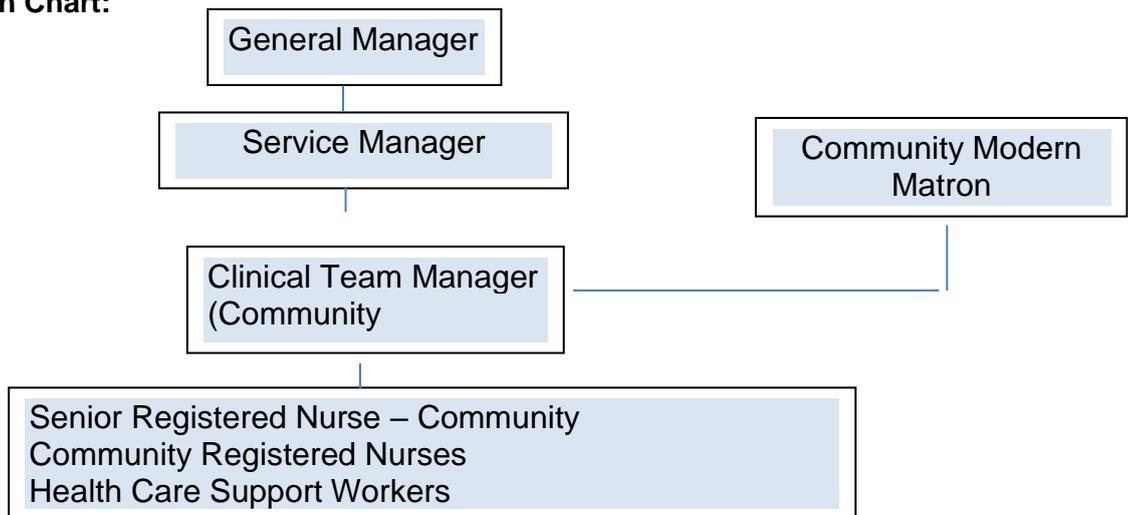


ZZZ-NM-07 Dec 23

Job Description

Job Title	Clinical Team Manager (Community)
AFC Band	Band 7
Accountable to	General Manager and Associate Director of Nursing
Responsible to	Modern Matron and Service Manager
Responsible for	Operational and line management of the team

1.0 Organisation Chart:



2.0 Job Summary

2.0	<u>Job Summary</u>	
2.1	To improve the lives of people with mental ill health, learning disabilities and/or autism by minimising the impact of their condition through effective leadership and management of the development and delivery of excellent services to promote recovery and wellbeing for all service users.	
2.2	To be professionally accountable and responsible for the delivery of the service	
2.3	To be responsible for the operational management of the team within budgeted resources and including the effective line management of the team.	
2.4	To lead practice development and service development initiatives to ensure continual quality improvement as an integral part of the Trust's Quality Improvement System.	
2.5	To provide an environment and culture where patients, carers and staff can raise concerns and be confident that: they will be listened to, their views will be respected and their concerns will be investigated where appropriate, without fear of retribution.	
2.6	To model appropriate behaviours to other staff.	

	2.7	To promote at all times a positive image of Services and the wider Trust.
	2.8	To participate in the establishment of systems assisting the senior Nurses/practitioners in the development of clinical practice, to ensure that the developments are embedded within the team and are sustainable. To ensure high professional standards of practice.
	2.9	To lead the planning, implementation and participation in training and educational activities relevant to Practice Development for all staff in the designated specialty.
	2.10	To support the Clinical Specialist – Nurse/Generic and other senior staff in establishing and maintaining high standards and continual improvement within the established governance framework.
	2.11	To undertake ongoing audit of care and service delivery, underpinned by research and evidence-based practice. Undertakes research as part of the role.
	2.12	To coordinate and deliver Managerial supervision to support all Staff within the area of responsibility.
	2.13	To ensure all staff access appropriate clinical, management and caseload supervision
3.0	<u>Main Duties, area of Responsibilities</u>	
3.1	Delivering high quality patient care	
	3.1.1	Promotes and maintains safety, privacy and dignity of all patients 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, parental consent or working within Frasier guidelines to care and treatment in accordance with the Mental Capacity Act, ensuring that patients who lack mental capacity are cared for in the least restrictive way; where restrictions are in place, ensures that consideration is given as to whether a deprivation of liberty is occurring and that this is raised with the MDT to agree appropriate authorisation.
	3.1.3	Ensures that all staff act, wherever applicable, in accordance with the Mental Health Act, Duty of Candour 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 practice, report all such occurrences and take all reasonable steps to protect the patient.
	3.1.5	Responsible for ensuring that all staff identify and report concerns regarding the safeguarding of all those who may be at risk.
	3.1.6	Responsible for ensuring the maintenance and further development of a physical and psychological environment conducive to the provision of high quality care at all times.
	3.1.7	Accountable for ensuring that 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 team. Patients have a range of mental health conditions and/or learning disabilities, may demonstrate behaviours that challenge and may have difficult family situations of relevance.
	3.1.8	Ensures that the team provides the best possible experience for patients and their carers/families.
	3.1.9	Ensures that all staff have access to appropriate clinical supervision and mentorship and that they know how to access clinical advice on complex issues both within the team (which would include themselves) and from other disciplines and external organisations.
	3.1.10	Investigates and responds to patient complaints in an effective and timely manner.
	3.1.11	Ensures the team develop care plans that are based on current risk assessment, evidence-based practice, critical thinking and whole system support requirements that take account of relevant physical, social, cultural, psychological, spiritual, genetic and environmental factors
	3.1.12	May be required to accompany and provide support to patients within a variety of community settings, dependent on current risk assessment. This may include social inclusion/community integration/transfer to and from appropriate areas e.g. acute hospitals, police stations etc.
	3.1.13	To manage crises by supporting colleagues and service users when necessary, and utilising other integral parts of the service, to ensure best practice in risk assessment and management.
	3.1.14	Ensure the team are adhering to safe transport and administration of medicines in accordance with Trust policy, legal requirements and NMC guidance, where applicable.
	3.1.15	Supports individual patients and their families/carers, providing advice and liaising with other support services to co-ordinate individual support packages
	3.1.16	May be required to attend Mental Health Act tribunals, coroners courts, serious incidents and CTR's (or CETR's).
	3.1.17	Where appropriate and with authorisation advocates for patients/carers.
3.2	Successfully communicating with others, establish and maintain great working relationships and gain co-operation	
	3.2.1	Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.
	3.2.2	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.
	3.2.3	Responsible for ensuring that effective communication systems are maintained within the team and for strengthening partnership links with e.g. GP commissioners, social workers, local authorities, statutory, private and voluntary independent providers of care, and other primary care agencies, attending meetings as required.

	3.2.4	Communicates accurate and comprehensive operational information at management meetings using appropriate presentation skills, to inform decision making in the best interests of the service.
	3.2.5	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.
	3.2.6	Writes and presents reports, makes decisions and/or recommendations as appropriate and ensures robust implementation of agreed action plans.
	3.2.7	Communicates accurate and comprehensive information to other professionals at case conferences and multiagency meetings to inform decision making in the best interests of the patient.
	3.2.8	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.
	3.2.9	Communicates complex and sensitive information regarding patients' needs and progress accurately and in a timely manner to their carers/relatives as appropriate, having due regard for confidentiality at all times.
	3.2.10	Responsible for ensuring that communication with the public is professional and courteous at all times.
	3.2.11	Resolves informal complaints effectively, avoiding escalation where possible and informs the Service Manager or Modern Matron in a timely manner.
	3.2.12	Communicates and engages with staff within and across teams to support effective service change.
	3.2.13	Participates in leadership network groups, professional forums and special interest groups.
3.3	Effectively analysing information, identify problems, develop solutions and make recommendations/decisions	
	3.3.1	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.
	3.3.2	Responds appropriately to crisis situations, where necessary seeking advice and guidance from other senior professionals.
	3.3.3	Uses judgement when providing advice and guidance on complex situations to other members of the team and staff from other disciplines.
	3.3.4	To use significant discretion and professional judgement and act on their own initiative within their sphere of expertise.

