

Job Description and Person Specification

Job Title: Operational Team Manager Early Intervention
in Psychosis



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Job Description

JOB TITLE: Team Leader

BAND: 7

CARE GROUP: Community Directorates.

DEPARTMENT: Early Intervention in Psychosis Service

HOURS OF WORK: 37.5

RESPONSIBLE TO: Service Manager

ACCOUNTABLE TO: Service Manager

BASE: Avolon House

JOB PURPOSE:

To provide operational leadership and expertise to a multi-disciplinary team of clinicians who often work alone to ensure the timely delivery of a safe and effective service to the Early Intervention in Psychosis Service for people aged 14-65 who are experiencing a first episode of psychosis.

To ensure systems and processes exist to support staff performance in accordance with Trust objectives, report on and contribute to the monitoring, evaluation and audit of the performance and clinical practice of the locality service.

- As Team Manager, you will work collaboratively as part of a dynamic leadership team and be accountable for teams' performance, operational delivery of safe and effective care and budget management in Early Intervention for Psychosis Services for those between 14 -65 years of age.
- You will empower staff to be instrumental in delivering high service performance. This will be achieved by utilising a transformative and proactive approach to ensure high quality care to Service Users.
- You will assist in assuring all services meet the required local and national targets and standards in relation to quality, performance governance, workforce planning and finance.
- The post holder must uphold the Trust Values, through developing a positive team "can do" attitude and culture through role modelling and setting out team expectation.
- You will be responsible for the strategic management of targets and performance, including waiting time and caseload management, day to day operational management which includes staff management such as wellbeing, sickness, absences, e-rostering, governance and financial management.
- In addition, the main duties of the role will include; process and change management, ensuring engagement of the full Multi-Disciplinary Team.
- Implement service developments to support the Service and General Manager.
- Monitor and analysis of data

- Provision of Managerial Supervision and Appraisal.
- To have joint responsibility for CQC expectations and deliver this through ensuring team standards are reviewed against any CQC action plan that aims to improve service delivery and consistency in care.
- To work collaboratively to ensure highest standards of practice and service delivery.

KEY RESULT AREAS:

Carer and Service User Care

- Leading the development of a sustainable workforce that is fit for the future within their area of responsibility.
- Planning and managing services to ensure the best possible use of resources.
- Ensuring the standardisation of services across all relevant sites to the best possible level, so that all of our service users experience equally high-quality care.
- Leads the delivery of a timely, safe and effective service to individuals referred to the service.
- Support the team with complex cases and support with providing a range of specialist psycho-educational/behavioural family interventions to families coping with early psychosis.
- Implements local protocols and monitors the team's adherence in clinical risk assessment and management.
- Ensures the team promote the wellbeing and mental health of people with early psychosis, by involving them in the assessment process, seeking consent, providing relevant information and advice to them, their families/carers and to supporting agencies.

Communications and Working Relationships.

- To be able to demonstrate a high level of interpersonal and communication skills in order to effectively communicate sensitive information on a frequent basis with service users or carers where there may be barriers to communication
- To have proven ability to compile written reports, including case notes, HR investigations, complaints and SI's.
- To be able to deal with complex situations and hold difficult conversations with staff who maybe underperforming, or not upholding Trust and Team Values.
- To be able to demonstrate positive leadership by personal example and encourage staff to share high standards, professionalism and a positive image of the service upholding Trust Values at all times.
- To establish and maintain effective communication systems within the team to ensure the flow of current information to and from operational forums and to ensure that objectives are cascaded and understandable
- To promote equal opportunities and interprofessional practice.
- Feed back to the Services Manager on the skills, competencies and resources necessary to deliver the team objectives. Including review of skills mix.
- To develop high quality practices for student to learn in an environment that is maintaining values and respect for the client group.

- To work in conjunction with the Service Manager to ensure that performance targets are achieved and caseload management is routinely monitored and reviewed to ensure best practice and high-quality care is delivered by the service.

Team or Service Clinical Function

- The post holder will be expected to work autonomously with managerial supervision provided by the relevant service manager.
- In collaboration with Service Manager, ensure service is in place and meets ongoing needs of service delivery.
- To plan the implementation of policies and service developments within the team which reflect modern evidence-based practise.
- To assist in the planning and delivery and evaluation of effective services within the locality which meet the needs of the service users and the expectations of commissioners and ICB.
- To deputise for Services Manager as required during periods of leave.
- To provide routine operational leadership, caseload management and support on a day to-day basis for team members or junior colleagues, whilst ensuring access to appropriate professional managers over matters of professional expertise.

Policy and Service Development

- To work to all Trust Policies, Procedures and Guidelines.
- To assist the Services Manager in ensuring ensure that all staff comply with Trust Policies, procedures and guidelines, these are reviewed accordingly in locality meetings.
- To assist the Services Manager in ensuring individual and team compliance with risk management via Inphase system and Health and Safety requirements inclusive of lone working by taking a lead role in these areas.
- To assist in the dissemination of policies throughout the team and to ensure understanding and application through signed accountability that content is understood and adhered to.
- Propose Policy Changes which impact beyond own area.

Leadership and Management

- To be able to analyse proposed Trust policy and to submit appropriate comments relating to practice implications.
- Under the direction of the Services Manager, to investigate complaints within the Trust and to be able to weigh up information and to give recommendations for the next stage of the process.
- To ensure the team meets any set quality or performance standards / targets and is able to provide evidence to support this when requested by the Service Manager.
- To effectively use BI and work alongside Business Intelligence Business Partner to monitor performance.
- To ensure regular caseload management and performance KPIs are delivered and articulate any mitigations why performance is not met at team level IQPR to Service Manager.

- To assist in the recruitment and selection process for the team in conjunction with the Service Manager.
- To carry out staff supervision & appraisals as directed by the Services Manager.
- To ensure and encourage that staff engage in meetings, training and team building to support the development of the locality service.
- To effectively use human resources to ensure safe levels of staffing which reflect the necessary and appropriate skill mix.
- Knowledge of TRAC recruitment system and its application.
- To ensure timely management supervision and facilitate the provision of clinical supervision for all staff and ensure that all staff receive regular professional supervision (contributing to this provision as appropriate).
- To ensure that each member of staff has an annual appraisal and recorded personal development plan, with contributions to this process from professional leads. To review this accordingly in supervision.
- Under the direction of the Locality Services Manager, to be an authorised signatory, to include travel expenses, verification of hours worked, orders generated by others within the team etc.
- To assist in the monitoring of expenditure of the team.
- To assist in the ordering, monitoring and maintenance of equipment and materials required to carry out the job (including fulfilling requirements of COSHH).

Record-Keeping and Information Governance

- To record all personally generated information in accordance with the Trusts Record Keeping policy.
- To insure adherence to Information Governance training for self and wider team.

Research and Development

- To develop and broaden research skills through leading and understanding audit and other research relevant to senior practitioner role and document findings.
- Support the enhancement of practice, training and development of all team members.
- To encourage and support use of quality improvement initiatives to improve performance and care.

Maintaining Professional standards and continuing professional development

- To receive regular supervision from Service Manager.
- Evidence of Managerial, Leadership and Developmental skills acquired through recognised courses or equivalent experience.
- To have in-depth knowledge of Trust Policies and Procedures, and a working knowledge of National policies, procedures and guidelines.
- To have a sound knowledge of the relevant legislation relating to patient care

GENERAL

- To be able to travel across sites as required.
- Ability to read and analyse data.

ENVIRONMENT:

- Appearing to remain outwardly calm while dealing with highly emotionally charged situations.
- Work within an evolving service.
- Requirement to react to swiftly changing priorities and to alter planned activities.
- High levels of concentration required to analyse and interpret complex data to inform service development.
- Managing staff dynamics, personal and professional issues.
- To remain professional at all times.

Research and Development

- To develop and broaden research skills through leading and understanding audit and other research relevant to senior practitioner role and document findings.
- Support the enhancement of practice, training and development of all team members.
- To encourage and support use of quality improvement initiatives to improve performance and care.
- Contributes to the monitoring, evaluation and audit of the performance and clinical practice of the Early Intervention in Psychosis Service.
- Provides specialist advice and consultation to all teams within the sector and to external agencies when required.

