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JOB DESCRIPTION

Job Title:	Team Manager
Department:	Community Mental Health Team
Location:	Pan Trust
Directorate:	Mental Health
Pay Band:	Band 7
Hours:	37.5 hrs
Contract Type:	Permanent
Responsible to:	Community Operational Manager

Job Purpose

To deliver operational management, clinical leadership and supervision to designated teams of staff, making best use of resources at all times. The responsibility of the Post holder is to ensure that all aspects of care provided to patients is of the highest quality, delivered in a manner that is respectful and sensitive to their needs and the needs of their carer.

To be responsible for the on-going day to day management and future development of a multi- disciplinary team, meeting the needs of the local community.

To liaise with externa/internal services including primary care to ensure that services are coordinated and that pathways into and out of the service are managed effectively and efficiently.



To ensure that the team is established and developed in a manner that facilitates service users having greater control over the service they receive and that services are delivered in a way that enables individuals to achieve self-determined outcomes.

Main Duties/Responsibilities

- Provide clinical leadership and support to others within the team commensurate with their professional qualifications, experience and expertise
- Contributing to the professional development and clinical/management supervision of team members on a formal and regular basis to maintain and develop quality standards of practice in accordance with appropriate professional guidelines, Trust Policies and level of responsibility of the post
- To ensure that caseload management is undertaken and reviewed during supervision
- Review and monitor service provision against CQC standards and Trust Policies. Contribute to the development of services to meet these standards with any failings to be reported and managed accordingly.
- To demonstrate a working knowledge of the key elements of relevant Mental Health legislation
- To use complex and advanced clinical skills, demonstrating critical thinking, reflection and analysis to inform practice to support decision-making.
- Demonstrate knowledge, experience and competence, acting as an expert, specific to the area of practice and within the wider community services.
- Enabling staff to use evidence based therapeutic intervention in the care and treatment of people with mental health difficulties
- Leading by example, motivating and empowering others and promoting positive attitudes, mutual understanding and collaboration between all services involved in the care process
- Ensure that all staff have access to, and are familiar with all clinical and other policies and procedures operational within the Trust
- Pursue patient concerns, resolving problems on their behalf in an efficient and effective manner
- Ensure that the teams contribute as required to the delivery of key performance Indicators, service developments and quality improvement programmes and that these targets are fulfilled.



- Ensure that the team work to required Health and Social Care standards in line with related Trust policies and that any failings are escalated as required
- Contribute to relevant practice development/research activity
- Take part in regular programme of audit, keeping up to date with national audit and research regarding people with mental health needs specific to the post requirements
- Communicate and promote the visions, values, objectives, behaviours and priorities of the Trust effectively to staff, partners and other internal and external stakeholders
- To ensure team activity supports efficient use of resources in line with an allocated budget.
- Ensure local induction programme for new team members is delivered.
- Support workforce planning to contribute to the review of staffing resources and skill mix, ensuring that service provision is both safe and therapeutic
- Monitor record and manage staff attendance as detailed in Trust Policies and Procedures.
- Ensure staff attend Mandatory training to achieve the training compliance targets.
- To ensure structured personal development conversations are undertaken within the agreed timescale set out within Trust policy and procedure
- To manage performance in line with Human Resources Trust policies and procedures
- To be able to communicate effectively at all levels and to produce management reports as required.
- Work with the Community Operation Manager and others to recruit and retain staff within the team as required
- To develop robust risk management standards and monitor effectively therapeutic risks in the service
- To ensure that staff recognise their roles and responsibilities under safeguarding policies and procedures
- To ensure that the needs of the diverse community are recognised and met



- Maintain and develop an environment and culture that improves health, safety and Security
- To support the prevention and management of risk in relation to incidents, accidents and complaints
- To report and manage incidents via Ulysses portal
- To support the undertaking of an annual environmental risk assessment and formulating risk management plans

RECORD KEEPING AND ADMINISTRATION

- The upkeep of contemporaneous, chronological and accurate records and standards in line with Trust Policies and relevant professional Codes of Conduct, e.g. NMC and HCPC
- To contribute to the achievement record keeping standards
- Implement Trust policies and procedures relating to Health and Safety at work by ensuring that all staff are aware and compliant in order to maintain safety of patients and staff within the workplace at all times

COMMUNICATION

- To be responsible for promoting the service with primary care and all partner agencies.
- To promote liaison and inter agency working and collaboration
- To be responsible for the maintenance of effective communication on between the teams and partner agencies.
- To represent the team at appropriate service meetings and ensure information is cascaded to the team
- Providing accurate statistical information and be able to access IT systems to support their role

DEVELOPMENT AND TRAINING

- Participate fully in the Trusts Personal development conversations.
- Ensure mandatory training is maintained and up to date



- Ensure Staff attend relevant skills training to deliver evidence based therapeutic intervention
- Maintain a professional portfolio and NMC Revalidation for registration to practice.
- To assist in the development of staff in progression posts

Trust Values

Employees, workers, and / or contractors will be expected to uphold the values of the Trust and exhibit the expected Trust behaviours aligned to the Trust's values. Individuals have a responsibility to ensure that they display the Trust values and behaviours in carrying out their job and that individuals feel able to challenge (or raise a challenge) when other colleagues' behaviours breach the spirit of Trust values.

Equality, Diversity & Inclusion

The Trust gains strength from the diversity of its staff and patients, and is committed to being a safe and inclusive space for all people regardless of their age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment, or pregnancy/maternity. It recognises that it can only fully realise this commitment by proactively opposing bigotry in all its forms. All staff members are required to understand their role in ensuring the Trust is not only compliant with its responsibilities under the Equality Act 2010 but fulfils this deeper commitment. This shall include completing all mandatory equalities training, familiarising themselves with relevant policies or plans such as the Trust's Equality, Diversity and Inclusion Strategy and its Anti-Racism Action Plan, and proactively engaging with the work of the Staff Networks, Spiritual Care Team, Community Inclusion Team, and Equality, Diversity and Inclusion Team.

Confidentiality and Data Protection

Staff are to familiarise themselves with the Employer's data protection policy when this is available, which sets out its obligations under the General Data Protection Regulation, the UK Data Protection Act 2018 and all other data protection legislation. You must comply with the Employer's data protection policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation and only for the purposes of your work for the Employer. The Employer will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Employer's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Employer's Data Protection Officer.



Data Quality

The post holder should ensure any data/information prepared for either internal or external analysis is 'fit for purpose' i.e. that it is accurate, valid, reliable, timely, relevant and complete.

No Smoking

The Trust has a no smoking policy. Smoking is not allowed on any Trust premises.

Health and Safety

The post holder will take personal responsibility for any Health & Safety issues and obligations under the Health & Safety at Work Act. The post holder should also be aware of and comply with other relevant legislation and policies e.g. Fire Regulations.

Clinical Governance

All employees are required to actively contribute towards the Trust's clinical governance systems, taking responsibility as appropriate for quality standards, and work towards the continuous improvement in clinical and service quality.

Infection Prevention & Control

Infection prevention & control is everybody's responsibility, it is a requirement for all Trust staff to comply with all Trust infection control policies and procedures.

- All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace.
- All staff must adhere to the Trust's Hand Decontamination Policy
- All staff are expected to behave in a manner which protects patients, public and colleagues from infection risks within the scope of their role.
- All staff should have infection control training at induction and annual infection control updates as required.
- All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

Safeguarding Adults

Safeguarding is 'Everybody's Business'. It means protecting people's health, wellbeing and human rights. It includes protecting their rights to live in safety, free from abuse and harm; taking their views, wishes, feelings and beliefs into account. In the West Midlands, the main statutory agencies work together to promote safer communities, to prevent harm and abuse and to deal with actual or potential when concerns arise. These Organisations which include Black Country Healthcare NHS



Foundation Trust work together to achieve these outcomes by working within the Safeguarding Adults multi-agency policy and procedures for the West Midlands and adhering to the local Safeguarding Adult policy and procedures. Staff can contact the Trust Named Nurses for Safeguarding Adults or a member for advice and support if they have concerns. It is an employee's responsibility to comply with all current legislation and relevant Safeguarding training as breaches may lead to an employee being subject to disciplinary action.

Safeguarding Children

All members of staff have a responsibility to ensure that children and young people are safe from abuse or harm. Employees must comply with Local Safeguarding Board Child Protection Policy and Procedures and Black Country Healthcare NHS Foundation Trust Safeguarding Children Policy. Staff can contact the Trust Named Nurses for Safeguarding Children or a member for advice and support if they have concerns. It is an employee's responsibility to comply with all current legislation and relevant Safeguarding training as breaches may lead to an employee being subject to disciplinary action.

Professional / Managerial Codes of Practice

The post holder is expected to abide by the relevant codes of practice of the registering body for healthcare professionals, and, where applicable, the NHS Code of Conduct for managers.

Policies and Procedures

The post holder is required to abide by all policies and procedures of the Trust.

Pandemic / Other Emergencies

In the event of a pandemic being declared, the post holder may be required to adjust their days of work, hours of attendance, work base, and duties to support the delivery of services.

Job Description

This document is not intended to be an exhaustive list. Other duties, responsibilities and work base appropriate to this role / grade, may also be required. The manager will discuss this with the post holder where necessary.

Post Holder's Signature:

Date:

