



## JOB DESCRIPTION

Section 1	
<b>JOB TITLE:</b>	<b>Team Manager</b>
<b>PAY BAND:</b>	<b>7</b>
Section 2	
<b>AREA OF WORK:</b>	Neighbourhood Care Group; Out of Hours Community Nursing Service
<b>ACCOUNTABLE TO:</b>	Head of Operations, Neighbourhood Care Group
<b>REPORTS TO:</b>	Head of Clinical Services
<b>RESPONSIBLE FOR:</b>	Out of Hours Community Nursing Service team members
<b>JOB SUMMARY:</b>	<ul style="list-style-type: none"><li>• To manage, lead and be accountable for the Out of Hours Community Nursing Service.</li><li>• To enable people to access appropriate and maximise their own, or their families' independence.</li><li>• Through partnership within the team and effective liaison with the Integrated Team Leaders to develop the out of hours community nursing service to:<ul style="list-style-type: none"><li>- Effectively assess and support the urgent healthcare needs of adults and older people in the out of hours period</li><li>- Promote health, wellbeing, independence, and choice.</li><li>- Continue to develop demand management programmes, preventing avoidable admissions to acute care and facilitating early or timely discharge.</li></ul></li><li>• To maximise opportunities for local commissioning and promote inter-agency and multi-disciplinary working across other professional barriers.</li><li>• To continually review the focus of activities to ensure alignment to core business, strategic aims and improved service delivery outcomes.</li></ul>
<b>LIAISES WITH:</b>	GP Out of Hours Service; Community Managers; Clinical Team Leads; Multi-Disciplinary Teams across the localities; Managers of Integrated Teams; Primary Health Care colleagues e.g. General Practitioners; Representatives of customers and their family and carers; Mental Health Teams; Acute and Community Hospitals; staff at all levels

Section 3
<b><u>KEY RESPONSIBILITIES:</u></b>
<b>Communication</b>
<ol style="list-style-type: none"><li>1. Ensure all staff are clear on their roles and responsibilities and organisational priorities and core business</li><li>2. Work effectively across the multi-disciplinary teams and localities</li><li>3. Forge and strengthen links with other professionals and staff, including GPs, brokers, care agencies, day services and any other staff relevant to the provision of an effective user-centred service.</li></ol>
<b>Managing Quality Standards</b>
<ol style="list-style-type: none"><li>1. Ensure that the assessment and provision of health care services is in accordance with NHS access and eligibility criteria.</li></ol>

2. Undertake statutory intervention where service users are deemed to be at risk, including situations where people may be neglected or abused in accordance with Multi-Agency Policy and Procedures for Safeguarding adults and to attend protection of vulnerable adults meetings where required.
3. Work with the Clinical Leads to ensure a high standard of professional practice and competence in keeping with standards, policies and guidance and the relevant national codes of conduct (e.g. NMC, GSCC or HPC)
4. Ensure that data and record keeping is entered and maintained accurately and in a timely fashion in computerised and manual formats. Also to ensure that staff embrace and adhere to data requirements and understand it's importance in service and performance plans.
5. Maintain the high level of confidentiality that is required in relation to information and data, and ensure sufficient security of such information in carrying out the duties of the post.

#### **Customer Service**

1. Ensure services are responsive to client, carer and community need.
2. To facilitate client choice and empowerment through promoting independence and the personalisation agenda to enable adults and older people to maintain independence for as long as possible.
3. Ensure a positive image to clients, individuals and other organisations

#### **Service Developments**

1. Participate in and contribute to the business planning processes and the overall management and strategic development of services, taking delegated lead responsibility for appropriate meetings and working parties.

#### **Managing Resources**

1. Lead, manage and develop an efficient and effective out of hours district nursing team for adults, older people and their carers, which is consistent with policies, procedures and good practice and which ensures that adults and older people receive seamless, evidenced based services.
2. Managing delegated budgets in accordance with policies and procedures. Ensure that budgets remain within set limits, implementing agreed monitoring and control systems.

#### **Personal and People Development**

1. Lead, manage and supervise staff in the team, maintaining appropriate staff records, and encourage and support staff in their development and training as well as maintaining personal and professional development.
2. Encourage innovation in professional practice, development and modernisation of the service accordingly.
3. Undertake all duties and interactions with employees, partner providers and customers fairly, without unlawful discrimination and with due regard to Equality and Diversity policies for employment and service delivery.
4. Create an environment within the team that is responsive to change and promotes innovative and flexible ways of meeting needs.

#### **Other**

1. Any other duties which are in line with the grade and general level of responsibility of the post.

### **Section 4**

#### **1. HEALTH AND SAFETY**

All staff have a general duty to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions. All safety rules, regulations and codes of practice relating to the work area should be observed.

#### **2. INFECTION PREVENTION AND CONTROL**

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection prevention and control at all times, thereby reducing the burden of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Hygiene Code - Code of Practice for the Prevention and Control of Healthcare Associated Infections (DH 2008).

All staff employed by Cheshire and Wirral Partnership NHS Foundation Trust have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas, between each service user contact and after any clinical or cleaning task.
- Staff members must attend mandatory infection prevention and control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to others have a duty to contact the IPCT and Occupational Health.

### **3. EQUALITY AND DIVERSITY**

To value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.

### **4. COMPETENCY OF HEALTH PROFESSIONALS**

To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow Trust policies and procedures and maintain up to date skills and knowledge through participation in Continuing Professional Development.

### **5. STAFF INVOLVEMENT - INDIVIDUAL RIGHTS & RESPONSIBILITIES**

To work in partnership to achieve service objectives and promote a culture of working together through good communications, openness and honesty.

### **6. SAFEGUARDING**

Everyone within CWP has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. Every adult has a responsibility to protect children and as employees of the Trust we are duty bound always to act in the best interest of a child about whom we may have concerns.

### **7. KSF**

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

### **8. SUPERVISION**

To take responsibility for personal development by accessing appropriate supervision and personal development as per CWP supervision policy.

**Section 5**

**PERSON SPECIFICATION**

	<i><b>Essential</b></i>	<i><b>Desirable</b></i>	<i><b>Method of Assessment</b></i>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to diploma/degree level and registered with the appropriate professional body (Registered Nurse - Adult)</li> <li>• To possess specialist knowledge across a range of procedures underpinned by theory</li> <li>• Masters level qualification or equivalent short courses and/or experience in relevant area</li> <li>• A recognised management qualification e.g. MBA, DMS or equivalent management experience and training.</li> </ul>	<ul style="list-style-type: none"> <li>• Teaching qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Application form / interview</li> </ul>
<b>Knowledge and Expertise</b>	<ul style="list-style-type: none"> <li>• To possess specialist knowledge across a range of relevant procedures underpinned by theory</li> <li>• Knowledge of social and care health legislation and ability to apply knowledge appropriately.</li> <li>• Knowledge on the delivery of a clinical, technical or social care service</li> <li>• Knowledge of the recording of service users information</li> <li>• Experience of developing specialist programmes of care/care packages</li> <li>• Good working knowledge of Microsoft office</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of undertaking surveys or audits</li> <li>• Knowledge of undertaking equipment testing and adaptation</li> <li>• Experience of regularly undertaking research and development activity and clinical trials</li> </ul>	<ul style="list-style-type: none"> <li>• Application form / interview</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing a multi-disciplinary team or service</li> <li>• Significant experience at band 6 or equivalent</li> <li>• Experience of planning and organising complex</li> </ul>	<ul style="list-style-type: none"> <li>• Responsibility for policies and the impact on other community and voluntary services</li> <li>• Experience of being a authorised signatory and holding a delegated</li> </ul>	<ul style="list-style-type: none"> <li>• Application form / interview</li> </ul>

**Section 5****PERSON SPECIFICATION**

	<i>Essential</i>	<i>Desirable</i>	<i>Method of Assessment</i>
	activities or programmes requiring formulation and adjustment. <ul style="list-style-type: none"> <li>• Experience of the direct delivery of a clinical, technical or social care service</li> <li>• Experience of developing specialist programmes of care/care packages</li> <li>• Experience of proposing policy or service changes which impacts beyond own area</li> </ul>	budget <ul style="list-style-type: none"> <li>• Experience of day to day management in allocating, placing and supervising staff or students</li> </ul>	
<b>Analytical and judgemental skills</b>	<ul style="list-style-type: none"> <li>• Knowledge of situations requiring analysis, interpretation or complex facts and comparing a range of options</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
<b>Personal skills</b>	<ul style="list-style-type: none"> <li>• Experience of providing and receiving complex, sensitive or contentious information in a hostile, antagonistic or high emotive atmosphere</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> </ul>

**To be completed by HR**

<b>Job Number:</b>	0960G(6)	<b>Version No:</b>		<b>Issue Date:</b>	13 October 2014
<b>KSF Number:</b>		<b>Version No:</b>		<b>Issue Date:</b>	
<b>Jurisdiction of JD:</b>					