AFC Reference:	CC/0267
Job Title:	Clinical Team Leader
Band:	7
Division/ Service:	Community Care
Accountable to:	Operational lead
Responsible to:	Operational lead

JOB OUTCOMES

As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high-quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers.
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

ORGANISATIONAL CHART

OPERATIONAL MANAGER

CLINICAL TEAM LEADER

LONG COVID TIER 3 SERVICE KNOWLSEY

LONG COVID TER 3 SERVICE ST HELENS

21/12/22
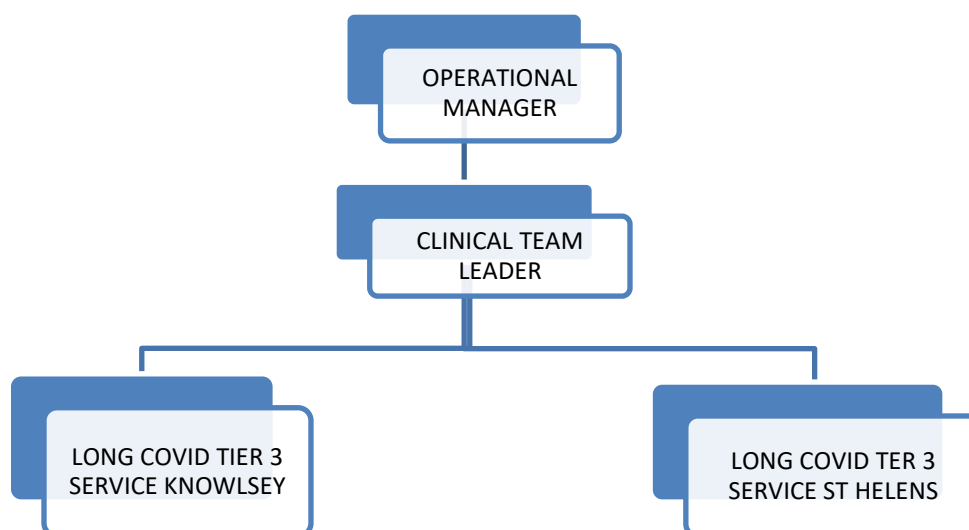
JOB PURPOSE

The post holder will have responsibility for the delivery of the clinical service in the defined area. The post holder will be required to provide team leadership and management to a team. The primary function of the role is to provide leadership, management, and communication to and for the team, ensuring the delivery of efficient, effective, co-ordinated, and responsive high-quality care to patients/clients.

Ensure the delivery of the quality strategy within the designated area incorporating establishment of systems and processes.

Principal Responsibilities:

1. Provide clinical leadership and management to the clinical team
2. Be responsible for the delivery of the service within the area.
3. Work in partnership with other services/stakeholders etc., to enable patients/clients to be treated in the appropriate setting.
4. Ensure that the team provides a high-quality service to its clients by providing caseload and clinical supervision.
5. Have full line management responsibility for the team ensuring appropriate delegation and delivery of patients/client care.
6. Ensure that teams work proactively in order to deliver anticipatory and maintenance care, providing a responsive service to patients/clients with both planned and unplanned care needs.
7. Maintain clinical credibility by providing clinical care and supporting members of the team within the clinical environment.
8. Participate in the development of caseload management across the local health economy.
9. Provide leadership and mentoring to those staff developing into a caseload management role.
10. Acts as an advocate and champion for patients/clients in a variety of forums and professional groups and challenge attitudes and behaviour.
11. Implement plans for the team including rotas and schedules/working patterns to ensure business continuity
12. Practice autonomously and demonstrate evidence based clinical decision making.
13. Provide clinical expertise and knowledge to the team when managing complex and highly complex situations.
14. Assess patient/client conditions and consider a range of options when delivering complex and highly complex clinical care.
15. Work in collaboration with other stakeholders to deliver services to patients/clients.
16. Following holistic assessment of health needs, develop individualised care plans to fulfil those needs, with the involvement of patients/clients and carers.
17. Implement and evaluate care delivery for patients/clients with identified needs.
18. Ensure that all clinical activity provided by the team directly reflects the core objectives of health promotion, supported self-care, disease specific management, management of long-term conditions and end of life/palliative care.
19. Set objectives by which performance will be monitored.

20. Work with the service lead to deliver local based services, by participating in meetings and communicating the outcomes to staff.
21. Provide reports to the service lead on staff and patient activity as requested
22. Work in collaboration with others to support practice development and service modernisation.
23. Contribute to the development of role and service redesign.
24. Actively participate in policy and service development authoring protocols as required.
25. Provide induction to the local working environment, and policies for new team members and students.
26. Be an authorised signatory, ensuring probity in the authorisation of timecards and mileage claims.
27. Monitor budgets reporting over/under spending to the budget holder.
28. Undertake personal development plans (PDP) and ensure all team members
29. Contribute to the development of policy and services to reflect local needs
30. Have up to date PDPs, monitor Knowledge and Skills Framework (KSF) and reviews.
31. Ensure that all staff attend mandatory training.
32. Ensure that administration and clerical duties are appropriately delegated to clerical support officers.
33. Provide data that supports the monitoring of team contract and objectives.
34. Participate in audits and research, as required.
35. Participate in individual and group supervision.
36. Implement mentorship and clinical supervision with the team.
37. Ensure that record keeping within the team is consistent with professional standards.
38. Initiate training and development of team members.
39. Monitor and maintain standards of patient care delivery. Including maintaining and monitoring of clinical competency and standards of record keeping
40. In conjunction with the service lead, ensure systems are in place for the ongoing review and assessment of care provision and delivery.
41. Work within guidelines to identify and manage risk, reporting identified risks to the service lead.
42. Report any incidents as per Trust policies and support or undertake any investigations as delegated by the service lead.
43. Monitor and ensure that the quality of the patient care delivered by the team is evidenced based and supported by best practice, through the use of audit, caseload and clinical supervision.
44. Participate in patient satisfaction reporting to improve patient care.
45. Maintain registration in line with professional bodies.
46. Provide support to team members holding responsibility for mentoring students.
47. Identify skills deficits within the team identify methods of addressing these to support service delivery, improvement and development.

* The post holder shall as necessary provide cover for and undertake duties of absent colleagues

GENERIC RESPONSIBILITIES FOR ALL STAFF

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders.
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient/ service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment.
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training workshop.
- Be an ambassador for Just & Learning and Civility & Respect following the training.
- Positively advocate the just and learning culture within your team.
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/ services to create a positive environment for Just and Learning Culture.
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/ information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.

- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

PERSON SPECIFICATION

	ESSENTIAL	**DESIRABLE**
QUALIFICATIONS:	• Degree or equivalent qualification. • Masters level qualification or equivalent • Evidence of CPD/Short courses • Registration with relevant professional body	• First line management qualification.
KNOWLEDGE/ EXPERIENCE:	• Demonstrable post registration/qualification experience • Experience of management and clinical leadership. • Experience of successful multiagency work	
VALUES:	• Continuous Improvement • Accountability • Respectfulness • Enthusiasm • Support • High professional standards • Responsive to service users • Engaging leadership style • Strong customer service belief • Transparency and honesty • Discreet • Change oriented	
SKILLS:	• Evidence of influencing, motivating and negotiating with others to achieve change in relation to care. • Awareness of current national and local agenda in NHS and Social Care. • Evidence of being able to communicate complex, sensitive information and advice on healthcare to patients/clients, carers and colleagues • Understanding how other agencies work. • IT literate. • Awareness of factors that contribute to good health and the importance of promoting these in line with organisational public health policy. • Ability to work under pressure and manage a diverse workload.	• Research skills.

	• Excellent communication, organisational and interpersonal skills. • Ability to understand and analyse complex data. • Risk assessment skills. • Ability to network with multidisciplinary colleagues. • Self-management and motivation skills. • Report writing skills. • Confidence to challenge poor practice and ability to address difficult issues. • Ability to travel to work across boundaries	