

HUMBER TEACHING NHS FOUNDATION TRUST JOB DESCRIPTION

Job Title: Professional Manager & Community Access Practitioner

Band: 8a

Department: Forensic HMP Pathway

Responsible to: General Manager

Responsible for: The Operational Management and oversight of HMP Contracts / Pathway's

Clinical responsibilities within a Community Access Practitioner role.

Locations: The Humber Centre and all HMP Sites with contractual agreement.

Job Role Summary & Core Functions

- Responsible for the development, implementation, delivery and review of high standard clinical services by providing strong, effective leadership and management to specified services and teams.
- Works in partnership with Lead provider, other subcontract providers, professional leads and senior clinicians supporting clinical practice and clinical pathways.
- Continue to demonstrate advanced management skills and provide support and advice to service users, carers, staff, managers and other agencies, appropriate to their lead area.

Communication and Relationships Skills

- Lead and present highly complex, sensitive professional, managerial and clinical communication processes that may impact on service users, carers, staff, the organisation, agencies and members of the public, where there are barriers to understanding e.g. service development/changes/care pathways.
- Provide and receive highly complex, sensitive or contentious information; barriers to understanding; agreement or co-operation required; present complex, sensitive or contentious information to large groups.
- Demonstrate a high level of inter-personal skills when engaging and managing individuals in complex/sensitive situations to reach a satisfactory outcome for all e.g. direct involvement with patients and staff capability.
- Professional networking locally and nationally and disseminate/share information with other colleagues.
- Chairs/facilitates management meetings which may involve other agencies or specified organisational/professional forums.
- Communicates service-related information to senior managers, staff, external agencies: requires negotiating, persuasive, motivational, reassurance skills gives formal presentations.

Analytical and Judgemental Skills

- Deals with highly complex facts or situations requiring analysis, interpretation comparison of a range of options.
- Regularly deals with difficult and challenging situations, using complex problem-solving expertise to interpret and resolve the situation to a satisfactory outcome.
- Contribute to the annual reviews services and produce appropriate performance monitoring reports and presentations.
- Take a lead role in the serious untoward incident investigation process using a root cause analysis approach, analysing, disseminating, and implementing lessons learnt.
- Manage complex, challenging and changing situations in the workforce, ensuring adequate staffing levels with the right skill mix and competencies to meet patient needs, taking into account diversity and culture.
 - Manage challenges of working outside of the Trust premises in areas relevant to the role.

- Assess and advice on complex, challenging and high-risk clinical situations to ensure safety of users, carers, staff and the general public. This may also inform and contribute to the legal, professional framework appropriate to the clinic area/services.
- Use sound judgement in assessing conflicting priorities and needs.
- Possesses skills for the analysis of service, client, organisational, staffing issues.

Planning and Organisational Responsibilities

- Lead/support in the review and development of service specifications, business plans and service level agreements with users, commissioners and other service providers to ensure responsive, flexible, cost-effective quality services within a culture of competing priorities.
- Work in partnership with service users, service managers, nursing teams, multi-agency/disciplinary teams in new service developments/clinical practice.
- Inform operational, strategic business plans and local development plans.
- Plans and organises a broad range of complex activities; formulates, adjusts plans or strategies.
- Represents the service/organisation in relevant planning/strategic forums on behalf of senior management.
- Be responsible for managing and prioritising own workload to meet internal and external demands.

Physical Skills

- Highly developed physical skills, accuracy important; manipulation of fine tools materials.
- Ability to mobilise across a variety of working locations.
- Maintain up to date training and knowledge of PATs.
- Advanced keyboard skills with the ability to record accurate information.

Responsibilities for Patient Care

- Accountable for direct delivery of the HMP Pathways across all contracted establishments.
- Maintains clinical accountability to Humber Teaching Foundation Trust for delivery of the HMP pathway.
- Work through a Governance framework using managerial skills to ensure that clinical teams provide a high quality of evidence base level of care with an assessment and care planning process which is measurable.
- Responsible for the on-going development of clinical practice and professional skills, ensuring a competent, flexible, responsive workforce to meet patient need.
- Responsible for a high level of environmental standards e.g. Health & Safety, Hygiene and Infection Control.
- Responsible for undertaking models of audit, benchmarking, within the service area, ensuring learning outcomes are reflected and implemented.
- Take a management lead role in partnership with the management team in managing complex cases and situations.
- To ensure that documentation is completed to a high standards and in line with information governance regulations.

