

### JOB DESCRIPTION

#### JOB DETAILS

JOB TITLE:	Community Team Manager
JOB REFERENCE NUMBER:	GEN97511-18
BAND:	7
WARD/DEPT.	Trust wide
DIRECTORATE/LOCALITY:	Trust wide
ESSENTIAL QUALIFICATIONS:	Nursing degree or equivalent, Dip SW or Dip in OT or equivalent or HCPC registered

### ORGANISATIONAL ARRANGEMENTS

ACCOUNTABLE TO:	Locality Manager
REPORTS TO:	Deputy Service Manager or Service Manager
RESPONSIBLE FOR:	Responsible for the clinical leadership and line management of the team, including effective management of the operational delivery of the service

## **ROLE SUMMARY**

The Community Team Manager role is responsible for the operational management of a range of aspects of service delivery within the team and for clinical/managerial supervision of professional staff according to the trust values.

To ensure safe caring, responsive, high quality service is provided to service users, their families and carers within the clinical environment by ensuring compliance with Statutory and Regulatory requirements and Trust Policies, pathways, standard operating procedures and protocols.

They will allocate work accordingly within the team to ensure effective and efficient use of resources to ensure service users and carers needs are met, and monitor the team's contribution and performance to the overall objectives of the Trust.

The Community Team Manager will provide professional governance and leadership within their area.

They may hold a small service user caseload within the role

Suffolk only: Partnership working (Section 75)

## **DUTIES AND RESPONSIBILITIES**

**Your personal supervisor will help you to develop skills to carry out the following:**

### **DUTIES AND RESPONSIBILITIES**

#### **Management**

Responsible for the operational management of the service delivery within the service.

Provide visible leadership, promoting a values based culture and acting as a role model within the environment, creating and establishing a caring environment

Be accessible for staff, service users, families and carers and act as a point of clinical expertise.

Responsible for leading and managing the team, ensuring they are suitably trained, informed and competent to carry out the full range of their duties, and that mechanisms are in place for regular and effective supervision, appraisal, objective setting and personal development planning.

Responsibility for ensuring safe staffing levels are maintained according to service budget and safe staffing requirements to ensure patient safety, supported by effective e-rostering practice, management of the team and effective recruitment, escalating any concerns where appropriate

Responsible for ensuring systems are in place to allocate new caseloads and efficient use of resources to ensure caseloads and the management of caseloads remain safe.

Establish clear governance procedures within the team to ensure communication, learning and best practice is embedded.

Responsible for the effective use of the delegated aspects of the team budget, ensuring

effective and efficient use of resources.

| Contribute to the review, development and implementation -of service wide policies and protocols.

Support and facilitate audit activity and implement recommendations.

Lead/Support to service evaluation and audit systems.

Undertake investigations as delegated

## **Clinical**

Demonstrates a clear understanding within the service of service user needs and care requirements.

Contribute to MDT decisions regarding care based on their knowledge and expertise.

Ensure care is delivered in a patient centred framework involving service users, families and carers.

To ensure regulatory requirements are met and adhered to and fundamental standards of care are embedded into practice.

Ensure that service user and carer feedback contributes to the development and improvement of the service.

Ensure that the team practices within the trusts policies, protocols and standards, including NICE guidance where possible, including the reporting of complaints and incidents.

Ensure effective systems are in place to embed learning and continuous improvements from incidents and complaints.

Ensure that tasks and responsibilities are effectively, fairly and evenly distributed within the team to provide effective and responsive care for service users and carers

Responsible for providing a clinical learning environment, in collaboration with other senior clinicians.

Ensure compliance with regulations in respect of the storage and administration of drugs pursuant to the Misuse of Drugs Act 1973.

Ensure that all practice is compliant within Mental Health legislation.

Ensure that all practice is compliant with CPA and record keeping standards and practice.

Ensure recorded contact data is accurately and contemporaneously maintained.

Ensure systems are in place for the checking and ordering of equipment and supplies.

## **Professional**

Accountable for own professional actions and adhere to professional codes of practice.

