

JOB DESCRIPTION

Oxford Health NHS FT

Job Title: Team Manager – Early Intervention in Psychosis Team
Band: Band 8A
Responsible to: Service Manager
Responsible for: *This would normally be direct reports*
Accountable to: Head of Service and Head of Nursing
Place of work: Whiteleaf Centre Buckinghamshire, with frequent travel across the county.
Hours: 37.5

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JOB PURPOSE

As Team Manager for the early intervention in psychosis team (EIP) working across Buckinghamshire, you will take overall responsibility for the planning, management and delivery of integrated health and social care for the team. This will be completed by working alongside the service manager and in conjunction with the Heads of Nursing and Social Care.

You will provide the management and delivery of services in a way that is focused on the individual patient's journey, working with the Clinical Lead to ensure that patients receive care and treatment quickly, through specialised interventions attuned to reducing deterioration and relapse prevention. This will include ensuring that EIP principles and fidelity to the model are embedded within the culture of the teams and the highest level of clinical care is achieved. You will lead the service across the county in ensuring that all relevant Referral to Treatment (RTT) targets are met in a timely manner.

You will work with other Directorate and Trust professional leads to develop and implement the relevant strategies including working with CQUIN and CQC performance measures ensuring that we evidence compliance with all requirements.

You will work with and alongside the Leadership team to ensure that EIP staff has the necessary skills, expertise and support in order for them to provide high quality care and treatment. This will be achieved by making essential skills training explicit, and ensuring regular training and development occurs through supervision. This will include embedding care packages and care clustering within the teams as well as the psychological and physical interventions in order to meet NICE compliance.

You will identify, manage and implement the vision for the role of staff team within the multi-disciplinary teams and make explicit the need for integrated teamwork across all services.

You will play a key role in the specification of quality measures and therapeutic interventions and be involved in the process of investigating Serious Incidents and action plans to improve quality of care.

In your position as Team Manager, you will be expected to have a full knowledge and understanding of the role of the Clinical Lead, providing the necessary support and cover across the teams.

DUTIES AND RESPONSIBILITIES

a) Managerial

- Be managerially accountable for the coordination of the early intervention in psychosis (EIP) team in Buckinghamshire.
- Provide leadership and direct management of the EIP team
- Be managerially accountable for the budgets aligned to the team.
- Lead in the development of team structures which support and embed integrated working.
- Ensure that effective liaison and joint working is developed, implemented and maintained with the CCG, AHSN and national agencies and all other relevant services within the designated geographical area.
- Monitor service quality, achieve balanced budgets and comply with all statutory regulations.
- Regular dialogue and confirmation of key tasks with the Service Manager, Head of Service and Heads of Professions will ensure the focus and delivery of high-quality care within the given financial envelope.

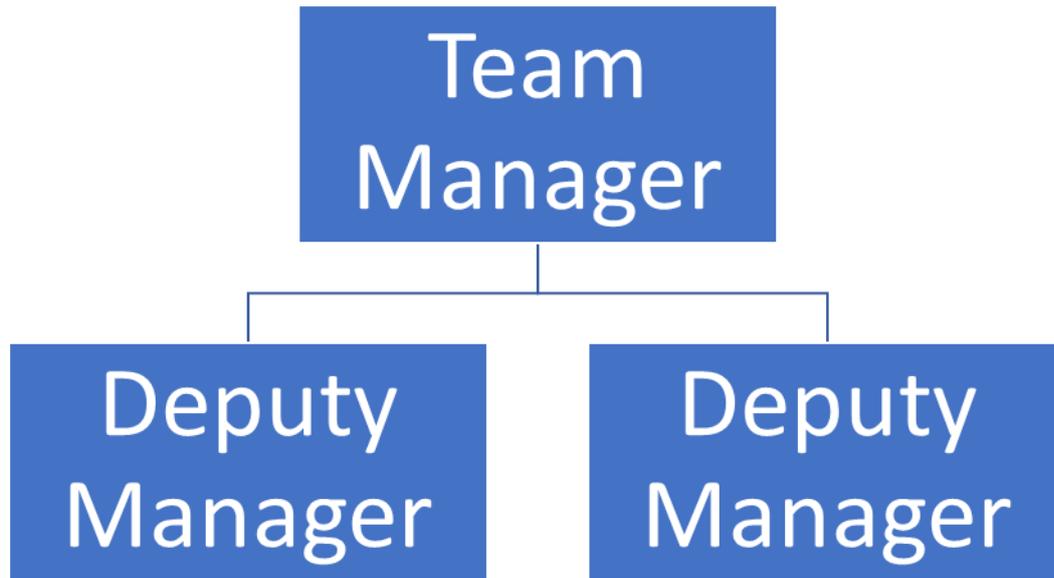
b) Delivery of clinical services

- The post holder will be responsible for the effective assessment; care planning and treatment of patients within the EIP Team, ensuring all policies and processes are adhered to. They need to ensure that the appropriate systems are in place for the delivery of caring, safe and excellent services in line with the CPA approach and within a model of integrated practice.
- They will be responsible for the allocation and prioritisation of clinical work within the EIP Teams and lead the facilitation of balanced allocation of work. This will be with due regards to levels of experience, competency and ability of an individual's clinical practice.
- They will ensure that the effective delivery of Recovery based services is paramount within the teams and the post holder acts as a champion and role model in this area.
- They will ensure that accurate records are maintained by EIP and that these are entered into the Carenotes system in a timely and efficient manner.
- Liaison with relevant Professional Leads to ensure that professional supervision takes place and ensures that all clinical practice, education and training is in line with Trust Policies and Procedures and in keeping with the professional's relevant code of conduct.
- Be responsible for ensuring that all staff within the EIP team receives managerial and clinical supervision and that standards and frequency are also in place.
- Ensures that professional behaviour of all team members is in line with expected standards and takes appropriate action with the relevant HR officers utilising the relevant policies and procedures.
- Leads on the PDR process for all staff within the EIP team and works alongside the Clinical Lead and the appropriate Heads of Professions to develop management and professional objectives for all staff.
- Participates in the recruitment and selection of all staff within the team and ensures this complies with Recruitment and Selection procedures.
- Sets up and maintains a staff induction programme for all staff, ensuring that all relevant areas are covered within this process.
- Maintains discipline within the workplace, acting within and in accordance of the appropriate Trust and Local Authority policies and procedures. Where necessary, manages issues of performance in relation to capability, ill health or grievance procedures in conjunction with the Service Manager and HR.
- Coordinates annual leave and training in line with procedures and ensures that adequate staffing is maintained for the continued effective functioning of teams.
- Maintains appropriate records and approves mileage claims, expenses and sick leave.

- Be responsible for the Pay and Non-Pay Budgets and where appropriate raise any issues with the relevant finance manager.
- Ensures the required level of clinical activity is maintained and that this is monitored and regularly reviewed. In addition, ensures all performance measurements and targets are met in a timely and effective manner.
- Maintains and improves systems for the reporting of team activity and to analyse performance data in conjunction with the Business Performance Leads within the locality.
- Provides links with the local CCG's and AHSN to facilitate effective communication and to ensure that a quality service is provided in line with the agreed service specifications.

c) General responsibilities

- The post holder will provide a point of contact for external enquiries and complaints concerning the EIP team.
- Responds and manages informal and formal complaints and enquiries from the PALS teams.
- Ensures that services offered by the teams are culturally sensitive and appropriate in line with an individual's specific needs.
- Takes a lead on ensuring that effective Health and Safety systems are in place that maintains worker and client safety, including the Lone Worker Policy.
- Participates in the investigation of serious incidents and RCA processes and contributes to the implementation of recommendations.
- Actively seeks the views of patients and carers in the delivery and redesign of services and allows them to participate in service development wherever appropriate.



CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene,

decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).

- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR), National Data Security Standards and any professional code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

PERSON SPECIFICATION

Band: 8A		
Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements	<p><u>Clinical</u></p> <ul style="list-style-type: none"> ▪ High level standard of working, knowledge/skills and community work as a senior clinician ▪ Understanding and appreciation at a high level in the area of early intervention in psychosis ▪ Experience of Caseload management/highly complex and difficult clinical situations and cases ▪ Specialist or advanced skills attained in assessment <p><u>Management</u></p> <ul style="list-style-type: none"> ▪ High level experience of team management and performance management skills ▪ Experience of developing and leading service development and ability to demonstrate positive outcomes for patients and carers ▪ Experience of managing change and communicating the need for this to all staff within the teams ▪ Formulating policies/procedures/standards ▪ Budgets <p><u>Practice Educator</u></p> <ul style="list-style-type: none"> ▪ Supervision of students from all professional backgrounds ▪ Facilitation of student learning <p><u>Supervisor</u></p> <ul style="list-style-type: none"> ▪ Wide ranging ability to undertake supervision of registered and non-registered staff ▪ Staff appraisal and development work including PDR process <p><u>Project Management</u></p> <ul style="list-style-type: none"> ▪ Organising project work and supervising others as part of the process ▪ Experience of leading service development work <p><u>Professional</u></p>	<ul style="list-style-type: none"> ▪ Qualification in specialist intervention ▪ Management training undertaken ▪ Teaching and presentation skills ▪ PRINCE 2 qualification

	<ul style="list-style-type: none"> ▪ Excellent developed leadership skills ▪ Teamwork skills ▪ Effective communicator with patients, carers and staff and able to negotiate and persuade in complex and difficult situations ▪ Time management skills ▪ Organisational skills for own and others workload ▪ IT skills ▪ Excellent written work skills 	
Qualifications – Academic/Skills/Professional	<ul style="list-style-type: none"> ▪ RMN, Social Work, Occupational Therapy or Psychology Professional Qualification ▪ Diploma/degree in relevant profession ▪ Specialist training and experience in a clinical field ▪ Practice placement educators’ course or equivalent 	<ul style="list-style-type: none"> ▪ Postgraduate clinical / management qualifications ▪ Advanced Assessment Skills Training
Further Training or Job Related Aptitude and Skills	<ul style="list-style-type: none"> ▪ Clinical work with EIP patients ▪ Supervisory skills with staff ▪ Risk assessment and management ▪ Clinical and legislative knowledge in mental health 	
Experience	<ul style="list-style-type: none"> ▪ Considerable experience using therapeutic interventions ▪ Experience and understanding of health & safety and its application within the service area ▪ Understanding of working practices within Clinical Governance ▪ Experience of undertaking Audits ▪ Have comprehensive understanding of Child Protection and Safeguarding Processes 	
Personal Qualities	<p>Personal</p> <ul style="list-style-type: none"> ▪ Adaptability ▪ Assertiveness ▪ Good interpersonal skills ▪ Initiative ▪ Reliability ▪ Sensitivity ▪ Reflective in approach ▪ Highly motivated 	
Contractual Requirements or other requirements	<p>Driving license and car owner</p> <p>Flexible working</p>	