Responsibilities for Policy and Service Development Implementation

- Responsible for identifying/monitoring and reviewing/redesigning services in response to user need, ensuring a safe, high level quality service is delivered.
- Responsible for implementing local, strategic, and national policies appropriate to services/agencies.
- Lead/contribute on the on-going modernisation and redesign of services and the workforce to meet user needs.
- Responsible for contributing /writing departmental policies, protocols/clinical guidelines and procedures for identified clinical areas which may impact across other services/agencies, including taking into account equality and diversity needs and expectations e.g. equality impact assessments.

Responsibilities for Financial and Physical Resources

- Delegated budget holder for a defined service area.

- Holds budget, monitoring, control for department, procurement of capital equipment, supplies.
- Contribute to the review and sign off the annual base budget exercise on behalf of Divisional Manager.
- Identify and respond to unmet needs and overspends to inform cost pressures identified as part of the Trust Strategic Business Plans and Local Delivery Plan.

Responsibilities for Human Resources

- Accountable for the line management of staff that includes: regular structured supervision and performance development reviews (PDRs) To also ensure all staff within area of responsibility receive these support systems.
- Investigate and hear disciplinary cases as appropriate. To lead the investigation process and production of a management case and present this as required.
- Ensure good practice, guidance and Trust policy is followed in relation to disciplinary and grievance matters and the management of sickness absence in the areas of responsibility.
- Ensure all staff receive/participate/have access to supervision as recognised within the Trust supervision policies.
- Contribute to the curriculum review and development and delivery of pre and post registration courses/study sessions, e.g. RMN/LD students.
- Contribute to the induction and continuous professional development of non-nursing staff e.g. SHOs, Psychologists, Social Workers.
- Lead on the recruitment, appointment and retention of staff within own area of responsibility.

Responsibilities for Information Resources

- Provide accurate and timely information to inform Trust/National databases as required.
 - Ensures professionals within team/service area have adequate skills and resources to implement record keeping standards.

- Maintain up to date training and basic IT skills and demonstrate a good working knowledge of confidentiality and data protection.

Responsibilities for Research and Development

- May Occasionally/regularly undertakes Research and development activities.
- Identify, co-ordinate and implement specific audit projects related to operational and clinical practice e.g. audit of training needs, workforce information, standards of record keeping.
- Identify and contribute to research projects, both locally and nationally.
- Demonstrate clinical effectiveness through day-to-day practice, research, audit and benchmarking (Clinical Governance).

Freedom to Act

- Prioritise and organise services within strategic and operational frameworks to meet identified Clinical Governance, care group, nursing strategy and Trust Business Plan.
- Operate independently to interpret and implement organisational policies in the designated service area.
- Use own initiative, experience and judgement when dealing with complex/risk situations which breach current \trust, operational/clinical policy and/or guidance e.g. on call situations.
- Provide advanced managerial and leadership advice in order to inform and enable staff to take actions based on the analysis of the specific challenges/risk situation e.g. risk management.
- Interpret and apply relevant policies & procedures of the relevant partner organisations e.g. local authority.