Demonstrate and personally complies with all trust policies, guidelines and protocols.

Personally identify own learning, training and developmental needs through appraisal and supervisions processes, including compliance to statutory and mandatory training requirements.

Act as a sign off mentor for student nurse placements (Applicable to registered nurses only).

Ensure that professional revalidation is maintained.

## SPECIFIC DUTIES

### TRUST VALUES AND BEHAVIOURS

To promote and adhere to the workplace values of NSFT.

Our values and behaviours were created by 1,300 staff members, service users and carers all working together in the Putting People First project.

They reflect what we all believe makes the most positive difference to the care we offer and to the way we work with one another. By 'living our values' we will develop our Trust, our people, and continue to improve the quality of everything we do.

## Our values... Our behaviours... Our future

Working together for better mental health...

### Positively...



#### Be proactive...

Look for solutions, think creatively and focus on what we can do

#### Take pride...

Always do our best

#### Take responsibility...

Plan ahead, be realistic and do what we say we will

#### Support people to set and achieve goals...

And be the best they can

#### Recognise people...

Their efforts and achievements, and say thank you

### Respectfully...



#### Value everyone...

Acknowledge people's unique experiences, skills and contribution

#### Step into other people's shoes...

Notice what's actually happening

#### Take time to care...

Be welcoming, friendly and support others

#### Be professional...

Respect people's time and be aware of our impact

#### Be effective...

Focus on the purpose and keep it as simple as possible

### Together...



#### Involve people...

Make connections and learn from each other

#### Share...

Knowledge, information and learning

#### Keep people updated...

With timely, open and honest communication

#### Have two-way conversations...

Listen and respond

#### Speak up...

Seek, welcome and give feedback



nsft.nhs.uk

### REGISTERED HEALTH PROFESSIONAL

All staff that are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure that they are familiar with and adhere to these requirements.

### SUPERVISORY RESPONSIBILITIES

The post holder will be responsible for Clinical/Management supervision to appropriate members of Trust staff and the PMHT. This should be carried out in line with Trust Policy

### RISK MANAGEMENT / HEALTH AND SAFETY

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures as laid down by the

Trust. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

## **FLEXIBILITY**

You are expected to be flexible in the duties you carry out and the Trust reserves the right to vary your duties from time to time in line with service needs and as commensurate with your Pay Band. You may, therefore, be required, during the course of your employment, to work in a different location and/or to carry out alternative duties consistent with your status, role, knowledge and experience, taking account of any professional registration and/or qualification requirements, and which are commensurate with your Pay Band; this may include a temporary or longer term transfer to work within a different Locality or Service. Arrangements under your Terms and Conditions of Service and Trust policies will apply.

## **RECORDS MANAGEMENT**

The post holder has responsibility for timely and accurate record keeping where appropriate and in line with professional guidelines.

The post holder has responsibility for the creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and other relevant statutory requirements. Training will be provided in appropriate information management for the post.

## **SUSTAINABILITY**

Carbon reduction and sustainable development are issues that impact on the lives of everyone and it is expected that all staff will commit to the principles of carbon reducing behaviours and sustainable development to ensure that resources are used efficiently, our carbon footprint is reduced and health services continue to improve.

## **SAFEGUARDING**

### **Clinical**

The NSFT expects all practitioners to act in accordance with statutory and local policies regarding recognition, reporting, information sharing, record keeping and joint working in relation to the Safeguarding of Children and Adults as outlined in Children Act 1989/2004, Working Together to Safeguard and Promote the Welfare of Vulnerable Children 2010 and No Secrets 2002.

## **WORKING WITH FAMILIES OF SERVICE USERS**

Ensure that (practitioners / clinicians etc.) when working with service users consider the effects and impact of their mental health and risk behaviours on their families, and provide appropriate support, advice and education for all family members. The needs of children and young people within the household/family should be given special consideration in line with Social Care Institute for Excellence's guidance "Think Child, Think Parent, Think Family" and must always be the priority for NSFT staff across all roles and services.

## **CONFIDENTIALITY**

The post holder is required to maintain confidentiality of information in accordance with professional and Trust policy. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of their duties.

