**Job Description**

|  |  |
| --- | --- |
| **Job title:** | Deputy Team Leader |
| Band: | 6 |
| Locality: | Central & West - South Ribble |
| Service: | Community Mental Health Team |
| **Base:** | Pathways |
| AfC Ref: |  |
| Hours of work: | 37.5 |

Reporting arrangements:

Managerially accountable to: Team Leader

Professionally accountable to: Team Leader

## Job summary

South Ribble CMHT Team are looking to recruit a full time Band 6 Deputy Team Lead.

The successful postholder will support the Team Leader in the day to day running of the CMHT, offering support and advice to the wider team.

The role will include the ongoing support and management of the Core Team.

South Ribble are a friendly and supportive team, who thrive on being innovative. If you would like an informal chat or visit, please email [Margaret.marshall@LSCFT.NHS.uk](mailto:Margaret.marshall@LSCFT.NHS.uk)

**Main Duties of the Role**

To take an active role in auditing and maintaining standards of record-keeping.

To have responsibility for seeking support and advice from the CMHT Clinical and Team Lead in respect of issues and difficulties with individual patient care.

To attend regular decision-making meetings with the CMHT Clinical and Team Lead in order to address caseload management issues such as acceptance of assessments, the provision of ongoing care, discharge planning, face-to-face contacts and patient mix.

To actively promote teamwork, respect, integrity, accountability, excellence and compassion within the clinical team in accordance with the Trust values and code of conduct.

To provide leadership within the team and to act as a key member of the Multi-Disciplinary Team ensuring the effective assessment, planning, clinical treatment, monitoring and evaluation of care given to service users with severe and enduring mental illness under a Case Management process.

To ensure that stable secondary care patients are provided with the support they require, including the support needed to meet their physical health needs, as they step down into primary care.

To deliver a service which enhances service users’ experience of a personalised service that is under pinned by the effective delivery of case management requirements and promotes enhanced physical health and treatment outcome monitoring.

To ensure an effective link between delivery and client outcomes that responds quickly at times of highlighted client concerns.

To act as a source of information within the other teams and support to other team members engaged in clinical treatments.

To work effectively with primary care providers to establish the most appropriate source of service users support in a recovery model context.

## Key relationships

All members of the (wider) team, including General Practitioners, nurses, psychological therapists, occupational therapists, social care staff, health care staff, medics and administration teams.

**Department chart**

Adult Service Manager

Team Manager

Deputy Team Manager

Band 6 – Community Mental Health Practitioners

Band 4&3 Support Time & Recovery Workers.

**Key responsibilities:-**

**Communication and relationship skills**

Excellent communication skills and an ability to engage with and form therapeutic relationships with service users.

The ability to help overcome barriers to understanding, e.g. patients who have physical impairment, mental health conditions or learning disabilities.

The provision of factual information with patients using reasoning, reassurance, tact and empathy, with good interpersonal skills, and an ability to establish a rapport.

The communication of highly sensitive information, in a manner that may require empathy, persuasion and reassurance.

Attend relevant meetings, where appropriate, and ensure effective feedback mechanisms are in place to deliver effective internal communications.

To provide an effective link between the clinical treatment service and other elements of the mental health service spectrum.

To participate in and encourage reflective practice based research as service needs dictate.

A Clear understanding of LSCFT policies.

**Analytical and judgmental skills**

To act as a supervisor and mentor to band 5 assistant practitioners, band 4 & 3 STRWs and student nurses.

To ‘act up’ in the absence of the team Manager (taking direction from the service manager as appropriate).

**Planning and organisational skills**

Be responsible for maintaining NMC registration Or recognised Core mental health Professional Qualifications (e.g RMN/Dip SW) and uphold professional legislation accordingly.

To take personal responsibility for professional development.

To maintain mentor status as a nurse and actively participate in educational programmes, including the supervision of students on placement to provide opportunities for student objectives to be attained.

To attend, as appropriate, courses/conferences, which will provide preparation for new developments in the field of mental health nursing and enhance existing skills and knowledge.

To complete all mandatory training required by the Trust.

To manage, supervise and oversee Bands 6, 5, 4 and 3 staff within the team.

**Patient/client care**

To undertake specialist health, occupational and social care needs assessments, including risk assessments and Dialog + in relation to the service user, family members and environmental risks.

To formulate specialist multi-disciplinary treatment and intervention plans for service users in response to identified needs under the transformation of CMHT service provisions.

Influence team decisions and take appropriately agreed risk in relation to service user needs.

Act and undertake duties of a case manager for services users who have severe and enduring mental illness. This requires judgement and analysis of complicated facts in relation to their illness and treatment required.

Actively coordinate care given by yourself and the multidisciplinary and multi-agency teams and arrange annual review meetings.