HARDEST PART OF THE JOB:

Provision of a service in Kent within transformed services with new working relationships to be developed across organisational boundaries and to educate colleagues and clients who will be unfamiliar with the service and ethos of work. Providing operational leadership to a new team, establishing a positive productive team culture, bringing together clinicians and practitioners into new roles and ways of working. Managing team dynamics which may arise. Supporting the team in working with data to inform performance and outcomes whilst promoting resilience and reflective practice.

To support recruitment and retention of staff to deliver safe and effective services. To prioritise your own time management in relation to delivery of operational tasks, including supervision, appraisal and investigations into grievances and disciplinary matters. To assist in the co-ordination of the team as a whole, which includes working closely with medical and psychological therapy staff.

COMMUNICATIONS AND WORKING RELATIONSHIPS:**Key Relationships:**

Written and verbal communications in the form of letters, telephone calls, face-to-face meetings and assessment documentation with the following, in order to facilitate continuity of seamless service user care:

- Users and carers.
- Senior colleagues within Trust and HCPs, PCNS and ICBs.
- Academic institutions

Internal	External
Own Team Line Manager Community Mental Health Teams Rehabilitation Other Service Lines Seconded Social Care	Children and Young Persons Mental Health Service GP's Collaborative Care Primary Care Social Services Acute Hospitals Department of Work and Pensions Housing Third Sector Services

ORGANISATION CHART:

Place here

STANDARDS OF BUSINESS CONDUCT:

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

HEALTH AND SAFETY:

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

SAFEGUARDING:

All staff have a duty to identify, report and record incidents of potential or actual abuse. This statement applies whether the victim is an adult or child. All queries will be addressed by the Trust Safeguarding Team.

PERFORMANCE REVIEW:

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

CONTINUOUS IMPROVEMENT:

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

THE TRUST'S MISSION STATEMENT:

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

STATEMENT OF THE TRUST'S AIMS AND VALUES:

- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

CONFIDENTIALITY:

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report

on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

JOB DESCRIPTION AGREEMENT:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

Person Specification

Knowledge, Skills, Training and Experience

	Essential	Desirable
Training, Qualifications and Registration	Registered Mental Health Nurse or Occupational Therapist	
Experience	<p>Previous experience at band 7 or above</p> <p>Minimum of 3 years diverse post qualification experience</p> <p>Formal presentations and teaching</p> <p>Previous experience of working in Early Interventions in Psychosis Service, with youth services and/or with whole family systems.</p> <p>Managerial/Leadership Experience</p>	
Knowledge and Skills	<p>Knowledge and Skills</p> <p>Current mental health policy, legislation and joint working practices relating to mental health</p> <p>Recent Government initiatives relating to mental health.</p> <p>NICE guidelines relative to psychosis services, young people and recovery</p> <p>Standard assessment procedures including risk assessment and eligible social care needs</p> <p>Ability to develop strong therapeutic alliance and engage individuals in assessment and treatment</p> <p>Can demonstrate leadership skills, motivate staff and inspire confidence</p> <p>Ability to deal with inappropriate and unpredictable behaviour and cope with difficult situations</p> <p>Manage conflict through mediation, negotiation and influencing skills</p> <p>Ability to identify, assess and manage clinical risk</p> <p>Can work creatively with limited resources</p> <p>Can empower others to recognise opportunities for positive risk taking</p>	

	<p>Ability to develop and provide training packages</p> <p>Is able to share and impart knowledge</p> <p>Ability to apply principles of clinical governance and evidence-based practice to both own and others practice</p> <p>Can supervise and assist in the professional development of others</p> <p>Ability to communicate and liaise effectively with others</p> <p>Has good written skills for assessment and report writing</p> <p>Knowledge of relevant legislation and Government initiatives relating to mental health</p>	
Other	<p>Ability to work on own initiative</p> <p>Ability to travel to different sites across the Trust in a timely manner</p> <p>Computer literate</p>	