

Job Description

Job Title:	Team Leader
Band:	7
Responsible to:	Mental Health Area Manager South
Department:	Crisis Resolution and Home Treatment Team South
Directorate:	Older People's and Adult Community Directorate

Our Values

	Behaviour	How we will demonstrate this behaviour
Professionalism	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
Respect	We will create positive relationships	By being kind, open and collaborative
Innovation	We are forward thinking, research focused and effective	By using evidence to shape the way we work
Dignity	We will treat you as an individual	By taking the time to hear, listen and understand
Empowerment	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

Job Purpose

To undertake a range of management responsibilities, including but not limited to; recruitment and selection processes, performance management, appraisal and sickness absence management and staff development.

To work in partnership with the consultant and dementia clinical lead and ensure that expert leadership is demonstrated which meets the holistic needs of older adults within an acute mental health division.

To provide high visibility leadership, driving forward team developments by demonstrating as exemplar of expert practice, thereby, energising and motivating staff to continually deliver person centred care of the highest quality.

To ensure that the voice of patients and their families/carers is listened to and suggestions for changes to practice are respected and where necessary, escalated to senior decision makers within the organisation. Thereby embedding a you said, we did, ethos within the

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team.

Key Responsibilities

Clinical / Service Specific

1. Work within the Crisis Resolution and Home Treatment Team for Older People (CRHTTOP), providing clinical leadership on the matters relating to mental health interventions and line manage the mental health staff.
2. Clinically supervise mental health practitioners within the CRHTTOP to ensure that there is excellent communication and planning for mental health interventions across the team.
3. Ensure systems are in place to receive and prioritise mental health referrals to the team and delegation to staff members with the level of skill and competence required to meet patient need.
4. Lead on the assessment and care planning/ interventions for patients whose needs may frequently be complex and multi-factorial in nature, collaborating with the integrated team, Advanced Practitioners/ medical colleagues, social services and other stakeholders involved in the transfer of care.
5. Engage proactively with key stakeholders (including for example General Practitioners, Advanced Practitioners, the Integrated Neighbourhood Teams, specialist services, Social Services, independent/ private sector providers, from within and beyond the organisation) to identify patients who require supportive intervention and case management to prevent avoidable hospital admission and enable those individuals to remain in their own home environment.
6. Negotiate the timely transfer home for those patients whose presentation does not require them to remain within or transfer to the acute/community hospital environment.
7. Work in collaboration with the integrated neighbourhood team to provide information, prepare patients and their families/ carers for changes in the patients' condition and actively encourage and support decision making and choice for end of life care including the use of fast track and CHC processes.
8. Prioritise and manage own workload to ensure responsive care/interventions by staff with the level of skill and competence to meet patient need and provide advice and support to team members regarding the care/ management plan.
9. Undertake assessments and reviews for appropriate patients; being responsible for ensuring case management plans are in place; have been delivered; and complete relevant documentation.
10. Ensure own leadership style facilitates effective communication, collaboration and motivation of staff and partners to achieve effective transfer of care.
11. To assess, receive and review data regarding patients who regularly attend/ are admitted to acute care, liaise with the patients; and relatives/ carers as appropriate; and utilise tools such as Risk Stratification to enable the identification of appropriate patients
12. Lead in the development of annual audit plans for the Integrated team
13. Work collaboratively with the Team and professional leads to support professional and practice developments including CPFT Clinical Supervision framework
14. Maintain confidentiality in accordance with the Data Protection Act
15. It is a condition of employment that you are currently a registered professional and it is your responsibility to maintain your professional registration.
16. To work with the area mental health lead and peer group to develop and maintain countywide management systems to demonstrate effective delivery of integrated care

17. Assist in the development and implementation of changes to modernisation and improve operational processes and delivery
18. Assist in leading person centred, performance focussed approach to managing Integrated services
19. To be responsible for the management of and reporting on individual and team performance indicators and the development of remedial action plans as required
20. To undertake mandatory training as required by Trust policies.
21. Work closely with the MDT and coordinators integrating working practices to streamline processes, share knowledge, and benefit patient experience, outcomes and flow.
22. Support the Area Mental Health Manager in the development and provision of a responsive and proactive neighbourhood locality based approach to the prevention of avoidable hospital admissions through the support and mentoring of staff, to identify and mobilise interventions to reduce risk and maintain patients in their own home environment where this is possible.

Research & Service Evaluation

1. Implement effective risk management systems and in the formulation of action plans
2. Ensure evidence-based practice and research and development activity is used to inform service development and evaluation processes are used to measure success of new initiatives introduced
3. Participate in the development of audit plans for the mental health service
4. Responsible for clearly communicating objectives and providing feedback to staff
5. Provide a management style that acknowledges staff contribution and enhances motivation and development at all levels
6. Implement agreed processes to enable meaningful user involvement in the planning and delivering of services
7. Able to process complex information, review and take action to resolve operational problems and complaints to achieve required service standards

Information Technology

1. To ensure that mental health staff have access to appropriate mobile technology's, and System 1 access and the completion of shared care plans
2. Ensure that staff is capturing relevant and appropriate information for their services onto System 1.
3. Ensure that staff have a level of training appropriate to the role and input that is required of them to deliver
4. Maintain confidentiality in accordance with the Data Protection Act
5. Contribute to the development of System1, to ensure that data is used to inform staff performance and that data capture is used to drive quality initiatives to further develop patient care.

Financial Responsibility

1. To work within the parameters of set budget and designated responsibilities i.e. for travel costs, equipment purchase.
2. To review budget statement monthly and act on any discrepancies.

Human Resources

1. Manage systems to ensure the effective allocation and deployment of staff to assess, treat and review the needs of patients
2. To contribute to the recruitment and appraisal of staff and ensure that they receive appropriate clinical and practice supervision
3. To be responsible for following key human resources policy e.g: sickness, performance and grievance procedures
4. Assist in developing training plans to assist in the deliver of Integrated care
5. To participate in regular supervision (clinical or management) in accordance with good practice guidelines and Trust policy.
6. To participate in the Trust's annual Appraisal process
7. To attend all relevant mandatory training as and when required to do so

Training & Development

- To participate in regular supervision in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.

Quality & Patient Safety

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

General

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.

- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

Equality & Diversity

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

To be noted:

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

Person Specification

Job Title:	Team Leader
Band:	Band 7
Responsible to:	Mental Health Area Manager South
Department:	Crisis Resolution and Home Treatment Team, Older People

Criteria	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> Registered Mental Health Nurse Level 1/and or equivalent AHP qualification. Educated to degree level or equivalent experience Demonstrate continuous professional development 	<ul style="list-style-type: none"> Management qualification Relevant qualifications in mental health e.g. Non-medical Prescribing
Experience	<ul style="list-style-type: none"> Proven record of experience and achievement in mental health assessment, care of adults and older people Evidence of effective leadership management in multi-disciplinary teams Demonstrate effective liaison with care providers, voluntary and statutory partners Knowledge of common mental health conditions affecting adults and older people 	<ul style="list-style-type: none"> Budget management Managing across sites Have a lived experience of mental health challenges
Skills & Abilities	<ul style="list-style-type: none"> Able to demonstrate commitment to high quality care and service provision Experience of clinical supervision and leadership Excellent communication skills both verbal and written Good interpersonal skills and the ability to foster good working relationships with all 	<ul style="list-style-type: none">

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	<p>levels or people</p> <ul style="list-style-type: none"> • Ability to influence and negotiate • Able to demonstrate a clear understanding of partnership working • Flexible and proactive approach to change • Demonstrates an understanding of health, social care and wider role of stakeholders • Demonstrates an understanding of audit methodology • Experience in training and education • Demonstrates understanding of legislation relating to work with Older People • Demonstrates leadership ability • Demonstrates ability to analyse and take action on performance and quality data 	
Knowledge & Understanding	<ul style="list-style-type: none"> • Accepts responsibility and professional accountability for own work and can define the responsibilities of others. • Recognises the limits of own authority within the role. • Seeks and uses professional supervision and support appropriately. • Understands and adheres to the principles of confidentiality. • Demonstrates professional curiosity. • Standard keyboard skills and ability to communicate through IT using packages such as Word, Outlook, Excel and Powerpoint. • HR systems and processes • 	
Physical Requirements	<ul style="list-style-type: none"> • Ability to travel across the county – sometimes at short notice. 	

	<ul style="list-style-type: none"> • Driving Licence • Satisfactory Criminal Records Disclosure • In exceptional circumstances flexibility to work over seven days per week, to support the delivery of a 24 hr service 	
Other	<ul style="list-style-type: none"> • Demonstrates empathy for the awareness and concerns of others. • Listens to and understands directly and indirectly expressed feelings. • Encourages others to express themselves openly • Manages strong emotions and responds constructively to the source of problems. • Shows respect for others' feelings, views and circumstances. • In highly stressful situations keeps own feelings in check and takes constructive action and calms others down. • Has a range of mechanisms for dealing with stress. Can recognise when to use them and does so. • Has a realistic knowledge of personal strengths and space for development. • Can demonstrate flexibility of approach. • Shows a well-informed appreciation of the challenges of working with the diverse needs of this group. • Positive approach to older people • Recognise peoples right to privacy and dignity, treating every person with respect • Willingness to embrace integrated model and new ways of working. • Willingness to be flexible in approach and attitude • 	

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.