

Team Manager Camden Memory Service

JOB DESCRIPTION

1. GENERAL INFORMATION

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| Job Title: | Team Manager (Nurse/AHP) |
| Grade: | Band 7 |
| Salary: | £51,488 - £57,802 per annum inclusive of allowances |
| Hours: | 37.5 hours per week |
| Terms & Conditions Of Service: | In accordance with the Agenda for Change NHS Terms & Conditions of Service |
| Responsible to: | Service Manager |
| Accountable to: | Head of Service |
| Responsible for: | All team members |

2. JOB SUMMARY

The post holder will lead and manage the multi-disciplinary Memory Service. They will be responsible for ensuring that the team understands and operates to the requirements of the service line operational policy and service line strategy and that safe, evidence based, effective, culturally competent care is delivered in a timely manner to service users.

In carrying out this role the post holder will make best use of the resources available to them in the monitoring of team and individual performance; ensuring that at all times best use is made of health and social care resources to ensure that people affected by dementia are living as well as possible.

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

The post holder will oversee the whole caseload of the team. They will ensure the formulation of profession specific highly specialist care and treatment plans which provide highly skilled professional and specialist interventions / care to service users living with dementia and their carers in line with best practice and service objectives.

This job description is written as an indication of the nature and scope of duties and responsibilities. Additional competencies may be required to

fulfil 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 Senior Service Manager, which are appropriate to the grade.

3. MAIN DUTIES AND RESPONSIBILITIES

Managerial

- i) To take operational day to day management responsibility at team level using performance management systems to ensure the effective delivery of contract activity and quality to required standards to meet contract specifications.
- ii) 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.
- iii) To ensure full compliance of team members with key mechanisms to support clinical delivery including clustering, risk assessment, records management, health and social care data entry, practice development, incident reporting, serious untoward incident review and complaints.
- iv) 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.
- v) To work with the Service Manager to ensure that staff are compliant with safeguarding systems.
- vi) To be responsible for implementing policy relating to health and safety and monitor compliance e.g. fire marshals', safe environment etc
- vii) To identify and manage risks, placing as appropriate to service line risk register.
- viii) To ensure that practices are in place that assess, determine, monitor and support Learning and Development, clinical supervision, managerial supervision and appraisal processes.
- ix) To provide consultation within the team in own area of clinical specialism.
- x) To ensure that the care provided respects equality and diversity that is supportive of service users and their carers, agreeing the best approach to meeting individuals' mental health, physical health, social, spiritual and recreational care needs.
- xi) To work with the Service Manager to deliver the service within existing budget and deliver QIPP programme, attending joint meetings with management accountants on a regular basis, taking remedial actions should financial pressures be identified.

- xii) To respond to complaints or other concerns as they arise and in accordance with trust policy, and in conjunction with the Service Manager.
- xiii) To undertake other duties in a corporate role as may be reasonably expected in accordance with the grade of the post and in line with other team managers to ensure the attainment of team and service objectives, including deputising for the line manager.
- xiv) To ensure that all duties within the role are delivered in accordance with trust policy and procedure and requirements of professional registration.

Service Delivery

- i) To oversee the provision of expert, autonomous and highly specialist clinical practice within the MDT to include:-
 - i) Making an autonomous judgement about team caseload
 - ii) Support staff to assess, plan, implement and evaluate care in negotiation with service users, carers and other services, considering the needs of a diverse community
 - iii) Support staff to intervening using a range of therapeutic modalities e.g. CST.
 - iv) Assisting in and determining the point of discharge / transfer of the service user
 - v) To communicate clinical assessment or presentation to others within the team and appropriate external agencies including GPs
 - vi) To assess and managing risk
- ii) To ensure staff maintain accurate and contemporaneous records
- iii) To lead the team's clinical governance programme, delegating and managing those undertaking development work including audit.
- iv) To monitor the work of staff in assessing and managing service user care needs through reviewing initial data collection; monitoring of their progress; feedback; discussion and reports at reviews with the team.
- v) To ensure that the physical health care needs of service users are assessed by team members where appropriate and or that on-going physical health monitoring / review of service users is undertaken as per requirements of trust policy.
- vi) To recognise and respond appropriately to behaviour that challenges in line with Trust policies
- vii) To have detailed knowledge, understanding and experience of the Mental Capacity Act (2005).
- viii) 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.
- ix) To follow all Trust Policy relevant to service user care and conduct of own role.

- x) To be able to work and travel across a geographical area or across integrated teams.
- xi) 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.
- xii) To undertake any other additional duties as agreed with your line manager such as participating in the on-call rota or if appropriate to the role and following attendance at an approved training programme, a range of additional duties commensurate with the band and role.

Workforce and Managing People

- i) To provide leadership and line management to the MDT to support them in the delivery of high quality dementia-friendly service.
- ii) To promote a culture that fosters staff involvement and a progressive attitude to service improvement.
- iii) To work with the Senior Service Manager to deliver a culture and style of leadership that develops and empowers people, recognise achievement and promote continuous development of staff and teams.
- iv) To actively manage conduct, performance and competence concerns identified in the team.
- v) To work with the Senior Service Manager to develop and deliver team workforce plan.
- vi) 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.
- vii) To provide clinical and managerial supervision. To monitor the supervision arrangements and standards for all the team.
- viii) To authorise annual leave ensuring sufficient team presence for business continuity.
- ix) To ensure that all duties within the role are delivered in accordance with Trust policy and professional registration. Ensuring that professional registration requirements are maintained for themselves and relevant team members.
- x) To be managed by and receive supervision from a nominated line manager, including annual review of performance as part of the appraisal system.
- xi) To ensure that all personal and team mandatory training requirements are continually up-to-date as required by Trust policies and professional requirements.
- xii) To act as a role model to other staff to supervise and mentor trainees and

other staff.

Communication

- i) To maintain confidentiality of information, in accordance with Trust Policy.
- ii) To sensitively manage complex and difficult situations deploying effective conflict resolution techniques as required
- iii) To contribute to the effective communication process of often sensitive or highly sensitive information with service users, carers, family, friends and staff colleagues.
- iv) 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.
- v) To communicate appropriate and accurate information to and from other department/ service lines / agencies as required.
- vi) To lead team meetings and facilitate multi-professional team discussions.
- vii) To use and complete care plans, pathway documents and Electronic Patient Record progress notes and professional reports accurately and in a timely manner.
- viii) 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.
- ix) To ensure effective dissemination of information relating to all trust business and changes in policy and practice
- x) To complete routine or requested managerial reports accurately and in a timely manner
- xi) 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.

Health and safety

- i) To recognise own role in meeting the requirements of the Health and Safety At Work Act 1974.
- ii) To ensure safe working practices and environment.
- iii) To report, without delay, all hazards - real and potential.
- iv) To ensure appropriate use, maintenance, cleanliness, replacement and storage of all material and equipment.

v) To abide by local and Trust policies and procedures with relation to health and safety.

vi) To be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment. Following such procedures as required.

4. PROBATIONARY PERIOD

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

5. PARTNERSHIP WORKING

Camden and Islington NHS Foundation Trust & the London Boroughs of Camden & Islington are working in partnership to provide mental health services. Employees from all the participating organisations work closely together and have joint management and supervision arrangements. In addition you will be expected to collect and report data relating to performance indicators for both organisations.

6. CONFIDENTIALITY

All information concerning patients/clients and staff must be treated as strictly confidential at all times.

7. VALUING DIVERSITY

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end the Trust has a Valuing Diversity in the Workplace Policy and it is for each employee to contribute to its success.

8. INFECTION CONTROL

The prevention and control of infection is the responsibility of everyone who is employed by Camden and Islington NHS Foundation Trust. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment.

The nurse or other person in charge of any patient or resident area has a direct responsibility for ensuring that cleanliness standards are maintained throughout that shift.

9. HEALTH & SAFETY

All staff must comply with all Foundation Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

10. NO SMOKING POLICY

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

11. DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

12. DATA PROTECTION ACT

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.

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Records Act 1990.

14. SYSTEMS AND IT SKILLS REQUIREMENTS

All Trust staff are expected to use and to enter data onto the Foundation Trust Clinical Information System and to use other required IT applications where it involves their work. All Foundation Trust staff will also need to have the essential IT skills in order to use the Foundation Trust Clinical Information System as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin the above.

15. WASTE DISPOSAL

All staff must ensure that waste produced within the Foundation Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Foundation Trust policy.

16. IMPROVING WORKING LIVES (IWL)

IWL is an NHS-wide initiative aimed at ensuring staff have good work/life balance, access to training, and support from their employer. The Trust is committed to maintaining a high standard of practice within IWL and, as such, staff have access to a wide range of flexible working options, childcare support, and many training and development opportunities.

17. PROFESSIONAL REGISTRATION

- i) 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.
- ii) You are required to advise the Foundation Trust if your professional body in any way limits or changes the terms of your registration.
- iii) 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.
- iv) 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 Foundation 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.

18. 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 through out 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 brining these risks to the attention of the Clinical Governance Committee or Risk and Assurance Committee if resolution has not been satisfactorily achieved.

19. 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.

20. REVIEW OF THIS JOB DESCRIPTION

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the postholder on an annual basis.

21. INITIALS AND DATE OF PREPARATION

MP January 2020