

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Title:	Team Leader – Early Intervention in Psychosis Service
Band:	Band 7
Directorate:	Community – Adult Mental Health
Responsible to:	Service Manager – Early Intervention in Psychosis Service
Accountable to:	Service Line Leader
Base:	Allocated on appointment and responsible for one Location

Hertfordshire Partnerships University NHS Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Young People and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Mental Health Services across Primary Care and local teams for assessment and treatment of serious mental health conditions.
- Acute and Rehabilitation Services including inpatient services and crisis teams.
- Specialist Services, including mental health services for older people, eating disorders, and our perinatal service.
- Learning Disability and Forensic Services.

Our Mission

“We support people to live their lives to their full potential by enabling them to keep mentally and physically well.”

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing.
- Keeps people safe from avoidable harm.
- Is effective and ensures the very best clinical and individual recovery outcomes.
- Provides the best possible experience.

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”.

We will achieve our vision by:

- Putting the people who need our care, support, and treatment at the heart of everything we do – always.
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them.
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’.

Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality care.



Job Summary:

To work in collaboration with the EIP Service Manager and EIP service leadership colleagues to ensure the highest standards of practice and service delivery.

To provide day to day management, leadership and supervision to a multi-disciplinary early intervention in psychosis service.

The Team Leader will manage nurses, social workers, occupational therapists, Band 5 mental health practitioners and STaR Workers, ensuring that the needs of service users are met through effective deployment of these staff. She/he may also maintain a clinical role dependant on service need.

The Team Leader will contribute at a local level to the development and implementation of EIP policies and procedures.

The Team Leader may on occasion deputise for the EIP Service Manager in his or her absence, as agreed with the Service Line Leader.

The Team Leader will ensure, in collaboration with other professional colleagues that professional practice meets standards as set by NHSE, HPFT and/or professional statues and bodies.

Job Responsibilities:**Management and Professional Leadership**

- To plan, prioritise and manage the delivery of health and social care assessment, care management and treatment service to service users within the EIP service area, including overseeing referrals and ensuring that there is an even and appropriate distribution to work across the team, based on the experience of team members.
- To oversee referrals and the allocation of service users to EIP Workforce, ensuring that caseloads are monitored and managed and care packages are maintained within defined structures
- To ensure that there are adequate staff numbers organised appropriately around service user needs and to incorporate this into rota planning.
- To ensure that risks relating to services users unmet needs and to the work environment are assessed and managed appropriately, ensuring that all team members know and understand their role in risk assessment and management.
- To provide operational supervision and, in conjunction with the Consultant Social Worker (social care) and Nurse Consultant, ensure the provision of clinical caseload supervision to all team members. Where necessary to make

arrangements for appropriate professional supervision to be available to all team members through relevant professional leadership

- To implement and monitor relevant operational policies and protocols, team systems and processes for the effective operation of the EIP Service
- To ensure quality care standards and procedures which support the aims of Hertfordshire Partnership NHS Trust and the ethos of the Recovery Approach.
- To monitor the service caseload ensuring that the teams activities are targeted to clients/patients, fulfilling the agreed criteria.
- To maintain the requirements of CPA, ensuring that the team members are able to assume Care Co-ordination responsibility.
- To ensure the continued professional development of all team members through annual individual performance reviews.
- To maintain the Team Leader's own professional registration and development.
- In collaboration with the Service Line Leader, to undertake the timely recruitment selection, appointment and induction of team members.
- To manage the delegated team budget with respect to operational and service delivery costs.
- To implement systems of financial management to safeguard client's property ensuring they comply with the Standing Financial instruction of the Trust.
- To effectively manage all aspects of the teams time ie Duty Rota, Time worked, Annual Leave via the E-Roster system.
- To monitor and manage, in conjunction with the EIP Service Manager, all staff sickness and absences.
- To act for or on behalf of the EIP Service Manager as required from time to time in accordance with local agreements.
- Where the Team Leader is an Approved Mental Health Professional to be prepared to participate in local AMPH rota where appropriate.

Clinical Responsibility

- Ensure the provision of appropriate NICE compliant FEP Pathway interventions carried out to support the individuals with diagnosed FEP and complex needs, including ARMS, following assessment.

- Ensure that all team members are able to engage with and develop and maintain long-term supportive and therapeutic relationships with service users.
- Ensure the coordination, liaison and integration of activities from other services or agencies in the provision of a CPA package.
- Participate in risk assessment and risk management activities to ensure the provision of safer care for service users and carers
- Maintain service activities in line with the agreed referral, assessment and intervention criteria.
- To provide a flexible service, responsive to Service User need.
- To develop the service in line with NICE guidelines, NHSE expectations and Trust strategy.
- Maintain an effective skill/professional personnel mix to provide a multi-professional team approach.
- Investigate and access a wide range of services designed to meet occupational, recreational, social and health needs for service users and carers.
- To provide information for service development and evaluation through the use of outcome measurements, audit and annual service policy review.
- Implement risk assessment procedures related to the working environment, tasks and client management.
- Against agreed criteria, measure the effectiveness of the Early Intervention in Psychosis Service
- To report on the activities and effectiveness of the team's interventions as required.
- To adhere to the principles of Practice Governance.
- Agree and implement quality standards which reflect both local and national requirements. Build and develop best practice initiatives.
- To monitor systems of audit for:
 - Client records
 - Team activity
 - Performance indicators.
- Enable and participate in audit and research activities as required and appropriate.
- Monitor and respond to all reported accidents or incidents following agreed Trust procedures.

- Ensure the effective and timely management of all complaints relating to the service.
- Through the establishment of quality and audit process, assess trends, strengths, weaknesses and opportunities that may influence the further development of Community Mental Health Services.
- Develop a culture of service development and improvement in line with the Recovery Approach.
- Provide comprehensive, timely and accurate information relating to activity and/or performance as required.
- To ensure personalisation agenda is fully implemented within the teams.
- To chair Safeguarding meetings as necessary and follow all Safeguarding reporting processes.

Additional information:

Deals with highly sensitive confidential information appropriately to ensure safety of service users and others.

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriated outline for the post.

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control, and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users and carers and ensuring a supportive environment free from harassment. Because of this Hertfordshire Partnership Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is not in force. This means that protection of data about individuals is a requirement of the law, and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post-holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on www.hpt.nhs.uk).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm about abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities with the Trust.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

PERSON SPECIFICATION

Successful candidates MUST have the potential to achieve the knowledge and skills requirements of their second gateway.

Job Title: Team Leader – Early Intervention in Psychosis Service

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications: RMN/DipSW/CQSW/OT qualification. Evidence of current registration with NMC, GSCC, or HPC. Cert of Dip. In management	E E	 D
Skills, Knowledge and Abilities: Clear understanding of the needs of people with mental health difficulties. Up to date knowledge of relevant legislation, theory and policies relating to mental health; such as Community Care Legislation, Mental Health Act, the Personalisation agenda, Social Inclusion etc. The ability to lead a multi-professional team and provide on-going operational, clinical and professional supervision. The ability to assess complex needs and work effectively with service users, their carers and social networks. Able to establish and maintain effective links with statutory and non-statutory partners. The ability to prioritise work and deliver to agreed time scales and standards.	E E E E E	

Excellent team working skills, with the ability to negotiate compromise and resolve conflict.	E	
Able to write structured, detailed and clear reports and record client information in accordance with statutory requirements and trust's guidelines.	E	
Have a clear understanding of the key strategic issues for mental health services.	E	
Commitment to working within equal opportunities and anti-discriminatory practice.	E	
Ability to manage highly sensitive information.	E	
Experience:		
A minimum of 5 years post qualifying experience of working with people with mental health problems in the Community.	E	
Experience of work as Approved Mental Health Professional and/or Best Interest Assessor.		D
Experience of working in an integrated health and social care environment.		D
Experience of providing clinical and management supervision.	E	
Involvement in the development of a new service or of change management.		D

NB:

ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW

