

HERTFORDSHIRE PARTNERSHIP NHS FOUNDATION TRUST

JOB DESCRIPTION

Title:	Team Manager Older People Community E&N
Band:	8A
Directorate:	SBU E&N
Responsible to:	Service Line Leader/Deputy Service Line Leader Older People Community & 24/7 Trustwide
Accountable to:	Managing Director SBU East & North
Base:	Hemel/Watford

Job Summary:

The post holder is a specialist in the field of community mental health services for older people (including day assessment & treatment provision) and is responsible for ensuring that assessment, care management and treatment services are effectively delivered in line with relevant timescales for assessment and provision of service.

The post holder will be responsible for implementing agreed strategies and providing leadership to ensure relevant performance objectives are achieved across community and day hospital services.

The post holder will also have an important role in supporting the development of Mental health Services for Older People across the Service and in undertaking delegated duties on behalf of the Service Line Leader/Deputy Service Line Leader.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Organisational Chart:

SBU East & North Operational Chart/ Older People Community & 24/7 Trustwide

Dimensions of the Post

Key Relationships

- Ensure effective working relationships and communication across the community services for older people
- Ensure effective working relationships and communication with in-patient modern matrons, unit managers and the bed manager
- Ensure excellent communication with other managers in the locality and wider community to ensure that services are delivered across care pathways
- Ensure that good practice is shared within the locality and wider service where appropriate
- To respond manage a positive local response to all external contact with Community Services for Older People
- To effectively manage and respond to complaints, incidents, disciplinary and other HR processes in accordance with policy
- To actively participate and contribute to the Older People Community and 24/7 Trustwide management meeting structure

Responsibilities of the Post

Leadership and Staff Management Responsibility

- Provide strong visible leadership within the Specialist Mental Health Team for Older People, EMDASS and Day Assessment & Treatment.
- To ensure effective monitoring and delivery of ambitious targets to continually improve performance within the team.
- To provide overall leadership for the Team to ensure services are integrated and are responsive to service needs
- To be responsible for the management of the Team and to ensure that the practice meets relevant standards and is timely and safe
- Ensure that all staff are clear about what is expected and are working together successfully to achieve the Service's vision
- Lead on the implementation of new policies within area of responsibility.

- To support the Service Line Leader/Deputy Service Line Leader and work with the Business Manager on strategies for service development within Specialist Mental Health Services for Older People.
- To ensure that all staff receive appropriate professional supervision and line management arrangements are clearly described
- To monitor performance, work practices and quality standards within the team in line with prescribed standards, and be responsible for decisions on individual cases which are recorded appropriately.

Financial responsibility

- To manage the Team budget, and ensure that performance targets are met, and the financial standards are adhered to and recorded on the appropriate systems.
- Ensure that all income required to support delivery of the SMHTOP, EMDASS and Day Assessment & Treatment is identified and that budgets are realistic
- In conjunction with the Service Line Leader/Deputy Service Line Leader and finance colleagues negotiate with external agencies to secure additional income for new services and to agree supporting contracts and infrastructure
- Ensure the SMHTOP, EMDASS and Day Assessment & Treatment deliver financial performance in line with the Service's agreed financial plan and to actively explore and implement opportunities for cost improvement
- Ensure appropriate authorisation for expenditure of resources

Service Development and Improvement

- Work with community, social care, independent sector and voluntary partners to ensure that delivery plans support the wider health and social care agenda including improvements in equality and access
- In conjunction with Lead Nurses, Head of Social Care and Head of AHP's ensure that services are marketed effectively to existing and new commissioners.
- Challenge existing practices, ensuring that progressive solutions, which take into account models of best practice, are incorporated into service plans

- Support the Service Line Leader/Deputy Service Line Leader and Business Manager to deliver local service re-design projects with improved outcomes for service users and more efficient use of resources.
- Under the supervision of the Service Line Leader/Deputy Service Line Leader, introduce new and innovative business management strategies to maximise the organisational efficiency of local community services
- Use available data to establish needs for local change in service provision
- Put in place strategies to manage pressures on the service

Clinical Responsibility

- The post holder will maintain and update their professional registration
- To manage the development of the Team's professional practice, ensuring that staff are kept up to date with latest developments and actively participate in all aspects of practice governance and other professional development.
- To ensure individuals work to their professional registration and take appropriate action if it is identified that they are not

Strategic Leadership

- To support the Service Line Leader/Deputy Service Line Leader and Business Manager in the formulation and delivery of the Older People component of the SBU business plan.

Improving the Performance and Quality of the Trust

- Ensure robust reporting arrangements within the team to accurately record and monitor performance against health and social care targets and to pro-actively manage any variances
- Provide regular reports to the Service Line Leader/Deputy Service Line Leader with assurance that appropriate follow up actions will be completed
- To performance manage and develop a team of professionals and support staff, including the planning and allocating of workloads in accordance with agreed timescales.

Additional Information:

- Lead service-wide initiatives and projects as delegated by the Service Line Lead/Deputy Service Line Lead.
- Take part in Trust-wide on call duties
- Represent the service area at local and Trust meetings
- Deputise for the Service Line Lead/Deputy Service Line Lead as required
- The role is likely to be office based with travelling between sites and to and from meetings around the county

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.

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.

- We are **welcoming** so you feel valued as an individual

- We are **kind** so you can feel cared for
- We are **positive** so you can feel supported and included
- We are **respectful** so you can feel listened to and heard
- We are **professional** so you can feel 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.

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 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 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 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 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.

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.

NB: ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW



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