This job description is an outline and account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their Terms and Conditions of Service detailed in the Contract of Employment.

## **INFECTION PREVENTION**

NSFT expects all staff to act in accordance with statutory requirements regarding infection prevention as outlined in the Health & Social Care Act 2008, Code of Practice on the prevention and control of infection 2015. NSFT staff are responsible for protecting themselves and others against infection risks and complying with infection control policies and procedures.

Signed:.....Manager

Signed:.....Post Holder

## PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

### JOB TITLE

**Community Team Manager**

	<b>ESSENTIAL</b>  <b>Without which the post holder could not be appointed</b>	<b>DESIRABLE</b>  <b>Extra qualities that can be used to choose between candidates with all essential criteria</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Nursing degree or equivalent, Dip SW or Dip OT or equivalent, or HCPC registered	<ul style="list-style-type: none"><li>- Ongoing professional development working towards degree level</li><li>- Higher degree or post graduate certificate in area of clinical / therapeutic practice</li><li>- Post basic teaching qualification</li><li>- ILM certificate in management or equivalent</li></ul>	<b>Application Form</b>  <b>Certificates</b>  <b>Professional Portfolio</b>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>- Able to demonstrate experience at a senior clinical level including staff management/supervision experience.</li><li>- Experience of working within a multi disciplinary team</li><li>- Evidence of providing leadership in a Mental Health care environment including service development.</li><li>- Experience with risk assessment and ongoing management.</li><li>-Mentoring Experience</li></ul>		<b>Application form</b> <b>Interview</b>  <b>Professional portfolio</b>  <b>References</b>
<b>SKILLS</b>	<ul style="list-style-type: none"><li>- Excellent communication skills.</li><li>- Competent assessment skills, relevant to profession</li></ul>		<b>Application Form / Interview / References</b>



	<ul style="list-style-type: none"> <li>- Effective analytical and decision-making skills.</li> <li>- Care planning skills.</li> <li>- Competent and effective treatment skills.</li> <li>- Able to effectively prioritise own work load</li> <li>-Competent ICT skills</li> </ul>		
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>- Knowledge of medication and the monitoring of its effects.</li> <li>- Build on / develop further knowledge of psychosocial interventions</li> <li>- Build on / develop further specialist knowledge of health promotion and recovery</li> <li>- An understanding of the policies and guidelines both local and national e.g. National Institute for Clinical Excellence guidelines.</li> </ul>		<b>Application Form / Interview / References</b>
<b>OTHER (Please specify)</b>	Ability to travel		<b>Application Form / Interview / Document Check</b>

<b>VALUES (APPLICABLE TO ALL POSTS )</b>	<b>Positively...</b>	<b>Respectfully...</b>	<b>Together...</b>	<b>METHOD OF ASSESSMENT</b>
	Look for solutions, think creatively and focus on what we can do	Acknowledge people's unique experiences, skills and contribution	Make connections and learn from each other	Application and Interview

	<p>Take pride...</p> <p>Always do our best</p>	<p>Step into other people's shoes...</p> <p>Notice what's actually happening</p>	<p>Share...</p> <p>Knowledge, information and learning</p>
	<p>Take responsibility...</p> <p>Plan ahead, be realistic and do what we say we will</p>	<p>Take time to care...</p> <p>Be welcoming, friendly and support others</p>	<p>Keep people updated...</p> <p>With timely, open and honest communication</p>
	<p>Support people to set and achieve goals...</p> <p>And be the best they can</p>	<p>Be professional...</p> <p>Respect people's time and be aware of our impact</p>	<p>Have two-way conversations...</p> <p>Listen and respond</p>
	<p>Recognise people...</p> <p>Their efforts and achievements, and say thank you</p>	<p>Be effective...</p> <p>Focus on the purpose and keep it as simple as possible</p>	<p>Speak up...</p> <p>Seek, welcome and give feedback</p>

## JOB DESCRIPTION SUPPLEMENTARY INFORMATION

POST TITLE:	Community Team Manager
WARD / LOCALITY:	Trustwide
DATE COMPLETED:	12/2017

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

### WORKING CONDITIONS

	YES	NO		YES	NO
1. Inclement weather	x		11. Humidity		x
2. Extreme Temperatures		x	12. Contaminated equipment/work area		x
3. Unpleasant smells		x	13. Driving/Being Driven (normal conditions)	x	
4. Noxious Fumes		x	14. Driving/Being Driven (emergency conditions)		x
5. Excessive noise/vibration		x	15. Fleas/Lice/Infestation		x
6. Continuous use of VDU equipment	x		16. Dangerous Chemicals – Substances in containers		x
7. Unpleasant substances		x	17. Dangerous Chemicals – Substances (uncontained)		x
8. Infectious material		x	18. Exposure to verbal aggression (little/no support)	x	
9. Body Fluids, Faeces/Vomit		x	19. Exposure to physical aggression (little/no support)	x	
10. Dust/Dirt		x			

**Each YES response requires completion in 'Further Information' Section**

## PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions		x	9. Standing/sitting with limited scope for movement		x
2. Working in physically cramped conditions		x	10. Kneeling, crouching, twisting, bending, stretching		x
3. Making repetitive movements		x	11. Walking for long periods		x
4. Lifting weights/equipment without mechanical aid	x		12. Heavy duty cleaning		x
5. Climbing or crawling		x	13. Pushing/pulling trolleys or similar equipment		x
6. Manipulating objects		x	14. Working at heights		x
7. Manual Digging		x	15. Controlled restraint i.e. in post requiring training/certification		x
8. Running		x			

**Each YES response requires completion in 'Further Information' Section**

## EMOTIONAL EFFORT

	YES	NO
1. Processing (e.g. typing/transmitting) news of highly distressing events		x
2. Giving unwelcome news to patients/clients/carers/staff	x	
3. Caring for the terminally ill		x
4. Dealing with difficult situations/circumstances	x	
5. Designated to provide emotional support to front line staff	x	
6. Communicating life-changing events	x	
7. Dealing with people with challenging behaviour	x	
8. Attending scenes of accidents		x

**Each YES response requires completion in 'Further Information' Section**

## MENTAL EFFORT

	YES	NO		YES	NO
1. Carry out formal student/trainee assessments	x		9. Check documents	x	
2. Carry out clinical/social care interventions	x		10. Drive a vehicle	x	
3. Analyse statistics	x		11. Perform calculations	x	
4. Operate equipment/machinery	x		12. Make clinical diagnoses	x	
5. Give evidence in court/tribunal/formal hearings	x		13. Carry out non-clinical fault finding		x
6. Attending meetings (if yes, describe role in "Further Information")	x				
7. Carry out screening tests/microscope work		x			
8. Prepare detailed reports	x				

**Each YES response requires completion in 'Further Information' Section**

## FREEDOM TO ACT

	YES	NO
1. Does the post holder generally work without close supervision	x	
2. Does the post holder work without direct access to a manager	x	
3. Does the post holder work without access to a manager by telephone		x
4. Is the post holder the lead specialist in their field	x	

**Each YES response requires completion in 'Further Information' Section**

**How often on average does the post holder give guidance and advice to others?**

Daily:

☒

Weekly:

☐

Other frequency (please comment)

**How often is the post holder's work checked/monitored/assessed?**

Daily:

☐

Weekly:

☒

Other frequency (please comment)

## FURTHER INFORMATION

Please enter here details of YES responses in the preceding sections

### Element

(e.g. mental effort)	Ref No	Details of frequency and intensity
<b>Working conditions</b>		
<b>Inclement weather</b>	1	Travelling long distances in rural areas, visiting client's homes, surgeries & health care settings in whatever weather conditions.
<b>Continuous use of VDU equipment</b>	6	Daily use of VDU, varying exposure from checking e-mails, statistics. Letters & information. Using other VDU systems on a daily basis (everything electronic, history, appointments & note documentation)
<b>Exposure to verbal aggression (little/no support)</b>	18	Apart from managing obvious risks involved with clients, there is risk of being exposed without warning whilst seeing clients alone in any venue & by telephone.
<b>Exposure to physical aggression (little/no support)</b>	19	Rare exposure, however, due to nature of the job there is a risk of unknown spontaneous threats/aggression
<b>Driving/being driven (normal conditions)</b>	13	Community role. Frequent requirement to drive or be driven.

