrictions of the prison.

7.0 Personal Responsibilities

The post holder must:

- 7.1 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.

- 7.2 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- 7.3 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
- 7.4 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 7.5 Fully participate in annual appraisal and appraisal reviews.
- 7.6 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.

8.0 General

The post holder must:

- 8.1 Comply with the Trust's Information Governance Policies and maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.
- 8.2 Comply with the Trust's Health and Safety Policy and risk management procedures and report as necessary any untoward incident or hazardous event in accordance with local procedure.
- 8.3 Carry out the duties of the post with due regard to the Equality and Diversity Policy.
- 8.4 Comply with the Trust's Infection Control Policies as appropriate to the role.
- 8.5 Comply with the Safeguarding of Children and Adults policies and protocols as appropriate to the role.
- 8.6 Comply with the Behaviours that Challenge Policy as appropriate to the role.

9.0 Other Requirements

- 9.1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.
- 9.2 The post holder may be required to work in locations other than those specified in the job description as required by service need.
- 9.3 The post holder may be required to work flexible hours as required by service need.

- 9.4 There may be a requirement to change the job description in light of developing service needs.

10.0 Person Specification

| | Essential | Desirable |
|-----------------------|---|---|
| Qualifications | <ul style="list-style-type: none"> • Current professional registration with appropriate body in healthcare or social work. • Evidence of Continuing Professional Development. • Certificate in teaching & assessing in Clinical Practice as appropriate to own profession. • Clinical Supervisor. • Recognised sign-off mentor or equivalent for students (within agreed timescale). • Leadership or management qualification or willingness to work towards. Qualification must be achieved within agreed timescale. • Quality Improvement Systems for Leaders or willing to undertake within agreed timescale. • Key skills in literacy, numeracy and ITQ level 2 (or equivalent) | <ul style="list-style-type: none"> • Post-graduate diploma in a relevant area. |
| Experience | <ul style="list-style-type: none"> • Significant experience working with people with complex mental ill health or learning disabilities in a community setting. • Significant experience of working collaboratively with service users and their families/carers • Significant experience of providing clinical supervision, mentoring and teaching to healthcare professionals and students. • Demonstrable leadership or management experience • Significant role in quality improvement activities. | <ul style="list-style-type: none"> • Experience working in Forensic Mental Health or other secure setting.. • Use of the Trust's Quality Improvement system |
| Knowledge | <ul style="list-style-type: none"> • Significant evidenced based knowledge to post-graduate level equivalent, of best practice in caring for patients in the designated field. • Good understanding of relevant legislation (e.g. | <ul style="list-style-type: none"> • Budget Management and Financial Standing Instructions. • HR policies and procedures |

| | | |
|-----------------------------------|---|--|
| | <p>Mental Health Act, Mental Capacity Act) and its application in practice.</p> <ul style="list-style-type: none"> • Good understanding of clinical governance and its application in practice. • Detailed understanding of Safeguarding and its application in practice. • Detailed understanding of Care Programme Approach and its application in practice. • Detailed understanding of Clinical Risk Assessment and Management and its application in practice. • Research and development methodology. • Understanding of psychological models of care and treatment. • The Trust's quality Improvement System (QIS) | |
| <p>Skills</p> | <p>Must be able to:</p> <ul style="list-style-type: none"> • Manage a team effectively • Manage change effectively • Provide effective leadership • Communicate complex and sensitive information effectively to patients, carers/families and all members of the multidisciplinary team. • Work positively and collaboratively in partnership with external agencies • Provide effective clinical supervision, teaching, training and assessing in clinical practice. • Use multimedia materials for presentations in professional settings. • Use approved breakaway techniques • Write reports and policies • Undertake basic statistical analysis | |
| <p>Personal Attributes</p> | <ul style="list-style-type: none"> • Able to work in accordance with the Staff Compact and Trust Values and Behaviours. • Compassionate in meeting the needs of vulnerable people and their families and carers. • Able to engage with vulnerable people and work | |

| | | |
|----------------------------------|--|--|
| | <p>effectively in distressing and challenging circumstances</p> <ul style="list-style-type: none"> • Able to work flexibly and co-operatively as part of a team • Able to use own initiative and make decisions independently • Committed to continual quality and service improvement • Self-aware and committed to professional and personal development. Able to accept and respond positively to feedback from supervision | |
| <p>Other Requirements</p> | <ul style="list-style-type: none"> • Ability to travel independently in accordance with Trust policies and service need. • This post is subject to a satisfactory Disclosure and Barring Service check and further clearances as required by the Prison Service. | |

JOB DESCRIPTION AGREEMENT SNM084: v2: 28 December 2017

Post Holder

Sign..... Date.....

Print Name.....

Line Manager

Sign..... Date.....

Print Name.....

Print Job Title.....



Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
 - respect – we listen, we are inclusive and we work in partnership
 - compassion – we are kind, we are supportive and we recognise and celebrate achievement
 - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

Further information

Further information is available at www.tewv.nhs.uk/about-us/our-journey-to-change

There is also further information for colleagues on our internal staff intranet
<https://intranet.tewv.nhs.uk/our-journey-to-change>