

## **SECONDARY CARE MENTAL HEALTH**

### **JOB DESCRIPTION AND PERSON SPECIFICATION**

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JOB TITLE:	Team Manager - Community Memory Assessment and Community Dementia Team
BAND:	Band 7
REPORTS TO:	Locality Manager
BASE:	Trust-wide

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#### **JOB SUMMARY**

The post holder will be required to manage the role and functions within a multi-disciplinary age independent, secondary care community mental health service, ensuring adequate skill mix and safe staffing levels are maintained. This will provide a service to people who are in need of secondary care mental health services who require assessment and diagnosis to determine the required interventions to maximise recovery and independence.

The post holder will have responsibility for the operational delivery of the service and will be expected to provide cover for peers across the Coventry and Warwickshire Partnership Trust planned or unplanned as required. The post holder will be required to ensure that the team deliver a range of evidence based interventions.

The post holder will manage and provide leadership to the team to include staff and service development and ensure that all organisational systems and process are in place, adhered to and monitored within area of responsibility. The post holder will manage and organise competing and conflicting priorities and manage change in complex situations. They may be required to undertake assessment and clinical interventions as required by service needs or complexity. The post holder will be a resource of enhanced clinical knowledge and competence in the service area.

The post holder and team will be required to work to the organisations agile working policy.

The post holder will be required to deputise for the senior manager and to undertake delegated responsibilities as required.