Implement care utilising therapeutic skills following necessary skills training.

Review treatment plans, arranging the transfer of service users back to primary care or signposting to other appropriate service as required or voluntary organisations.

Participate in the supervisory process receiving caseload, managerial, professional, and clinical supervision on a 4-6 weekly basis. Support with annual appraisal reviews.

Ensure the effective management of a defined caseload and oversee that of junior members of staff.

Provide advice/education to statutory and non-statutory organisations.

Undertake and promote practice sensitive to the needs of service users from Diverse, disability and Minority Ethnic backgrounds.

In accordance with Professional body guidance, ensure practice is safe, effective and evidence-based.

To advocate on behalf of service users and carers.

Empower service users and their carers.

Maintain appropriate records, written or electronic, adhering to professional bodies and Lancashire and South Cumbria NHS Trust Guidelines for record keeping and meet the requirements of the Data Protection laws and Caldicott Guidelines.

Undertake driving as part of the role.

Utilise keyboard skills, Information Technology skills and administrative role.

Engage and work with service users and at times family members, who exhibit highly disturbing challenging, unpredictable and aggressive behaviour on an average daily- weekly basis. This includes service users who experience hallucinations/delusional ideation, and who may have children who are on the ‘At Risk’ register.

To oversee and deliver clinical treatments in line with policies, procedures and guidelines.

To facilitate and participate where appropriate, the taking of blood from service users within specialist clinics following necessary training.

To meet statutory obligations and requirements and comply with the relevant policies, procedures and guidelines as required by Adult and Community Services and Lancashire and South Cumbria Foundation Trust.

To have a working knowledge of Physical Health Conditions that can cause contra-indications for the patient, such as Diabetes, Cardiovascular disease and metabolic syndrome.

Administer intra-muscular medication and be highly skilled in medicines management and medicines used within the clinical area. Also to provide information, education and monitoring of mental health and any side effects of medication reporting to the responsible medical officer if appropriate.

Provide leadership to ensure the safe and effective receipt, storage and administration of medication, in accordance with the Trust policy including overseeing the quality and accuracy of prescription charts.

To ensure that the comprehensive assessments of clients are based on the use of professional accepted clinical tools and outcomes of assessment are recorded upon the required documentation to a good standard.

Ensure written records and documentation for clients care are kept up to date in accordance with Professional standards and local policies.

To monitor compliance in regard to obtained patient consent and take action as appropriate.

**Responsibilities for policy and service development**

Work within the agreed policies, procedures and guidelines identified for the sphere of practice.

To ensure compliant to the Mental Health Act and Code of Practice, Mental Capacity Act and other associated legislation.

**Responsibilities for finance**

To assist the management team in the effective management of resources.

**Responsibility for human resources**

To be aware of and adhere to the Human Resources policies of the organisation.

To participate in the agreed personal development review (PDR) process.

To comply with laid down Trust safety instructions and procedures.

To ensure the correct and proper use by staff of equipment and facilities provided.

To refrain from the wilful misuse or interference with anything provided in the interests of health and safety and from any action which may endanger the post holder or others.

To report as soon as is practicable all accidents and untoward occurrences and to ensure that accident forms are completed.

To report all hazards and defects.

To ensure compliance with specific community based policies such as the Lone Worker arrangements.

To be aware that Lancashire and South Cumbria NHS Foundation Trust operates a no smoking policy.

**Responsibility for information resources**

To maintain quality record keeping.

**Research and development**

To be actively engaged in relevant research based practices.

To participate in the development of quality enhancement initiatives.

To promote a culture for change with a review of established practices.

**Freedom to act**

The post holder will be accountable for their actions.

Act up in the absence of the team Manager.

To use initiative and to act independently at the discretion given to the post holder to take action within the defined parameters, seeking advice when necessary.

The post holder will have a clearly defined understanding of policies and procedures.

The post holder will work within professional codes of practice and professional guidelines.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Description** | **Essential** | **Desirable** | **Assessment** |
| Education/  qualifications | Professionally Registered Mental Health Nurse  Recognised Core Mental Health Professional Qualification (e.g. RMN/Dip SW)  Equivalent professional registered Allied Health Care Professional. | Degree/ diploma in RMHN/ RMN/ Allied Health Care.  Leadership/management training | CV |
| Knowledge | Mental health awareness.  Physical health awareness.  Awareness of understanding of the importance of service users and carers being central to the process of planning and delivering services.  Knowledge of issues with regard to informed consent to treatment.  Risk assessment.    Dual Diagnosis.  Pharmacology and associated biological factors.  Good communication skills in a variety of formats.  Computer literate.  Report writing skills. | Equality and Diversity awareness.  An understanding of health inequalities.  Innovative ideas of how to address health inequalities. | CV/Interview/  Portfolio |
| Experience | Band 6 Experience of 2 years or more.  Experience at Band 6 level Within the Community MH team/network.  Inter-agency working.  Under standing of policy / procedures  Ability to work as a team member.  Enthusiasm for working with the client group and service type. | User participation work.  Experience of supervising staff.  Experience in management of complaints.  Experience in clinical treatment work ie depot administration and venepuncture. | CV/Interview/  Portfolio |
| Personal | Commitment to  Equality & Diversity  Commitment to Health & Safety  Commitment to the Employee/Management Competencies  (Flexible working hours, rota work, etc.).  Full and current driving licence.  Car Driver with own transport/ business insurance.  May include:-  Flexibility  Ability to travel throughout LSCFT trust footprint as per the requirements of the post | Experience of using or accessing mental health services or caring for someone who has accessed services. | CV/Interview/  Portfolio |
| Other |  |  |  |

**Effort factors**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Physical effort**  What physical effort is required for the job? | How often? | For how long? | What weight is involved? | Any mechanical aids? |
| BLS/ Moving and Handling | Yes | Yes | n/a | no |

|  |  |  |  |
| --- | --- | --- | --- |
| Is the job holder expected to sit or stand in a restricted position? | How often? | For how long? | What activity is involved? |
| Yes | Daily | 4 hours per day | Sitting in meetings with patients and at workstation completing admin and clinical notes |

|  |  |  |
| --- | --- | --- |
| **Mental effort**  Are there any duties requiring particular concentration? Please detail. | How often? | For how long? |
| Assessments/Writing clinical notes/care plans/ reports | Daily | Several hours |
| Are there any duties of an unpredictable nature? Please detail. | How often? | For how long? |
| Yes, due to the patient group, this could present with complex and unpredictable behaviours | Daily | 2-3 hours |

|  |  |  |  |
| --- | --- | --- | --- |
| **Emotional effort**  Does the job involve dealing with any distressing or emotional circumstances? Please detail. | Direct / Indirect exposure | | How often? |
| Working with people with mental illness | Direct | | Daily |
| **Working conditions**  Does the job involve exposure to unpleasant working conditions? Please detail. | | How often? | | |
| Direct Contact with distressed patients, possible contact with human fluids/waste | | Regularly | | |

**Our values and behaviours**

The values and behaviours represent what we, as an organisation and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with and reinforces, these values:

|  |  |
| --- | --- |
| Values | Behaviors we expect |
| We are always learning | * We seek our opportunities to learn so we are supported to reach our potential * We set high standards and are open to change and improvement * We value appraisals, supervision and learning opportunities * We speak up if we are concerned about safety and focus on opportunities to improve |
| We are respectful | * We are open and honest, ensuring people receive information in ways they can understand * We seek, value and support diverse perspectives, views and experiences * We put service users and carers at the heart of everything we do, proactively seeking feedback * We take pride in our work and take responsibility for our actions |
| We are kind | * We are approachable and show compassion * We actively listen to what people need and proactively offer our support * We pay attention to our own wellbeing and the wellbeing of others * We celebrate success and provide feedback that is sincere and genuine |
| We are a team | * We take personal and team accountability to deliver the highest standards of care * We work in active partnership with service users and carers * We actively build trusting relationships and take time to celebrate success * We work in collaboration with our partners to enable joined up care |

**Special conditions:**

As a member of staff you have:

* Legal duties and responsibilities under health and safety legislation, plus a general duty to work safely and not to put others at risk, including colleagues, service users and visitors, as a result of any activity or omission at work.
* A duty to report any practice that you consider compromises standards of risk and health and safety. The Whistle-Blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire and South Cumbria NHS Foundation Trust staff employed within all environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

* + All Lancashire and South Cumbria NHS Foundation Trust staff employed within clinical environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to the local safeguarding children’s board, local safeguarding adult board and Lancashire and South Cumbria NHS Foundation Trust procedures for safeguarding and protecting children.
  + The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data; both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to disciplinary action being taken.
  + The Trust views its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of information governance and to complete the mandated training modules which have been agreed.
  + The Trust places great importance on sustainable development, reducing its carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.
  + All staff and contractors must follow Trust policies and procedures relating to infection prevention and control (IPC) including the Dress Code Policy. All staff have a duty of care in following best practice which is fundamental to IPC, which includes maintaining a clean and safe environment at all times. It is an expectation that Trust staff at all levels make IPC a priority as they perform their roles.

Promoting equality and reducing inequalities:

* You should understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
* You should create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.
* You should uphold the Trust’s commitment to health and wellbeing.