<b>Physical effort</b>		
<b>Lifting weights/equipment without mechanical aid</b>	4	Frequent transporting & carrying of all self-help & resource material, including personal computer (issued for the role) on a daily basis

<b>Emotional effort</b>		
<b>Giving unwelcome news to patients/clients/carers/ staff</b>	2	Frequent exposure to giving unwelcome & distressing news to patients/carers, families & staff, demonstrating highly competent empathic communication skills.
<b>Dealing with difficult situations/circumstances</b>	4	Regular exposure to this. Each individual interaction is totally unpredictable e.g. Anger, distress, giving news of unavailable services, or transferring of care to other services
<b>Designated to provide emotional support to front line staff</b>	5	Frequent supervision/support & reassurance to all team members. Including setting up supervision forums on a regular basis.
<b>Communicating life changing events</b>	6	Educating clients on regular basis i.e. How to deal with their recent diagnosis, symptom control & dealing with ongoing management of illness
<b>Dealing with people with challenging behaviour</b>	7	Frequently dealing with people who have challenging behaviour as this can be part and parcel of their mental health problems

<b>MENTAL EFFORT</b>		
<b>Carry out formal student/trainee assessments</b>	1	Hold mentorship qualification (old ENB998) & regularly teach/supervise students, pre or post reg students, nurses, trainee GP & health visitors. Develop & deliver teaching packages for MDT staff in statutory & non-statutory agencies.
<b>Carry out clinical/social care interventions</b>	2	The role comprises of clinical/social intervention by way of a triage process, signposting, but mainly face-to-face individual contact with clients to identify individual needs & appropriate care pathways. Also to carry out short-term focused interventions.
<b>Analyse statistics</b>	3	Develop individual systems to record/monitor & analyse. I.e. no. of referrals & outcomes of etc.
<b>Operate equipment/machinery</b>	4	To be familiar & operate/skilled in the use of a variety of equipment in various places.
<b>Give evidence in court/tribunal/formal hearings</b>	5	There may be a requirement to give evidence in these forums. This may be more frequent in Forensic roles.
<b>Attend meetings</b>	6	This is a crucial part of the role. Regularly attend meetings with peer group, surgery/clinical meetings, and CMHT meetings. Some representation on meetings such as: PEC, Health visitor, PC liaison group, and child protection
<b>Prepare detailed reports</b>	8	Regular reports/statistics of contacts etc made for managers & any other one off requests for others. e.g. Locality board. Specific patient reports e.g. for housing/benefits and further referrals etc.
<b>Check documents</b>	9	Check entries and notes of staff and students for whom we are responsible
<b>Drive a Vehicle</b>	10	The role is community based so the requirement to drive to visit service users is essential
<b>Perform calculations</b>	11	Reports/statistics to report & feedback to managers. Record & keep individual/personal statistics with regard to referral numbers, contact numbers, re-directions and discharges etc on a weekly basis
<b>Make clinical diagnosis</b>	12	Screen & assess first intervention clients & recommend primary care treatment & interventions.
<b>FREEDOM TO ACT</b>		
<b>Does the post holder generally work without close supervision</b>	1	Continually. Autonomous practitioners.
<b>Does the post holder work without direct access to a manager</b>	2	Yes, majority of the time there is no immediate access to a manager as most of the work is carried out in primary care perimeters.
<b>Is the post holder the lead specialist in their field</b>	4	The post holder will be the specialist within the team they are placed.

**Manager responsible for completion of this document**

**Name:**

**Member of Staff to whom this document relates:**

**Date Completed:**

December 2017

**Review Date:**

**DISTRIBUTION:** One copy to member of staff, one copy to personal file.

**Please ensure Job Description is agreed and signed by both manager and employee**