

## Job Description and Person Specification

<b>Job Title</b>	Team Manager – Recovery Lead
<b>Band</b>	7
<b>Hours Of Work</b>	37.5
<b>Location (BEH, C&amp;I, Both)</b>	Camden and Islington NHS Foundation trust
<b>Specialty/Department</b>	Substance Misuse
<b>Accountable To</b>	Head of Service
<b>Responsible To</b>	Service Manager

### 1. Job Summary

This post is a middle management position within Better Lives Islington Community Substance Misuse Service. As a Team manager, you will be responsible for community development and expected to support and develop the Recovery Team to deliver on the contractual KPIs and enhance on service users experience of treatment and improve on outcomes. You will also be coordinating resources necessary to implement community development programs and make recommendations. You will be expected to network with and build working relationships with organisations across the borough. Your aim will be to improve the recovery potential and the quality of our service users lives.

The post-holder will be required to function as both a manager and as a senior clinician and lead a team which has a strong emphasis on 'social inclusion', recovery and engagement in a community drug service setting. You will be expected to be able to adapt pathways in partnership with service users and develop the service to reach the wider community at large.

You will have a good understanding of Substance Misuse monitoring systems and be able to work with other managers within the service to achieve the best outcomes for service users.

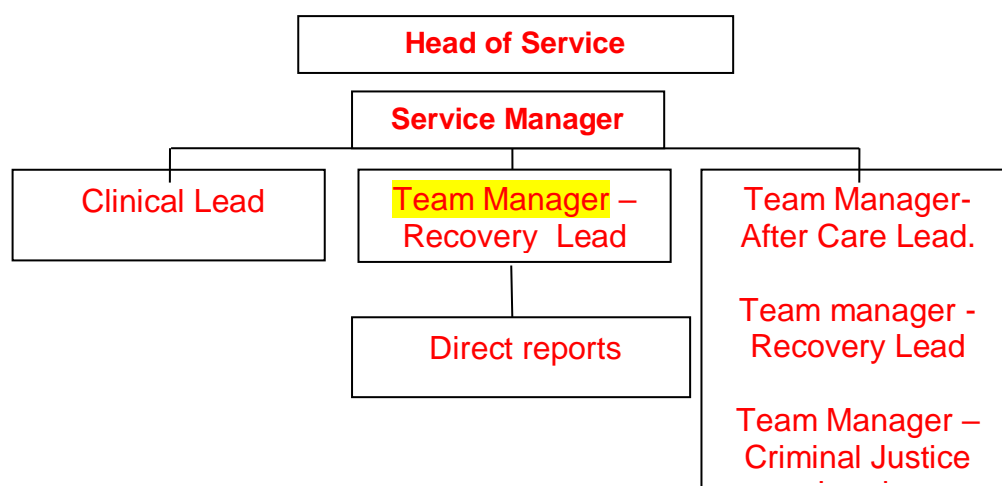
The post holder will be ensuring that the service delivery focuses on the quality agenda and that dignity, privacy and respect is afforded at all times to service users.

You will work with the Service Manager to oversee the team caseload and to make sure that all pathways are working effectively. You will help ensure the formulation of profession specific highly specialist care and Recovery Care Plans which provide highly skilled professional and specialist interventions / care to service users with substance misuse problems and/or complex mental health concerns in line with best practice and service objectives.

In the absence of senior management, you may be asked to carry out some functions delegated to you on a temporary basis.

This job description is written as an indication of the nature and scope of duties and responsibilities. Additional competencies may be required to fulfill the needs of specific areas and client groups. It is not intended as a fully descriptive list and does not include specific skills or therapeutic interventions that may be required of the specialist service area. The job- holder will be expected to carry out other duties assigned by the Head of Service or the Service Manager, which are appropriate to the grade.

### Organisational Position



### **Working for North London Mental Health Partnership**

The partnership between **Barnet, Enfield and Haringey Mental Health NHS Trust (BEH)** and **Camden and Islington NHS Foundation Trust (C&I)** is going from strength to strength since it was originally established in 2021 forming the **North London Mental Health Partnership**.

### **Why choose to join the Partnership?**

- We believe that by working together, our two Trusts can achieve more for the residents of North Central London and our patients than we can by working apart.
- Deliver the best care using the most up-to-date practise in supporting those with mental health illnesses.
- Transforming and creating a positive environment for our service users, staff and visitors.
- Creating and working together to become a great place to work for all our staff.
- We offer flexible working, a wide range of health and wellbeing initiatives, NHS Pension and so much more.
- Generous Annual Leave Allowance
- NHS Discounts in a large variety of retail stores and services.

- We have excellent internal staff network support groups.

The postholder will need to be comfortable working in an environment of complex matrix management arrangements and will at all times behave and align with our Trusts' values and cultural pillars:



## **2. Relationships/Communications**

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication.

### **Internal Relationships**

Colleagues and Co-workers, Team managers, clinical staff, Senior Managers. Trust support services, Mental health teams.

### **External Relationships**

A wide range of colleagues including but not limited to Acute Hospitals, General practitioner, Local authorities, Children and families' social workers, SMS organisations, PHE commissioners, Local Community Services within the Borough of Islington.

## **3. Key Responsibilities**

To take operational day to day management/coordination responsibility at team level using performance management systems and policy's to ensure the effective delivery of contract activity and quality to required standards to meet contract specifications.

To work with the Service Manager to deliver integrated governance requirements and be responsible for delivering governance processes and systems within the team. This may include preparing and writing of policies and procedure documents, clinical policies and standards.

To ensure full compliance of team members with key mechanisms to support clinical delivery including KPIs, Dashboards performance monitoring, records management, health and social care data entry, practice development, incident reporting, serious untoward incident review and complaints.

To undertake and oversee risk assessments and deliver risk management and health and fire safety responsibilities as required by statute, regulation, legal obligation and trust policies.

To work with the Service Manager to ensure that staff are compliant with safeguarding systems in the safeguarding procedure and investigations in accordance with policy.

To identify and manage risks, placing as appropriate to service line risk register.

To ensure that practices are in place that assess, determine, monitor and support Learning and Development, clinical supervision, managerial supervision and the appraisal processes.

To ensure that the care provided respects equality and diversity that is supportive of service users and their carer's, agreeing the best approach to meeting individuals' mental health, physical health, and recovery from Substance misuse issues.

To work with the Service Manager to deliver joint meetings with management on a regular basis, taking remedial actions should pressures be identified.

To respond to complaints or other concerns as they arise and in accordance with trust policy, and in conjunction with the Service Manager.

To undertake other duties in a corporate role as may be reasonably expected in accordance with the grade of the post to ensure the attainment of team and service objectives, including deputising for the Service manager. Developing pathways to meet the needs of the changing demographics of the service users in the borough ensuring that these pathways compliment the model.

To ensure that all duties within the role are delivered in accordance with trust policy and procedure.

### **3.Financial responsibility**

To work with Service Manager and Head of Service to keep service in line with budget requirements for the service.

#### **3.1 Responsibility for Human Resources**

The post holder will be responsible for monitoring of staff performance and ensuring that the service meets its targets in relation to both national and local targets.

You will be expected to deliver both clinical and management supervision to a multidisciplinary integrated team.

Team members are to be supported and developed to their potential and that new team members are to be comprehensively inducted and successfully integrated into the team. This includes mentoring and supervision on Student Nurses and Trainees from a range of professions .

To provide leadership and line management to the MDT team members to support them in the delivery of high quality, Recovery outcome focused service.

To promote a culture that fosters team member's involvement and a progressive attitude to service improvement and delivery.

To work with the Service Manager to deliver a culture and style of leadership that develops and empowers team members, recognise achievement and promote continuous development of staff and teams.

To actively manage conduct, performance and competence concerns identified in the team in line with Trust policy.

To work with the Service Manager to develop and deliver team workforce plans.

To implement and deliver agreed effective processes for the line management of individual staff members in the MDT. Including recruitment, induction, professional development planning, clinical / managerial cover, vacancy and absence management, performance management of poor performance and occupational health engagement.

To provide managerial and /or clinical supervision. To monitor the supervision arrangements and standards for all the team members.

To authorise annual leave in the absence of the Service Manager ensuring sufficient team presence for business continuity.

To ensure that all duties within the role are delivered in accordance with trust policy

#### **4. Clinical Responsibilities**

To oversee the provision of expert, autonomous and highly specialist clinical practice within the MDT to include Case Management, prescribing, Risk Management, Recovery Care Planning.

To undertake initial clinical assessment and formulation using a range of both specialist and generic tools.

Making an autonomous judgment about own caseload and referrals.

To assess, plan, implement and evaluate care in negotiation with service users, carers and other services, considering the needs of a diverse community with a basis of Substance Misuse Recovery.

Assisting in and determining the point of discharge / transfer of the service user and /or onward referral to other appropriate services.

To communicate clinical assessment or presentation to others within the team and appropriate external agencies including GPs, hospitals and any other agency's or individual involved with the service user

To maintain contemporaneous records to the standard required by the trust and the relevant professional body.

To assess and manage risk. To implement and support team members to ensure all service users have Risk management Plans and up to date \risk Assessments documented on EPR systems.

Encouraging service users to accept an optimum level of responsibility for their treatment and programme of care and with their consent, where appropriate, seek the cooperation of friends / relatives / carers.

To ensure staff members maintain accurate and contemporaneous records.

To be inclusive of the team's clinical governance programme, delegating and managing those undertaking development work including audit.

To monitor the work of staff members in assessing and managing service user care needs through reviewing initial data collection; monitoring of their progress; feedback at MDT; discussion and reports at care reviews or CPA reviews with the team.

To ensure that the physical health care needs of service users are assessed by team members and or that on-going physical health monitoring / review of service users is undertaken as per requirements of trust policy.

To recognise and respond appropriately to challenging behavior in line with Trust policies  
To take the lead and co-ordinate safeguarding and Children and Families investigations when called upon to do so. To support team members to fulfil this role to a high standard.

To be aware of personal accountability and responsibility in respect of ensuring that cleanliness standards and practices are maintained in the clinical environment and that these are compliant with PEAT, The Hygiene Code, CQC requirements and Trust Infection Control protocols and procedures.

To follow all Trust Policy relevant to service user care and conduct of own role.

To be able to work and travel across a geographical area or across integrated teams when required to do so.

To follow trust policy in promptly reporting all accidents and incidents. To undertake: investigations when called upon to do so, or nominating/supervising relevant others in this role.

To undertake any other additional duties as agreed with the Service Manager, following attendance at an approved training programme, a range of additional duties commensurate with the band and role.

## **5. Policy / Service Development**

To maintain confidentiality of information, in accordance with Trust Policy.

To sensitively manage complex and difficult situations deploying effective conflict resolution techniques as required.

To contribute to the effective communication process of often sensitive or highly sensitive information with service users, carers, family, friends and staff members.

To always act in a dignified and responsible manner with service users, visitors, carers and colleagues; listening carefully and responding using appropriate language and communication skills which acknowledge cultural differences and professional boundaries.

To communicate appropriate and accurate information to and from other department/ service lines / agencies as required.

To lead team meetings and facilitate multi-professional team discussions.

To use and complete care plans, pathway documents and Care Notes progress notes and professional reports accurately and in a timely manner.

To ensure that all team members are accountable for shared responsibility within the team, by demonstrating support, respect and courtesy towards colleagues and those from other disciplines.

To ensure effective dissemination of information relating to all trust business and changes in policy and practice.

To complete routine or requested managerial reports accurately and in a timely manner.

To act promptly in ensuring that all incidents related to service users, staff, visitors or others are reported using the correct format and procedures in line with the trust guidance. To ensure that all incidents are investigated, and any findings communicated.

## **6. Research And Development**

To be managed by and receive supervision from a nominated line manager, including annual review of performance as part of the trust's appraisal system.

To be in receipt of and engage with clinical supervision and to use this to reflect on clinical and professional practice.

To maintain and update relevant knowledge and skills, maintain a professional portfolio, and participate in training in line with service needs and clinical governance requirements.

To actively contribute to reviews of the team's activity and the monitoring of performance in line with the Trust, commissioner, national directives and audits. Participating in relevant governance, audit, practice development or research activity that may be expected in the service line.

To provide teaching and supervision for other members of the team according to experience and competence.

To supervise, mentor and assess nominated trainees and other junior staff as required.

## **7. General**

All staff are responsible for the continual compliance with CQC standards and outcomes.

The postholder must be aware of, and work in line with, the Trust's Safeguarding Adults and Children procedures.

## **8. Personal Development**

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed. Where necessary, help and



support will be provided, and development opportunities agreed in line with service provision and the knowledge and skills competency framework.

## **Mandatory Trust Responsibilities**

### **Amending The Job Description**

This is a newly created role and it is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the postholder. This will be done in consultation with the postholder, and it is hoped that agreement can be reached to any reasonable changes.

### **Probationary Period**

This post is subject to the requirements of a six month probationary period scheme for new staff only.

### **Confidentiality**

The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The postholder must respect patient named confidentiality in keeping with “**Caldicott principles**”.

### **Code Of Conduct**

North London Mental Health Partnership has a code of conduct for all non-registered staff in a direct care role. As an employee of the Partnership, you are expected to comply with this code at all times, and any breach of it whilst in practice will be investigated by the Trust.

Copies of the code of conduct can be obtained from the Human Resources Department and it is also available on the Camden and Islington NHS/Barnet Enfield and Haringay intranet.

### **Data Protection**

All staff who contribute to patients’ care records are expected to be familiar with, and adhere to, the Trust’s Standards of Records Keeping Policy. Staff should be aware that patients’ care records throughout the Trust will be subject to regular audit.

All staff who have access to patients’ care records have a responsibility to ensure that these are maintained efficiently, and that confidentiality is protected in line with the Trust’s Confidentiality of Health Records Policy.

All staff have an obligation to ensure that care records are maintained efficiently, and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

### **Professional Registration**

If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a

condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.

You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.

Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.

If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore, throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

### **Risk Management**

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receive appropriate training, that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Governance Committee and Risk and Assurance Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Governance Committee or Risk and Assurance Committee if resolution has not been satisfactorily achieved.

### **Policies & Procedures:**

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of the Trust's Risk Management Strategy which includes the responsibilities placed on them by the Health & Safety at Work

etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

### **Safeguarding**

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the Trusts' Safeguarding policies and procedures, act promptly on concern, communicate effectively and share information appropriately.

### **Health And Safety**

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work etc Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for the other employees and visitors.

### **Infection Control**

Employees must be aware of the responsibilities placed upon them by The Health Act (2008) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE)

### **General**

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The postholder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the postholder. As the Trust develops, the requirements of the job may change and the postholder is expected to adapt to these changes.

### **Equal Opportunities Policy**

The Trust operates in a multi-ethnic area. All members of staff are expected to take into account the need for equality in all areas of work.

All employees are expected to abide by the Trust's equal opportunities policy, failure to do so could result in disciplinary action up to and including dismissal.

## Person Specification

<b>Post Title:</b>	Recovery Team Manager	<b>Grade:</b>	7	<b>Speciality</b>	Substance Misuse
<b>Division</b>	Islington	<b>Org Name</b>	Camden and Islington NHS Foundation trust		

Selection Criteria	Essential Criteria	Desirable Criteria	Means of Assessment Application (A) /Interview (I)
<b>Qualifications/ Registrations</b>	Educated to degree level or equivalent experience.	Master's Degree in related field	
	Current level 3 Safeguarding Children and Vulnerable Adults certificates.	Current registration with relevant professional body where relevant	
	Evidence of recent and or on-going academic study relevant to practice	Management qualification	
<b>Experience</b>	Significant clinical and management experience in substance misuse service delivery	Demonstrable experience and evidence of understanding team budgets	
	To demonstrate an extensive and sound knowledge base in the provision of substance misuse and preferred treatment methods with a Recovery focused agenda		
	Demonstrable understanding and experience of utilising a variety of assessment tools as well as service		

	specialist tools currently used in practice in relation to assessing / planning care needs and determining risk		
	Demonstrable and extensive experience of managing and/or leading others in a clinical / team setting		
	Demonstrate a clear understanding of their own role and that of others within the multi-professional team.		
	Demonstratable evidence of use of relevant IT applications and systems		
<b>Skills/Abilities</b>	Ability to make high quality judgements—in a variety of complex and challenging situations		
	Ability to work under pressure and to achieve high standards and quality of		
	Ability to work independently/autonomously whilst knowing when to draw in support when needed		
	Demonstrate effective confident practice-built on expertise in one or more areas of practice		
	Ability to communicate with people from a variety of professional and non-professional backgrounds		
	Ability to work in partnership with colleagues from a range of disciplines		
<b>Personal Qualities</b>	Ability to deal with complex and challenging situations in a calm manner		

	Ability to integrate an equalities, social inclusion and valuing diversities approach in service delivery		
<b>Knowledge</b>	Knowledge of the Mental Health Act, Mental Capacity Act., The Misuse of Drugs Regulations (2001) and the Drugs Act (2005),  A good awareness of the role and organisation of partner agencies such as health, housing and the voluntary and community sector so as to advise and support service users	Knowledge of budgetary control and management	
	Knowledge and understanding of the needs of people with mental health and substance misuse problems and their relatives/carers and how these can be met using a range of resources		
	Excellent working knowledge of positive risk taking risk assessment/management and safeguarding adults and children		
	Knowledge of relevant Performance measures and outcomes		
	Knowledge of the principles behind Service User engagement and strategies to promote co-production in service development and involvement		

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**Date:**

**Prepared By:** (*Manager*):