**Respect**



**Excellence**



**Integrity**



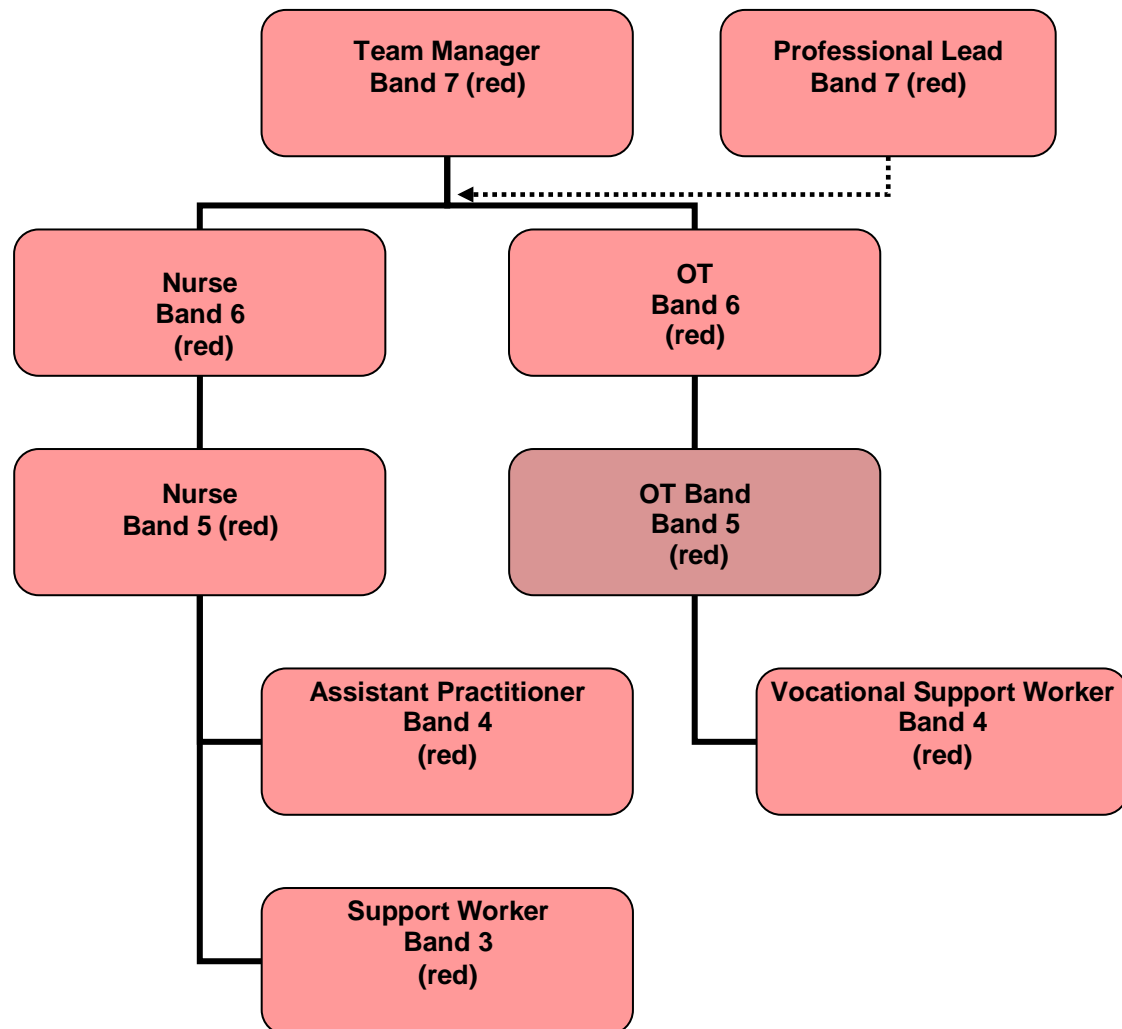
**Collaboration**



**Compassion**

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## ORGANISATIONAL CHART



Respect



Excellence



Integrity



Collaboration



Compassion

## MAIN RESPONSIBILITIES OF THE POST

### Organisational Values:



**Compassion** - We are compassionate, kind and caring to everyone, including people who use our services and people we work with.



**Respect** - We are civil and respectful. We celebrate diversity and always appreciate the views of other people.



**Excellence** - We always do our best and seek to achieve excellence in all we do. We innovate and try out new things, and when things don't go to plan we embrace this as an opportunity to learn and improve.



**Collaboration** - We take pride in involving people and working together as an inclusive team, both within our organisation, and in co-production with people who use our services, carers, partners, local community groups and others.



**Integrity** - We do the right thing and people can trust us. We are open, honest and transparent, even when things go wrong.

### Communication

The post holder will:

- Communicate with both internal and external stakeholders, such as service users, carers, other teams, third sector and voluntary organisations on matters which may be complex and/or contentious.
- Communicate effectively across a wide variety of settings, using tact and diplomacy in response to situations that may be complex and sensitive and may have resulted from conflict.
- Providing advice and use their initiative and follow organisational procedures in routine and crisis situations
- Apply communication skills which take account of other communication needs and differences, in order to plan, deliver and evaluate care.
- Apply enhanced communication skills both oral and written to communicate information within records and reports within their service area. This may also include the need to respond to and offer and reassurance to questions and concerns from a variety of groups, such as service users, carers and other staff/teams.
- Comply with and implement local and Trust policies and procedures regarding appropriate communication.
- Be required to lead client reviews within the multi-disciplinary team and act as an advocate for service users.



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## **Analytical and Judgemental Skills / Freedom to Act**

The post holder will:

- Analyse and act on multiple and complex information assuring adherence to local and national guidance, legislation and policy
- Act within the limits of their competency and authority in line with their professional code of conduct.
- Take responsibility and actively participate in both managerial and professional supervision to ensure their competence and support their continuous professional development.
- Provide management and/or clinical supervision to staff within their team.
- Deputise in the absence of a senior manager as required.
- Manage change in a complex environment responding to varying needs.
- Manage complex clinical and Human resource issues e.g. complaints, SRI's, disciplinarys, dignity at work issue etc.

## **Planning and Organisational Skills**

The post holder will

- Ensure that all organisational systems and processes are in place, adhered to and monitored within area of responsibility.
- Will manage and organise competing and conflicting priorities.
- Monitor the effectiveness of others time management in order to ensure safe effective delivery of services.
- Plan and manage a range of activities which may be complex in nature and delegate appropriate responsibilities to other members of the team.
- Review, evaluate and adjust activities in response to changing demands
- Positively manage the varying demands of the team within which they work, including complex situations, complaints and adverse incidents.

## **Physical Skills**

The post holder will:

- Have the ability to use I.T. systems sensibly and purposefully to meet the needs of the role and will be required to utilise systems safely and securely in line with organisational guidelines.
- Attend annual training and undertake life support training appropriate to role
- Undertake MAPA training to a level appropriate as designated by the line manager.



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## **Responsibility for Patients / Clients**

The post holder will:

- Ensure and assure that safety and quality is maintained in all aspects of service provision
- To be a resource of enhanced clinical knowledge, judgement and competence in the service area.
- Monitor clinical pathways, interventions and efficacy of service provision, given all available data.
- To positively engage colleagues in the identification and solution of problems relating to patient care documenting key points of agreement, including specific factors which influenced advice and recommendations.
- Take a lead role for safeguarding within area of responsibility in line with local section 75 arrangements.
- Lead others to improve health and wellbeing of patients which may include self care, education, recreational and work activities.
- Ensure that staff work in partnership with service users in developing their care plan.
- Advise, inform and embed the physical health and wellbeing agenda for individuals (services users, their family, their significant other) by promoting the inter relatedness of physical and mental health.
- Liaise, advise and inform service providers to enable them to support services users to access and use services in a way which respects their values and supports their rights.

## **Policy and Service Responsibilities**

The post holder will:

- Ensure compliance with implementation and development of policies and procedures relevant to service delivery within area of responsibility.
- Act within own level of authority and legal requirements for maintaining confidentiality in healthcare. This covers all aspects of information, data and other resources relevant to healthcare activities.
- Ensure that own actions and those of others reduce risks to health and safety through removal, mitigation and escalation.
- Promote people's equality, diversity and rights.
- Consider service needs and escalate relevant suggestions to all local and organisational policies and procedures.
- Have good knowledge of and comply with relevant legal frameworks such as the Mental Health Act 2008 Capacity Act 2005.



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## **Responsibility for Financial and Physical Resources**

The post holder will:

- Ensure effective use of resources and manage the departmental budget
- Ensure adequate skill mix and safe staffing levels are maintained having regard for standards of care and efficiency of resources.
- Act as authorised signatory within the level of your authority e.g. time sheets, new starter forms, travel.
- Authorise additional resources as required for clinical service delivery e.g. staff, equipment.

## **Responsibility for Staff**

The post holder will:

- Provide assurance that all staff within area of responsibility have complied with local and national guidance, legislation and policy e.g. statutory and mandatory training.
- Share enhanced skills and knowledge and support the development of others.
- Reflect on and evaluate their own and others values, priorities, interests and effectiveness in order to continually improve practice.
- Ensure that staff performance is underpinned by staff supervision, appraisal and training in line with organisational policy.
- Reflect on their development and maintain own skills and practice by continued learning and development.
- Facilitate others to reflect and develop.
- Demonstrate understanding and learning of application in practice supported with CPD portfolio evidence.
- Provide mentoring and support for other learners (subject to professional standards and training requirements)
- Undertake Human Resource activities as appropriate to role e.g. appraisal, sickness absence and management of change in complex situations.
- Effectively delegate to others as and when appropriate.
- Deputise for senior managerial and leadership staff as directed.

## **Responsibility for Information**

The post holder will:

- Gather, store and communicate information relevant to their particular job role.
- Comply with the relevant professional standards.
- Adhere to the record keeping policies and processes of the Trust.



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- Understand individual responsibility and act in accordance with the national data protection act and organisational information governance policies and protocols.

At all times the post holder must only access information relevant and appropriate to role

### **Research and Development**

The post holder will be required to contribute to and support research and audit within their service area, as required.

### **Physical Effort**

The post holder will be required to undertake light physical duties for example taking physical health monitoring equipment on visits.

### **Mental Effort**

The post holder will:

- Be required to work in a variety of settings which may be busy and demanding. This will require the post holder to conduct themselves in a professional manner at all times.
- Manage frequent interruptions and maintain concentration whilst carrying out a range of tasks eg. report writing, assessment and formulation, documentation, individual therapy.
- Frequently reassess and manage tasks required to deliver the service within allocated resources.

### **Emotional Effort**

The post holder will:

- Therapeutically engage in effective communication and relationships with people who are troubled or distressed.
- Be required to establish, sustain and disengage from relationships with families with specific health needs.
- Occasionally manage highly distressing or emotional circumstances i.e. which may include imparting unwelcome news.
- Provide support to staff who have been exposed to highly distressing and emotional situations.



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## **Working Conditions**

The post holder will:

- Be required to oversee and comply with Trust policy in relation to infection control, which includes hazardous waste, hand washing and disposal of sharps.
- Be required to work in an agile manner in response to the needs of the service.
- Be required to use a computer daily
- Be occasionally exposed to unpleasant working conditions e.g. verbal aggression,.
- In order to support this, the post holder will be required to have a current full driving licence and have access to a vehicle for use during the working day

## **OTHER DUTIES**

1. The post holder will be required to use a computer, either a stand alone or as part of a networked system and will be responsible for the quality of information. The amount of time spent on this type of work will depend on the job.
2. The Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.
3. The post holder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and objectives set.
4. The Trust has a No Smoking Policy that prohibits any smoking whilst at work.
5. To follow and adhere to the Trust's Health and Safety Policies and instructions and be responsible for your own and others health and safety in the work place.
6. The post holder is expected to contribute to the creation of a working environment where everyone feels respected, valued and treated with dignity.

This job description is not exhaustive and may be amended in consultation with the post holder. It should be reviewed whenever major changes have been agreed to the post and should be reviewed as part of the annual appraisal process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the post holder.



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## **Safeguarding Children and Adults**

All Trust staff have a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults boards' policies and procedures and inter-agency guidance as identified in the Trust's Safeguarding policies and procedures.

## **Confidentiality**

In accordance with the Data Protection Act 1998, the Caldecott Principles and the Department of Health, Confidentiality Code of Practice all NHS employees are bound by a legal duty of confidence to protect personal information that they may come into contact with during their work.

All Trust staff must ensure that they protect all information they collect during the course of their job role. This applies to personal information, person identifiable information and sensitive information. Failure to do so may be considered gross misconduct and subject to the disciplinary processes of the trust

## **Data Protection Act**

All staff are reminded of their duties and responsibilities as employees under the General Data Protection Regulations (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.

## **Infection Control**

As an employee of Coventry and Warwickshire Partnership Trust you are responsible for protecting yourself and others against the risk of acquiring a Healthcare Associated Infection. All staff, clinical or non-clinical are expected to comply with infection control policies and procedures. You will attend the mandatory infection control training and updates as required by the Trust.

## **Environmental issues**

The Trust is committed to reducing its impact on the environment by preventing pollution, continually improving its environmental performance which increases the wellbeing of staff and patients. As a member of staff you are expected to adhere to policies to assist the Trust in meeting its environmental and sustainability targets.



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Post holder's Signature

Date:

Post holder's Name:

Manager's Signature

Date

Manager's Name:



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## Person Specification

**JOB TITLE:** Band 7 Team Manager

		<b>HOW MEASURED?</b> A (Application form) I (Interview)	<b>WEIGHTING</b> 1 – Low 2 – Medium 3 – High
<b>Coventry and Warwickshire Partnership Trust Values</b>	Demonstrable ability to meet the Trust Values   Respect   Excellence   Integrity   Collaboration   Compassion	A/I	3
<b>QUALIFICATIONS</b>	Relevant Professional Qualification i.e RMN, DipCOT  Current unrestricted registration with HCPC/NMC  Specialist expertise across a range of procedures  Professional knowledge acquired through degree/diploma  Specialist managerial training  Evidence of continuing professional development	A/I	3
<b>KNOWLEDGE &amp; SKILLS</b>	Excellent written communication skills	A	3



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	<p>Excellent verbal communication skills</p> <p>Effective organisational and delegation skills</p> <p>Ability to demonstrate and apply in depth understanding of policies, procedures and legal frame works</p> <p>Ability to demonstrate and apply understanding of Equal Opportunities</p> <p>Ability to demonstrate and apply understanding of confidentiality</p> <p>Ability to demonstrate and apply in depth understanding of safety issues</p> <p>Ability to demonstrate and apply problem solving skills to a variety of situations</p>	I	3
<b>EXPERIENCE</b>	<p>Substantial experience in a Community Mental health care setting</p> <p>Highly developed specialist knowledge gained within a similar environment over a significant period of time</p> <p>Significant experience of risk assessment and positive risk management</p> <p>Proven experience of managing a multi-disciplinary team</p>	A/I	3



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<b>PERSONAL ATTRIBUTES</b> <i>(Demonstrable)</i>	Reliable Enthusiastic Punctual Self motivated Ability to work on own initiative Engaging, open and honest Personal resilience Able to demonstrate a non judgemental and empathetic approach to service users Ability to work as part of a team and able to accept direction and leadership in carrying out duties Ability to motivate others Demonstrate ability to resolve conflict Demonstrate leadership qualities Ability to provide direction and lead a team	A/I	3
<b>OTHER</b> <i>(Please specify)</i>	Disclosure and Barring Service (DBS) clearance to an enhanced level  Special requirements attached to the post – e.g. travelling, working in an agile manner, working unsocial hours, mobility etc.	A/I  I	3  3



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	Must have full driving licence and access to a motor vehicle for business use	1	3
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