

Job Profile

Position Details	
Post	Community Mental Health Team Manager/ Professional Head
Service Area	Adult Social Services
Reports to	Service Manager
Grade	PO7C
Job Family	To be completed by HR

Role Purpose
<p>The post holder is accountable for the allocation, deployment, prioritisation and delivery of community mental health services and for implementing and reviewing systems, policies, standards and procedures that ensure the provision of high quality services with frameworks agreed by the Trust and the Council. The post holder has overall responsibility for the management and development of integrated community mental health services in the area covered by the team Outline in a few sentences key elements of the job. This should provide the post holder with a good idea of what the job is about.</p> <ol style="list-style-type: none"> 1. Be managerially accountable for the coordination of the multi-disciplinary team 2. Provide clinical leadership and management of staff within the team to ensure the highest standards of care in accordance with the policies and procedures of the Trust and Council 3. Be responsible for the team budget and workload management 4. Lead in the development of team systems that support multi-disciplinary working 5. Ensure that effective liaison is developed and maintained with all other relevant services within the CMHT area including primary care services

Main Responsibilities
<p>2.1 Team Management</p> <ul style="list-style-type: none"> • To manage the overall work load of the team including ensuring an equitable balance of workload and staff throughout the team ensuring that priorities are met • To establish systems to manage and monitor incoming referrals and requests for clinical input • To ensure that client work and general duties effectively allocated to all disciplines and grades within the team bearing in mind individual levels of experience and competency • To ensure that systems are in place that support all aspects of the joint Care Programme Approach and Care Management policy, and risk assessment and management policies • To be responsible for the establishment of integrated care records within the CMHT • To ensure that appropriate levels of cover are available for team responsibilities i.e. duty rotas • To ensure systems are in place for the recording of accidents and incidents and to be responsible for taking the appropriate action in accordance with agreed policies and statutory requirements of the Trust and Council • To ensure that appropriate team meetings/forums take place that: <ul style="list-style-type: none"> • Facilitates team development • Facilitates communication of information between team members

- Facilitates learning, clinical discussion and staff support
- To provide a point of contact for external enquiries / concerning the team
- To deal with complaints at the first stage in accordance with the agreed policies and procedures of the Trust and Council
- To carry out investigations into Serious and Untoward Incidents that may occur in the CMHT or in other parts of the services as required by the Service Manager and to implement recommendations
- To ensure that services offered by the team are culturally sensitive and appropriate
- To ensure that effective systems are in place that promote and ensure the Health and Safety of team members

2.2 Staff Management

- To manage directly the deputy managers /senior practitioners and any other staff as requested by the Service Manager
- To have overall responsibility for the management of the CMHT workload of all staff within the team in liaison with other senior professionals
- To ensure that all team members are receiving regular supervision, appraisal and development
- To ensure clear arrangements are in place for the authorisation and monitoring of annual leave and absence
- To contribute to the recruitment of staff as appropriate
- To manage administrative staff as required

2.3 Care and Treatment

- To ensure the targeting of services on those who are most vulnerable or at risk in accordance with jointly agreed eligibility criteria
- To ensure full compliance with after care requirements such as section 117, CPA, supervision register, supervised discharge and guardianship
- To ensure compliance with statutory requirements and policies relating to the NHS and Community Care Act 1990, the Mental Health Act 1983, the carers and Disabled Children's Act 2000, and the national Assistance Act 1948, the Care Act and other relevant current or future legislation.
- Develop appropriate specialist areas of work in the team in keeping with the priorities of the service (for example developments in CBT, work with Carers)

2.4 Clinical/Practice Leadership Responsibilities

- To ensure that the ethos of working in partnership with service users underpins care planning
- Provide support and clinical advice to other practitioners as appropriate
- To ensure that standards of professional behaviour are in line with Trust and Social Service expectations and of the relevant professional bodies, and take appropriate action when they are not
- To support evidence based practice, clinical audits and support the development of Clinical Governance and Best Value
- To ensure that policies are protocols pertaining to clinical practice are available to all team members and subject to regular audit and review
- To provide nursing/social work* leadership within the Community services and advice to the Service Manager *dependent on professional background
- To ensure that care plans meet the standards required for the Borough Panel and the requirements of community care legislation

2.5 Training and Education Responsibilities:

- To ensure that the team is an approved learning environment for students

- To identify individual and team training needs that reflect service priorities
- To ensure that any training undertaken is reviewed on completion and a plan of implementation of new skills is agreed

2.6 Budgetary Responsibilities

- To manage the staff budget for the team and any other appropriate community budgets with the Service Manager and any that may be delegated in the future to team managers
- To ensure that expenditure on care plans within approved limits required and to be responsible for ensuring that team targets set for the community care budget are met
- To ensure that arrangements are in place to enable payments in respect of care services to be verified and paid promptly

2.7 Performance Management and Quality

- To monitor the effectiveness of the team performance against required standards and national and local targets
- To ensure that clinical information and activity data is recorded on the Trust and Social Service systems
- To be responsible for the return of statistical and other information required from team members and the overall team regularly in accordance with reporting timetables

2.8 External Liaison and Communication

- To represent the team in external forums as appropriate
- To ensure that the community team interfaces effectively and proactively with Primary Care, Voluntary service and other services and agencies inside and outside of the Trust
- To ensure that clear constructive relationships are maintained and/or developed with other mental health services and local agencies relating to client care. In particular, with:
 - Crisis and other Trust teams
 - Inpatient services
 - Social Service Community Care teams
 - Children and Families teams and services
 - Welfare Rights services
 - Advocacy Services
 - Housing and Employment Services
 - Police and Probation Services
 - Voluntary Service Agencies

2.9 Service Developments:

- To lead regular reviews of team activity and development
- To participate in the planning and implementation of future Community Mental Health Services
- To ensure that service users' views on services are taken into account and inform service development

3. Personal Development and other duties

- To undertake regular supervision with the Service Manager
- To maintain high personal standards of professional practice
- To participate in on call duties
- To deputise for the Service Manager
- Undertake other duties appropriate to grade

4. Mobility

As an employee of either the Trust or LB of Haringey you may be asked to carry out duties at any of the bases/offices from which services are provided at any time throughout the duration of your contract.

5. Health & Safety

It is the duty of all employees of the Trust or LB Haringey to ensure that a safe working environment and safe working practices are maintained at all times. It is also the responsibility of management to do so.

6. Data Protection

In line with national legislation, Trust and LB Haringey policy, all data will be processed in a fair and lawful way, for the specific registration purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

7. Smoking and Health

The Trust and LB Haringey are nonsmoking organisations as part of their responsibility for the promotion of health and prevention of ill-health. Smoking is only permitted in designated areas within premises. At all times priority will be given to the right of everybody to breath clean air unpolluted by tobacco smoke.

8. Equal Opportunities

The Trust and LB of Haringey are committed to ensuring and promoting the rights of all people to equality of opportunity.

9. Policies and procedures

All employees, at all times are subject to the policies and procedures of the Trust and must observe similar policies from LB of Haringey on behalf of their staff.

10. Confidentiality

The Mental Health Trust and the LB of Haringey attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, and other data held and processed by the Trust. All data should be treated as confidential and should be disclosed on a need to know basis. Some data may be especially sensitive and is the subject of a specific Trust policy, including information relating to diagnosis, treatment and /or care of patients, individual staff records and details of contract prices and terms. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data.

11. 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.

To undertake any other temporary duties consistent with the basic duties and/or objectives of the post

- This position requires the post holder to undergo a DBS (Disclosure and Barring Service) check.

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health

and Safety at Work, Data Protection and other statutory requirements.

2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<p>The post holder has overall responsibility for the management and development of integrated community mental health services in the area covered by the team</p> <p>These are the qualities we believe to be necessary to do this job. You should clearly show in your application how your skill/experience potential meet some or all of them, <u>as the shortlisting decision will be based on our assessment of you against these criteria.</u></p> <p>The final assessment process will also seek to assess these characteristics.</p> <p>Abilities/Experiences</p> <ul style="list-style-type: none"> • Minimum of 4 years post qualification experience in mental health • Minimum 2 years working in a multi-disciplinary CMHT • Minimum 2 years experience supervising and managing nursing/social work and/or other disciplines and dealing with complaints and incidents • Demonstrate experience of leading change in an area of work for which you were responsible • Experience of developing and implementing systems to support clinical and/or team work • Use of IT word and email • Responsibility for budget management and performance indicators for an area of service <p>Qualifications (only if applicable)</p> <ul style="list-style-type: none"> • First appointment only • DipSW+ASW • RMN + evidence of post basic study • Subsequent appointments to include: <ul style="list-style-type: none"> • OT qualification • Psychology qualification • Management Qualification <p>Knowledge/Skills</p>	

- An understanding of the key issues and priorities of Mental Health Service Provision including the NSF and health and social services performance frameworks
- A clear understanding of the issues pertaining to successful multi-disciplinary CMHT
- Working knowledge of the key principles of the Mental Health Act 1983, NHS & Community Care Act, Care Act and other relevant legislation
- Ability to offer clear leadership to a multi-disciplinary CMHT
- Ability to coordinate and prioritise the work of self and others
- Ability to provide clear nursing/social work practice leadership as appropriate
- Ability to manage budgets with training where necessary
- Ability to use clinical information systems with training as necessary

Special Requirements

- Ability to travel
- Participation in out-of-hours managers' rota
- Commitment to equal opportunities for service delivery and employment
- Understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.

Main Contacts & Other Information

Main Contacts:

Other Information:

This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.

Organisational Structure

Please provide organisation structure chart.

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
Community Mental Health Team – multi-disciplinary staff team of social workers, community nurses, O.T's, community support workers, administrative staff, psychologists,				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
			√	
Are the staff based at the same work location?				Yes/No
Will the post holder be responsible for contract / agency / project staff?				Yes/No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	√		Use of a computer.	√	
Audio typing.			Crisis or conflict situations.	√	
Walking more than a mile.			Manual handling.		
Working alone or in isolation.			Working in confined spaces.		
Driving a car, van or minibus.			Preparing or serving food.		
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.			Working in awkward positions, e.g. stooping, bending, reaching.		
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.			Operating heavy or hazardous machinery including forklifts, diggers or cranes.		
Regular and repetitive movements.			Working shifts / unsocial hours, nights.		
Outdoor work involving uneven surfaces.			Standing or sitting for prolonged periods.		

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.			Working at heights / on ladders, roof work.		
Teaching, or responsibility for, children.			Outdoor work involving extremes of temperature.		
Electrical hazards.			Control and restraint.		

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:

N/A

Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:

N/A

Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:

N/A

Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:

N/A

Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:

N/A

Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:

N/A