Standard Paragraphs

- Trust's Values: Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
 - Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and

relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

- Equal Opportunities: Promote the concepts of equality of opportunity and managing diversity Trust wide.
- Health and Safety: Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.
- Infection Prevention and Control: Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.
- Professional standards and performance review: Maintain consistent high professional standards and act in accordance with the NMC code of professional conduct. Employees are expected to participate in the performance review process.
- Service/Departmental standards: Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- Finance: All Trust staff will comply with financial processes and procedures
- Safeguarding Children: Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

Summary

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder

Confirmation of Job Evaluation Process

Job Reference Number:	JE2430
Date of Job Evaluation:	February 2024

Person Specification

	Essential	Desirable	How assessed
Qualifications and Knowledge	<ul style="list-style-type: none"> • Be a member of a recognised professional body and hold a current professional registration. • Specialist knowledge across range of procedures underpinned by theory • Professional clinical knowledge acquired through degree supplemented by diploma level specialist training, management qualification or equivalent and Experience. • Detailed understanding of relevant policy, legislation, drivers and their application to clinical / service / organisation e.g. Mental Capacity Act, Health & Safety, Infection Control. • Full understanding/application of relevant clinical practice/standards/audit within identified service area. • Basic IT skills. • Evidence of management, leadership and organisational development 	<ul style="list-style-type: none"> • Advanced management/leadership training/qualification or equivalent experience. • Member of organisational group/network, locally or nationally. • Advanced/expert understanding of management , leadership and organisational development. 	<ul style="list-style-type: none"> • Application form • Interview • Portfolio • Certificates



	<p>issues that have had a positive impact on service delivery.</p> <ul style="list-style-type: none">• Member of specialist interest group or network, locally or nationally• Experience of successful policy implementation and change		
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<p>Experience</p>	<ul style="list-style-type: none"> • Evidence of sound post-registration professional practice. • Evidence of continuing professional development relevant to the professional lead area to advanced level of post-graduate diploma or equivalent knowledge /experiential learning. • Proven leadership/management experience at an advanced level which has had a positive impact/created change within service delivery/practice • Organisational networking locally and regionally • Be able to effectively Chair meetings • Evidence of managing a budget within set resources • Ability to work across organisational boundaries, developing and maintaining multi-professional and multi-agency partnerships. 	<ul style="list-style-type: none"> • Proven experience of developing others through education, mentorship, coaching, teaching, assessing, presentations, publishing 	<ul style="list-style-type: none"> • Application form • Interview • Portfolio
<p>Skills and Competencies</p>	<ul style="list-style-type: none"> • Able to demonstrate effective communication skills at all levels i.e. strategically and locally. • Ability to manage own time and projects effectively 		<ul style="list-style-type: none"> • Application form • Interview • Portfolio • Qualifications / certificates



	<ul style="list-style-type: none">• Ability to work within a culture of improving working lives and working time directive• Ability to lead and motivate staff to embrace change• Ability to demonstrate ethical values and attitudes within a culture of equality and diversity• Ability to commute between the various sites• Ability to attend and complete regular mandatory• Training for the control and restraint of patients		
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Job Risk Profile – Effort Factors

This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting Weights / objects between 6 – 15 kilos	x			x		
Lifting weights / objects above 15 kilos		x				
Using equipment to lift, push or pull patients / objects	x			x		
Lifting heavy containers or equipment		x				
Running in an emergency	x			x		
Driving alone / with passengers / with goods	x			x		
Invasive surgical procedures		x				
Working at height		x				
Concentration to assess patients / analyse information	x				x	Ability to manage the requirement for frequent concentration in an unpredictable working environment
Response to emergency situations	x			x		
To change plans and appointments / meetings depending on the needs of the role	x				x	
Clinical Interventions	x				x	
Informing patients / family / carers of unwelcome news	x			x		
Caring for terminally ill patients	x		x			
Dealing with difficult family situations	x			x		
Caring for / working with patients with severely challenging behaviour	x				x	Frequent, on average once per week or more.
Typing up of minutes / case conferences	x				x	
Clinical / hands on patient / client care	x		x			



Contacts with blood / bodily fluids	x		x			May be exposed to or in the vicinity of blood or bodily fluids.
Exposure to verbal aggression	x				x	
Exposure to physical aggression	x			x		
Exposure to unpleasant working conditions dust / dirt / fleas	x			x		
Exposure to harmful chemicals / radiation		x				
Attending the scene of an emergency	x			x		
Food preparation and handling	x			x		
Working on a computer for majority of work	x			x		
Use of road transport	x				x	

Caring, Learning & Growing



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