

JOB DESCRIPTION

<u>JOB TITLE:</u>	Team Manager
<u>GRADE:</u>	Band 7
<u>DEPARTMENT</u>	As Designated
<u>LOCATION:</u>	As Designated
<u>RESPONSIBLE TO:</u>	Clinical Manager
<u>ACCOUNTABLE TO</u>	Associate Director

MAIN PURPOSE OF THE JOB

The Team Manager is responsible and accountable for providing safe, effective care and efficient services to service users and their carers who live within the community. Key aspects of the role include monitoring the performance and quality of the service the team delivers. They also provide clinical leadership and effective day to day management of the team, commitment to promoting recovery and maximising independence and fulfil wider management responsibilities as required by the organisation.

VISION AND VALUES

Our Vision is: “We Strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES”

Our Values are:-

- Caring Compassionate
- Respectful
- Honest and Transparent

OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO HIGH QUALITY, COMPASSIONATE CARE AND TO ACHIEVE EXCELLENT HEALTH AND WELLBEING OUTCOMES

ORGANISATIONAL CHART

Associate Director

Clinical Manager

Team Manager (Community)

Clinical Lead

Community Practitioner
Community Nurse

Assistant Practitioner

Clinical Support Assistant

COMMUNICATION & RELATIONSHIPS

Establish and maintain good working relationships, communicating effectively with professionals within the service and advocating the service to external partners, ensuring that all service users are treated with compassion, respect and dignity

Liaise with other professionals, agencies and stakeholders across the care pathway in the interests of maintaining good working relationships, ensuring that service user transition across all services is provided

Communicate effectively sensitive, complex information to service users, their carers and staff.

Ensure effective and committed Partnership working both internally and external to the Trust.

Be an effective representative of the trust

Ensure that where there is a barrier to communication or understanding that the team access appropriate services to deliver the care packages such as interpreters and advocates.

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

Provide day to day management of the team including recruitment, selection and induction of staff, conducting appraisals, developing individuals, managing performance and absence, ensuring statutory and mandatory training is completed, and dealing with grievance and disciplinary cases.

Motivate, engage and develop the team within a multi-disciplinary team environment

Lead and coordinate team communication, including holding regular team meetings, communicating and consulting on service changes (which may be contentious), and acting as a conduit of information between the wider Trust, senior management, external agencies and the team

Understand and convey wider NHS developments and initiatives to team members to support their engagement with their work and the organisations

Support the team in planning and adjusting the service in response to new initiatives/ ways of working

Manage the process of Nurse Secondments in liaison with practice Placement Facilitators and Universities

ANALYTICAL AND JUDGEMENTAL SKILLS

Assess and interpret an array of complex information and situation, delivering clear rationale for care delivery and outcomes.

Possess excellent analytical and judgmental skills in relation to initial and ongoing assessments and subsequent care packages from a range of options and assist senior practitioners in problem solving and providing quality care.

Initiate Serious Untoward Incident (SUI) reporting and act as an Investigating Officer for Complaints Investigations and Lead Clinician for SUI investigations.

PLANNING AND ORGANISATIONAL SKILLS

Monitor and manage the performance of the service, including engaging the team in performance management, and conducting clinical audits, providing reports to managers as required and discussing performance with the team on a regular basis

Have responsibility for ensuring the team meets CQUINN, CQC, Monitor, internal NTW targets and professional targets; regularly reviewing appropriate dashboards and taking action as appropriate

Provide a visible leadership role to the team, supporting and engaging staff in the change process and in providing a quality service to Service Users and Carers.

Support the management and resolution of team conflict

Deputise in the absence of the Community Clinical Manager or Service Manager, when required and appropriate.

Negotiate with other agencies and team members, managing conflict resolution

Commit to and take forward service improvements in conjunction with the Community Clinical Manager and Service Manager and in line with other Team Managers and Professional Leads

Develop Policy, Protocol and guidance relevant to the service and ensure that this is communicated across the service

Ensure RIO data is maintained and used to inform activity within the team, including waiting list times and annual mapping data

Promote, develop, implement and manage clinical standards and good practices both in care delivery and appropriate record keeping

Update their manager and others as appropriate on issues pertinent to the team and service delivery which may impact on quality and service provision and thus present a risk to the organisation

PHYSICAL SKILLS

Standard keyboard skills when inputting electronic data/report writing

Breakaway skills

RESPONSIBILITIES FOR PATIENT/CLIENT CARE

Provide clinical leadership for all cases, providing competent clinical and caseload supervision and ensuring the quality of the supervision structures within the team.

Within the agreed structure, effectively manage referrals to the service, prioritising appropriately taking into account clinical need and risk factors.

Make complex, sensitive decisions based on professional judgement in relation to service users and their families, being aware of the safe guarding children and adult procedures, adhering to local guidelines and policies.

Ensure effective clinical supervision structure is in place for all staff including JDR process

Chair safeguarding meetings – this would require the courage to voice concerns about practise and service delivery.

Promote, implement and manage clinical standards and good practises within their area of responsibility and across the care pathway ensuring appropriate record keeping is maintained.

Ensure the use of and adhere to the Care Programme Approach/Care Coordination Policy by all members of the team.

In collaboration with the team, provide specialist advice to other disciplines and external agencies

Participate and undertake clinical audit and evaluation of the service

Promote a positive approach to person centred care being open and accountable to service users, carers and visitors to the service.

Assist/support service users to contribute and raise awareness with their own individualised care plans/wellness recovery action plans in relation to their personal journey.

To meet the needs of the service users, staff will be required to work extended and flexible hours.

POLICY AND SERVICE DEVELOPMENT

Contribute, comment on and implement new policies and new service developments for the service.

Be expected to adhere to Trust Policies and Procedures and will be instrumental in the operationalisation of service provision and development.

Monitor and take action to ensure compliance to Trust policies and procedures which ensure confidentiality and security of information and safety of service users, visitors and staff

Regularly initiate relevant audit activity.

Be responsible for establishing and maintaining relationships for effective liaison with all members of the care team.

Contribute to the development of the pathways for all.

Ensure lessons learnt from Serious and Untoward Reviews and complaints are promptly and effectively implemented

Ensure competent systems and processes are in place to ensure the safety of service users, staff and the wider community

Report any deficiencies within the clinical environment or equipment

FINANCIAL AND PHYSICAL RESOURCES

Support the delivery of clinical services ensuring adequate provision of resources are available to perform key tasks

Proactively manage the delegated budget in conjunction with the clinical manager, ensuring the most effective and efficient expenditure of resources

Be an authorised signatory for team expenses as set out in relevant policies

RESOURCES

Participate in recruitment, selection, sickness/absence monitoring, and ensure compliance regarding appraisals and training.

Develop induction programmes for new staff.

Be expected to have a working knowledge of policies that effect practice and ensure that these are adhered to in the sphere of responsibility.

INFORMATION RESOURCES

Be responsible for making entries into confidential client case notes and protect the confidentiality of the work.

Be required to have the necessary skills to use computer software to create/develop reports.

Ensure the performance management agenda is upheld and monitored via the recording of statistical data.

RESEARCH AND DEVELOPMENT

Initiate audit and participate in research as required.

Develop a robust system of evaluation as an integral part of service development.

FREEDOM TO ACT

To act in an autonomous capacity in the day to day operational management and delivery of clinical services by the team.

PHYSICAL EFFORT

Sitting, standing and walking, exerting light physical effort over short periods of time

MENTAL EFFORT

Concentration required for writing reports. There will be frequent interruptions to response to crisis situations in relation to service user and staff support. On a daily basis there is a constant need to re-evaluate.

EMOTIONAL EFFORT

Regular exposure to challenging behaviours in relation to service users. Also dealing regularly with highly emotional situations which may involve service users, carers, members of the public or team members. Respond to complaints with the aim of reaching resolutions quickly and successfully. Requirements to engage/lead formal processes relating to Serious and Untoward Incidents, disciplinary action, grievances and performance management.

WORKING CONDITIONS

Occasional exposure to verbal and aggressive behaviour. Required to regularly work with VDU's and required to drive across other localities sites.

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

Information of a Confidential Nature or Access to Confidential Information

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

CALDICOTT RESPONSIBILITIES:

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. **Don't use it unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**

3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

Post Holder's Name:

Post Holder's Signature:**Date:**

Line Manager's Name:

Line Manager's Signature:**Date:**

PERSON SPECIFICATION

	<u>Essential</u>	<u>Desirable</u>
<u>Education and Qualification</u>	<p>First Level Registered Nurse RNMH, RMN, RNLD or equivalent first level qualification e.g. Social Worker, OT, Clinical Psychologist, other.</p> <p>Relevant Post Graduate qualification or Training.</p>	
<u>Knowledge and Experience</u>	<p>Experience of coordinating and managing staff resources.</p> <p>Experience of working within a multi-disciplinary team using a community based approach.</p> <p>Experience of providing community bases mental health services.</p> <p>Experience of leading teams and taking on a leadership role in project management.</p> <p>Commitment to Partnership working both multi-agency and multi-disciplinary.</p> <p>Coordinating and supporting staff in the day to day provision of clinical services.</p> <p>Awareness of equal opportunities legislation and policies.</p> <p>Experience of collaborative working across agencies and professional disciplines.</p> <p>Proven ability to manage a clinical caseload in a flexible manner as required.</p> <p>Experience of providing clinical/managerial supervision to clinical staff.</p>	<p>Awareness of human resource issues and budget management.</p> <p>Undertaking Joint Development Reviews.</p>

	Knowledge of health and safety requirements of the team.	
<u>Skills and Competencies</u>	<p>Demonstrate leadership skills/delegation.</p> <p>Excellent communication skills</p> <p>Excellent interpersonal skills including negotiation and conflict management</p> <p>Experience of Performance Management</p> <p>Evidence of effective organisational skills</p> <p>Expert clinical and managerial supervision skills</p> <p>Experience of conducting and evaluating clinical audit</p> <p>Evidence of maintaining accurate and contemporaneous record keeping</p>	<p>Demonstrate change management skills</p> <p>Knowledge of RiO data systems and IT skills</p>
<u>Role/Team specific requirements</u>	<p>Flexible</p> <p>Approachable</p> <p>Open to change</p> <p>Confident and assertive</p> <p>Robust</p> <p>Motivated</p> <p>Demonstrates respect dignity and integrity</p> <p>Trustworthy</p> <p>Embraces diversity</p> <p>Innovative</p> <p>Professional</p>	

<u>Personal Characteristics</u>	<p>Open and non-judgemental, anti-discriminatory approach to clinical, managerial and leadership roles.</p> <p>Friendly, outgoing, approachable, confident manner</p> <p>Innovative and creative</p> <p>Flexible and adaptive</p> <p>Ability to work under pressure</p>	
<u>Additional Requirements</u>	<p>Able to meet the mobility requirements of the post</p>	