	3.3.5	Responsible for maintaining appropriate boundaries with patients.
	3.3.6	Handles incidents and complaints in accordance with relevant policies and procedures as required.
	3.3.7	Uses analysis and judgement when developing care plans.
	3.3.8	Uses judgement, evidence based practice and analysis when investigating and responding to patient complaints.
	3.3.9	Uses judgement and analysis when investigating and making decisions with regard to staff grievances and disciplinary/capability matters.
	3.3.10	Investigates Serious Untoward Incidents and whistle-blowing issues as required, making decisions and recommendations as appropriate.
	3.3.11	Undertakes analysis of performance data and budget statements when compiling operational reports.
	3.3.12	During the out of hours roster period, uses own professional judgements to resolve issues appropriately or to escalate to the identified on-call
3.4	Effective processing and management of information and the use of information systems	
	3.4.1	Responsible for the maintenance of accurate and comprehensive electronic patient data by self and others, or other electronic systems approved by the Trust, in accordance with Trust and professional record keeping standards. Uses Trust electronic systems such as IIC for the interpretation and analysis of data relevant to the role. This includes statistical analysis, several times a month on average relating to research and audit work.
	3.4.2	Ensure use of clustering tools, related assessments and other measures accurately, as a key part of the Payment by Results system to facilitate clinical reporting, monitoring and improvement activities.
	3.4.3	May be required to write reports for Mental Health Act tribunals, coroners courts, serious incidents and CTR's (or CETR's).
	3.4.4	Uses Trust-approved electronic systems as required e.g. ESR, Datix, IIC etc
	3.4.5	As a designated Information Asset Administrator (IAA), supports the Information Asset Owner (IAO) by: <ul style="list-style-type: none"> • 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. Writes reports relating to operational matters for consideration and decision making by the management team. Such reports may involve the production of statistical information
	3.4.6	Writes reports for, Serious Incidents and disciplinary/grievance/capability hearings etc. as required.

3.5	Efficient and effective planning and organising of activities	
	3.5.1	Provides professional advice to managers in support of strategic planning and business development.
	3.5.2	Responsible for the effective implementation of Key worker (Care Coordination/Lead Professional) role to protect the health and wellbeing of service users, carers, staff and the wider community.
	3.5.3	Plans own and others workload, managing competing demands to ensure care is delivered according to priority.
	3.5.4	Develops and co-ordinates training programmes for members of the team, including students.
	3.5.5	Responsible for the staff rota, managing shift change and annual leave requests while maintaining the required level of staffing.
	3.5.6	Prioritises and delegates work across the team taking into account the capacity and competency of individuals whilst maintaining professional accountability.
	3.5.7	Co-ordinates multiagency working and review of patient care.
		Participates in the development of the service business plan.
3.6	Developing and implementing policies and or services	
	3.6.1	If a member of working groups, represents the nursing profession, providing a professional nursing perspective to the development of policies and making recommendations which impact across other services.
	3.6.2	Responsible for implementing agreed service changes, monitoring information, maintaining and improving service delivery to meet quality standards within the team.
	3.6.3	Supports the development of systems to ensure robust service user representation and participation in service planning and evaluation.
	3.6.4	Provides leadership in the sharing and transfer of good practice in relation to evidence-based practice, such as the incorporation of the recovery model principles, working across specialisms with colleagues from other services.
	3.6.5	Uses the techniques of the Trust's Quality Improvement System to facilitate continual safety and quality improvement activities as part of the community team or special interest group.
	3.6.6	Participates in or leads local projects to develop services to meet the changing needs of the patient group.
	3.6.7	Participates in service improvement projects which impact across other services.
	3.6.8	Responsible for the development of policies, procedures and standard work processes for the service.

	3.6.9	Responsible for ensuring robust implementation, monitoring and evaluation of new or revised policies and procedures in the workplace.
3.7	Managing finance and physical resources/assets e.g. equipment, fixtures and fittings, stationery etc	
	3.7.1	Personal duty of care to complete time sheets, mileage forms, expense claim sheets etc accurately and in a timely manner, providing receipts as required..
	3.7.2	Authorised signatory and orders stock as required
	3.7.3	Ensures all equipment is used safely and effectively by self and staff, following manufacturer's instructions, and immediately reporting any defects in accordance with local procedures.
	3.7.4	Ensures that available resources are used efficiently and effectively by self and staff.
	3.7.5	Responsible for the safe custody and storage of drugs in accordance with Trust policies, as applicable.
	3.7.6	Manages the delegated budget for the designated team and is responsible for ensuring that the service is provided within the budgeted resources.
	3.7.7	Operates within the Standing Financial Instructions issued by Finance.
	3.7.8	Effectively manages staffing levels on the team including the approval of annual leave following assessment of the need to authorise the use of bank workers, overtime or agency workers and being accountable for those decisions.
	3.7.9	Responsible for the security and levels of stock on the team, ensuring that a system of reordering is in place that avoids accumulating excess stock. Such systems should incorporate the Trust's QIS 5s principles.
3.8	Undertaking research, audits and governance, providing assurance to others	
	3.8.1	Leads the development and monitoring of practice development in the team.
	3.8.2	Leads the development and implementation of surveys and audits as necessary to monitor practice.
	3.8.3	Improves professional practice by undertaking and actively participating and facilitating others to participate in research and audit.
	3.8.4	Ensures compliance with requirements of any research activity, adhering to the established governance arrangements.
	3.8.5	Remains up- to-date with developments in practice and research and facilitates others in applying relevant findings to professional practice.
	3.8.6	Sets and monitors quality standards for work, reports outcomes and develops action plans to address areas of concern, responsible for ensuring implementation and evaluation of agreed action plans.

	3.8.7	Participates in and may lead research projects and complex audits using research methodology.
3.9	Management of others, including planning and allocating work, training and development and management of the employment contract	
	3.9.1	Works closely with senior staff to identify and support the professional training and development requirements for staff, including those carrying a specialist caseload.
	3.9.2	Ensures that systems are in place to enable individual practitioners to meet their Professional Practice requirements.
	3.9.3	Provides supervision to staff and trainees as required and contributes to staff appraisals, ensuring the effective implementation of professional development plans.
	3.9.4	Ensures that clinical supervision arrangements and structures are in place for all registered nurses and non-regulated staff undertaking direct patient care in accordance with Trust policy.
	3.9.5	Uses the appropriate support systems to deal constructively with any exposure to distressing information received within the team and offer support to junior colleagues where required.
	3.9.6	Supports staff to adhere to all clinical and corporate policies and procedures.
	3.9.7	Arranges and participates in recruitment, selection and appointment of staff.
	3.9.8	Ensures effective liaison between community and in-patient services.
	3.9.9	Accountable to the Service Manager for the performance of the team through a standard, robust, evidence based caseload management framework.
	3.9.10	Responsible to the General Manager and Service Manager for individual and team performance and development.
	3.9.11	Provides training to all members of the team, monitoring and evaluating learning outcomes, providing feedback and assessing competencies to facilitate learning in practice.
	3.9.12	Practice Assessor or Practice Supervisor for students as professionally appropriate.
	3.9.13	Provides training in relation to own work to GPs, statutory, private and voluntary providers of care and other primary care agencies as appropriate.
	3.9.14	Depending on work area may be responsible for conducting delegated appraisals, ensuring appropriate training is delivered and undertaking the informal stages of sickness, management, grievance, disciplinary and capability matters.
	3.9.15	Acts as a role model for the team and demonstrates effective leadership.
	3.9.16	Responsible for the line management of all team members

	3.9.17	Responsible for recruitment and selection decisions in accordance with Trust Policy and procedures, including supporting staff who are redeployed into the team.
	3.9.18	Considers, in accordance with the Staff Relatives Procedure, measures to be taken where existing and/or new staff who are in a relationship are working together within the team
	3.9.19	Ensures, within the required timescale, that all staff, students and volunteers receive a local induction appropriate to their role when joining the team or changing their role within it.
	3.9.20	Demonstrates awareness of and proactively manages equality issues which may arise e.g. the need to make reasonable adjustments for staff with a disability, the need to avoid disadvantaging staff who are pregnant or on maternity leave.
	3.9.21	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 supervision, preceptorship, mentorship and training to team members as appropriate. Practice assessors and supervisors. Liaises with academic institutions and is responsible for the placement, teaching and support of student nurses.
	3.9.22	Ensures that all staff act in accordance with the Trust's Values and Behaviours and takes appropriate action if they do not, liaising with the HR Department for advice and guidance.
3.10	Managing Self and Level of Autonomy	
	3.10.1	Comply with the terms of the contract of employment and the Trust's Statement of Values and Behaviours.
	3.10.2	Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
	3.10.3	Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
	3.10.4	Fully participate in management, clinical and professional supervision sessions relevant to the role and profession, as required by the Trust and registration where necessary.
	3.10.5	Fully participate in annual appraisal and appraisal reviews.
	3.10.6	Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role.
	3.10.7	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.
	3.10.8	Data Quality is a personal responsibility for all employees. The information that you record as part of your duties at the Trust must be fit for purpose, reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the

		information must be: accurate, relevant, legible (if hand written), captured and recorded in a timely manner, complete, up to date and appropriately stored.
	3.10.9	All staff with clinical registration are professionally accountable for the quality of information they collect and use.
4.0	<p><u>Other Requirements</u></p> <p>Safeguarding</p> <ul style="list-style-type: none"> All staff members have a duty to report any concerns they have about the safety or wellbeing of adult service users, members of their families, including children. Employees should be aware of their roles & responsibilities to both prevent and respond appropriately to abuse. They should undertake the safeguarding training relevant for their role. <p>Flexibility</p> <ul style="list-style-type: none"> 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. The post holder may be required to work in different locations as required by service need. The post holder may be required to work flexible hours as required by service need. There may be a requirement to change the job description in light of developing service needs. <p>Physical Effort required for the role</p> <ul style="list-style-type: none"> The nature of this role requires a combination of sitting and standing and the requirement to occasionally exert moderate physical effort, when manoeuvring patients. <p>Exposure to Emotional Circumstances/information</p> <ul style="list-style-type: none"> The nature of this role will involve frequent exposure to highly distressing or emotional circumstances, when dealing with patients with highly complex needs, Serious Incidents, complex staffing issues, disciplinary/grievance etc. <p>Predictability of the role and level of concentration/mental effort required</p> <ul style="list-style-type: none"> The nature of this role requires frequent concentration, with a unpredictable work pattern, when, assessing patients' needs, attendance at meetings, staff rotas, informal and formal meetings with staff <p>Working conditions</p> <ul style="list-style-type: none"> The nature of this role will involve frequent exposure to verbal aggression. 	

Essential	Measured by
<p>The following identified Qualification ,Experience and knowledge are all essential criteria that all candidates/post holders will have in order to be shortlisted for the role</p>	
<p>Qualifications Required</p>	
<ul style="list-style-type: none"> • Current professional registration with appropriate body in healthcare or social work or relevant professional clinical qualification (ie PWP/CWP in IAPT/Getting Help services) 	Application Form and Interview
<ul style="list-style-type: none"> • Be Educated to Master’s level in leadership or a subject area relevant to the area of practice OR 	Application Form and interview
<p>Have equivalent clinical experience to that of masters level such as working as a band 6 (or above) in relevant clinical area with significant experience – which also includes significant experience of managing people (see below under experience), together with evidence of CPD</p>	Application Form and Interview
<ul style="list-style-type: none"> • Be trained in Clinical Supervision and Providing Clinical Supervision • Be a Recognised Practice Assessor/Practice Supervisor 	
<p>Experience Required</p>	Application form and Interview
<ul style="list-style-type: none"> • Significant experience of managing people • Significant experience of working with patients with complex needs in the specialist field • Significant experience working with patients who display risk behaviours • Working collaboratively with others (external partners, staff service users and their families/carers) • Evidence of delivering supervision • Working knowledge of the legal framework and statutory obligations under the Mental Health Act, Mental Capacity Act and other relevant legislation • Detailed understanding of Safeguarding and its application in practice • Risk assessment and management and its application in practice • Working knowledge of clinical medicines management • Developing, maintaining and auditing standards of practice • Evidence of training in Quality Improvement methodology or coaching, and/or using. 	

<ul style="list-style-type: none"> Inter-agency and partnership working 			
<p>The following sets of Knowledge, Skills, Experience, Personal Attributes are all essential requirements of the role, as identified some will be measured as part of the interview process and other must be acquired by the post holder within the first 6 – 12 months of being in post.</p>		Method of Assessment and timescales	Desirable
<p>Knowledge/ Skills/experience</p>	<ul style="list-style-type: none"> Understanding of psychological models of care and treatment (depending on specialist area) Knowledge of current issues relating to health needs of patients in the field of practice, regionally and nationally Research methodology The Trust's Quality Improvement system (QIS) – or completion of training within agreed timescale Governance and its application in practice 	At Interview All within 6 – 12 months of being in post	
<p>Personal Attributes</p>	<p>Able to work in accordance with the Trust Values</p> <p>Able to challenge staff behaviour and values in a constructive manner</p>	<p>Interview by Values based Questions</p> <p>Within 6 – 12 months</p>	

	<p>Able to offer support to staff whilst maintaining boundaries, which enable difficult decisions to be made in an impartial and fair manner in accordance with Trust policies and procedures.</p> <p>Compassionate in meeting the needs of vulnerable people and their families and carers.</p> <p>Able to engage with vulnerable people and work effectively in distressing and challenging circumstances</p> <p>Able to work flexibly and co-operatively as part of a team</p> <p>Able to use own initiative and make decisions independently</p> <p>Committed to continual quality and service improvement Self-aware and committed to professional and personal development.</p>	of being in post	
Other Requirements	<p>Ability to travel independently in accordance with Trust policies and service need.</p> <p>This post is subject to a satisfactory Disclosure and Barring Service check</p>		

JOB DESCRIPTION AGREEMENT

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.tevv.nhs.uk/about-us/our-journey-to-change

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