

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION FORMAT

Title: Team Leader –Duty

Band: Band 7

Directorate: SW Adult Community Mental Health

Services Responsible to: Community Mental Health Services Manager

Accountable to: Service Line Lead

Base: Colne House , Watford



Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a University Trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to Great” journey as

we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

Our Vision

Our conversations with service users, carers, staff, commissioners, and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

Job Summary:

To work in collaboration with the Community Mental Health Services Manager, to ensure the highest standards of practice and service delivery. To work as part of the Mental Health Directorate to deliver the services required under the National Service Framework for Mental Health

To work as part of the leadership team and provide day to day leadership cover and review of all communications to the team email duty desk and management of the duty workers on a daily basis .

The Team Leader for Duty will manage nurses, social workers, occupational therapists and other staff, ensuring that the needs of service users are met through the effective deployment of these staff. S/he will also maintain a clinical role and/ or a caseload dependent on sector need.

The Team Leader will contribute at a local level to the development and implementation of policies and procedures.

The Team Leader may on occasion deputise for the Community Mental Health Services Manager in his or her absence, as agreed with the Service Line Leader.

The Team Leader will ensure, in collaboration with other professional colleagues that professional practice meets standards as set by HPFT and/or professional statutes and bodies.

Job Responsibilities:

Management and Professional Leadership

- To plan, prioritise and manage the delivery of the team duty system responding to all email, telephone and face to face presentation to the duty service., including overseeing referrals and ensuring that there is an even and appropriatedistribution of work across the team, based on the experience of team members.
- To ensure that there are adequate staff numbers organised to provide cover to the duty system and incorporate this into rota planning.
- To ensure that risks relating to service users, unmet needs and to the work environment are assessed and managed appropriately, ensuring that all team members know and understand their role in risk management.
- To provide operational supervision and, in conjunction with the Senior Social Worker and Clinical Nurse Specialist, ensure the provision of clinical caseload supervision to all team members. Where necessary to make arrangements for appropriate professional supervision to be available to all team members.
- To implement and monitor relevant operational policies and protocols, team systems and processes for the effective operation of his/her team.
- To ensure quality care standards and procedures which support the aims of Hertfordshire Partnership NHS Trust and the ethos of the Recovery Approach.
- To monitor the service caseload ensuring that the teams activities are targeted to clients/patients, fulfilling the agreed criteria.
- To maintain the requirements of CPA, ensuring that the team members are able to assume Care Co-ordination responsibility.

- To ensure the continued professional development of all team members through annual individual performance reviews.
- To maintain the Team Leader's own professional registration and development
- In collaboration with the Service Manager , to undertake the timely recruitment selection, appointment and induction of team members.
- To implement systems of financial management to safeguard client's property ensuring they comply with the Standing Financial instructions of the Trust.
- To effectively manage all aspects of the teams time i.e. Duty Rota, Time worked, Annual Leave via the E Roster system.
- To monitor and manage, in conjunction with the Community Mental Health Services Manager, all staff sickness and absences.
- To act for or on behalf of the Community Mental Health Service Manager as required from time to time in accordance with local agreements
- Where the Team Leader is an Approved Mental Health Professional to be prepared to participate in local AMHP rota where appropriate.

Clinical Responsibility

- Ensure the provision of appropriate support to individuals with severe mental illness and complex needs, following assessment.
- Ensure that all team members are able to develop and maintain long-term supportive relationships with service users.
- Ensure the co-ordination, liaison and integration of activities from other services or agencies in the provision of a CPA package
- Participate in risk assessment and risk management activities.

- Maintain service activities in line with the agreed referral and assessment criteria.
- To provide a flexible service, responsive to Service User need.
- To develop the service in line with NSF guidelines and Trust strategy
- Maintain an effective skill/professional personnel mix to provide a multi-professional team approach.
- Investigate and access a wide range of services designed to meet occupational, recreational, social and health needs.
- To provide information for service development and evaluation through the use of outcome measurements, audit and annual service policy review.
- Implement risk assessment procedures related to the working environment, tasks and client management.
- Against agreed criteria, measure the effectiveness of the Community Mental Health Service team.
- To report on the activities and effectiveness of the team's interventions as required.
- To adhere to the principles of Practice Governance
- Agree and implement quality standards which reflect both local and national requirements. Build and develop best practice initiatives.
- To monitor systems of audit for:
 - Client records
 - Team activity
 - Performance indicators
- Enable and participate in audit and research activities as required and appropriate.
- Monitor and respond to all reported accidents or incidents following agreed Trust procedures.
- Ensure the effective and timely management of all complaints relating to the service.

- Through the establishment of quality and audit process, assess trends, strengths weaknesses and opportunities that may influence the further development of Community Mental Health Services.
- Develop a culture of service development & improvement in line with the Recovery Approach.
- Provide comprehensive, timely and accurate information relating to activity and/ or performance as required.
- To ensure personalisation agenda is fully implemented within the teams
- To chair Safeguarding meetings as necessary and follow all Safeguarding reporting processes.

Additional Information:

The following statement forms part of all job descriptions:-

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 University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

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. As a result Hertfordshire Partnership University NHS Foundation 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 all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. 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 post holder 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 Trustspace).

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.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

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.



PERSON SPECIFICATION

Job Title: Team Leader Duty – Adult Community Mental Health Services.

Job Summary

To work in collaboration with the Community Mental Health Services Manager, to ensure the highest standards of practice and service delivery. To provide day to day management, leadership and supervision to a multi-disciplinary community mental health service team. The Team Leader will manage nurses, social workers, occupational therapists and other staff, ensuring that the needs of service users are met through the effective deployment of these staff. S/he will also maintain a clinical role and/ or a caseload dependant on sector need. The Team Leader will ensure, in collaboration with other professional colleagues that professional practice meets standards as set by HPFT and/or professional statutes and bodies.

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications: RMN/DipSW/CQSW/OT qualification. Evidence of current registration with NMC, GSCC or HPC. Cert or Dip. in management.	E E	D
Skills, Knowledge and Abilities: Clear understanding of the needs of people with mental health difficulties. Up to date knowledge of relevant legislation, theory and policies relating to mental health; such as The Care Act , Mental Health Act, the Personalisation agenda, Social Inclusion etc. The ability to lead a multi-professional team and provide ongoing operational, clinical and professional supervision. The ability to assess complex needs and work effectively with service users, their carers and social networks.	E E E E	

Our values

Welcoming Kind Positive Respectful Professional



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