

HERTFORDSHIRE PARTNERSHIP NHS FOUNDATION TRUST

Job Description

Title:	Team Leader – Crisis Resolution and Home Treatment Team (CRHTT)
Directorate:	ACUTE (Mental Health)
Pay Band:	7
Base:	Varies according to area. Although a member of CRHTT within a specific area, at short notice some working in other teams and areas may be required, dependent upon service and client need.
Accountable To:	Acute Services Manager
Responsible to:	CRHTT Manager
Hours:	37.5 hours per week. Most shifts will be undertaken during the day but will include regular rostered nights as the senior clinician. The post holder will be required to work both days and nights flexibly.

JOB SUMMARY:

In conjunction with other members of the management team, to lead in the development and implementation of the CRHTT providing a high quality service to meet the needs of people in acute phases of mental illness, and their carers. To ensure the continued efficient and effective management of the team, providing leadership and supervision to a multi-disciplinary staff group.

The postholder will act in support of the CRHTT Manager, deputising and carrying out delegated roles, duties and responsibilities as required, as part of the Sector team Management structure

This postholder will carry responsibility for leading the CRHT Team.

In addition to providing a wide range of specialist psychosocial skills within the CRHTT field in support of staff, you will provide formal and informal education and training to other members of the team, other disciplines and teams.

The CRHT Team will undertake urgent assessments of people in crisis and where appropriate provide intensive community based treatment/support services as an alternative to admission. The service will be available 24 hours a day, 7 days a week, 365 days a year.

Under your supervision and support staff will be delivering full assessments of care needs and risk assessment of patients presenting with a wide variety of clinical conditions.

The post holder will maintain managerial responsibility for the team caseload, overseeing referrals and the allocation of clients to key workers, ensuring that care packages are maintained under the auspices of CPA. S/he will also maintain a clinical role and/or a caseload dependant upon locality need.

Furthermore the post holder will be responsible for establishing and maintaining team systems and processes for the effective operation of the team, including outcome measurements, audit and annual service policy review.

The postholder will act in support of the Team Manager and fellow Team Leaders in providing clinical Leadership and advice across CRHTT and MHLT.

All staff should comply with the Trust's Open Culture within a Responsibility Framework.

KEY TASKS

1 Operational Management

- 1.1 Provide Operational Management of a Crisis Assessment and Treatment Team with responsibility for a 24 hour, 7 day a week service.
- 1.2 Establish and maintain effective inter-agency and inter-team communication and liaison systems including protocols relating to admission and discharge from the acute inpatient unit. Maintain effective joint working with the catchment CMHTs, PATH, wellbeing team and other community-based teams according to local circumstances.
- 1.3 Provide operational and clinical caseload supervision to all team members. Where appropriate make arrangements for additional professional supervision to be available to team members.
- 1.4 Develop, establish and monitor operational policies and protocols which reinforce the nature of collaborative and 'best practice' service provision. Establishing and maintaining quality care standards and procedures which support the aims of Hertfordshire Partnership Foundation NHS Trust and the ethos of Liaison work.
- 1.5 Ensure the service meets the strategic needs of the Partnership Trust.
- 1.6 Monitor the service caseload ensuring the team's activities are targeted to meet clients/patients, fulfilling the agreed criteria.
- 1.7 Maintain the requirements of the Mental Health Act 1983 (and its updates) and CPA, ensuring that the team members are able to assume Care Co-ordination responsibility.
- 1.8 Ensure the continued professional development of all team members through the annual individual performance reviews.
- 1.9 Maintain one's own professional registration and development.
- 1.10 Manage the timely recruitment selection, appointment and induction of team members.
- 1.11 To manage aspects of the team budget with respect to operational and service delivery costs.
- 1.12 Implement systems of financial management to safeguard clients' property ensuring they comply with the SFI of the Trust.

- 1.13 Effectively manage all aspects of the team's time i.e. Duty Rota, time worked and annual leave.
- 1.14 Monitor and manage all staff sickness and absences.
- 1.15 Act for, or on behalf of, CRHTT Manager as required from time to time. To act in support of other Team Leaders in the CRHTT Team, MHLT and where applicable, the Mental Health Helpline provision.
- 1.16 Where the post holder is an Approved Mental Health Practitioner to participate in local AMHP rota.

2 *Service Provision*

- 2.1 Ensure the availability of a rapid response to an urgent request for people in A&E who are deemed to be in acute mental health crisis. Provide routine and urgent Mental Health Liaison to the District General Hospital.
- 2.2 Ensure involvement in the co-ordination, liaison and integration of activities from other services or agencies in the provision of a CPA package.
- 2.3 Participate in risk assessment and risk management activities.
- 2.4 Maintain service activities in line with the agreed referral and assessment criteria.
- 2.5 Provide a flexible service, developing from 8.30 a.m. to 9.30 p.m., up to 7 days per week.
- 2.6 To develop the service in line with NSF guidelines (and their successors) and Trust strategy.

3 *Quality, Audit and Outcome Measurement*

- 3.1 Implement risk assessment procedures related to the working environment, tasks and client management.
- 3.2 Against agreed criteria, measure the effectiveness of the service.
- 3.3 To report on the activities and effectiveness of the team's interventions as required.
- 3.4 To adhere to the principles of Practice Governance.
- 3.5 Agree and implement quality standards which reflect both local and national requirements. Build and develop best practice initiatives.
- 3.6 Develop and implement systems of audit for:
 - Client records
 - Team activity
 - Dependency measures
- 3.7 Monitor and respond to all reported accidents or incidents following agreed Trust procedures.
- 3.8 Ensure the effective and timely management of all complaints relating to the service.
- 3.9 Through the establishment of quality and audit process, assess trends, strengths, weaknesses and opportunities that may influence the further development of Acute and Community Mental Health services.
- 3.10 Develop a culture of service development.
- 3.11 Provide comprehensive, timely and accurate information relating to activity and/or performance as required.

- 3.12 To perform other duties as may be necessary for the development of other services and the requirements of the changing policy

Additional Information:

Knowledge and Skills Framework:

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

Approved outlines are available on the HPT e-ksf local library

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. Because of this Hertfordshire Partnership Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about

individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The postholder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on www.hpt.nhs.uk).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

HERTFORDSHIRE PARTNERSHIP FOUNDATION NHS TRUST**PERSON SPECIFICATION**

Job Title: Team Leader, Crisis Resolution and Home Treatment Team (CRHTT)
Grade: Band 7

CRITERIA	ESSENTIAL	DESIRABLE
Educational achievements, qualifications & training	RMN/RN (MH) Or CQSW/Dip SW Or SROT (DipCOT/Bs OT)	Cert or Dip in Management Relevant skills-based training BSc Community Specialist Practitioner, Graduate Specialist MHL training
Experience e.g. work-related experience to be taken into account	<ul style="list-style-type: none"> • Significant and relevant experience of working with people with acute mental illness • Multi-professional working/case management • Service development and Change Management • Contributing to Operational Policy • Bio-Psycho-social models of care • Knowledge of physical health contributions to Mental Health issues, difficulties and assessment • Significant experience of community-focused care 	<p>Management/leadership of a multi-professional service</p> <p>Experience of working in Crisis Resolution/Home Treatment Services or Mental Health Liaison Services. Multi-disciplinary management experience</p>
Job related aptitude and skills	<ul style="list-style-type: none"> • Clear understanding of aims and processes of Crisis Resolution/ Home Treatment within the context of Community and Acute Mental Health provision • An understanding of the needs of people with acute mental health problems • The ability to provide and implement an appropriate needs-led assessment • The ability to lead a multi-professional team and provide ongoing operational, clinical and professional supervision • Budget and resource management • Complex knowledge of legislation and policy regarding the provision of Mental Health care/services and other relevant legislation 	<p>Service development</p> <p>Operational policy development</p>

CRITERIA	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> • Able to establish and maintain effective links with statutory and non-statutory agencies • Practice skills and knowledge applicable in an acute community setting. 	
Personal qualities	<ul style="list-style-type: none"> • Holistic approach to service delivery • Flexible in service provision • Tenacious and self-motivated • Excellent communication – verbal and written • Balanced and objective 	
Physical requirements	Ability to access buildings with stairs.	
Other requirements	Car driver (unless you have a disability as defined by the Disability Discrimination Act 1995).	Car owner.

ALL COMPETENCIES SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW