

Job Description

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| Job Title: | Service Manager |
| Band: | 8a |
| Responsible to: | General Manager |
| Department: | Forensic and Criminal Justice Pathway (Specialist Care Group) |
| Directorate: | Adult & Specialist Directorate Inpatient. |

Our Values

| | Behaviour | How we will demonstrate this behaviour |
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| Professionalism | We will maintain the highest standards and develop ourselves and others | By demonstrating compassion and showing care, honesty and flexibility |
| Respect | We will create positive relationships | By being kind, open and collaborative |
| Innovation | We are forward thinking, research focused and effective | By using evidence to shape the way we work |
| Dignity | We will treat you as an individual | By taking the time to hear, listen and understand |
| Empowerment | We will support you. | By enabling you to make effective, informed decisions and to build your resilience and independence |

Job Purpose

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| <ul style="list-style-type: none"> • To lead and manage the Low Secure Unit based in Cambridge, Countywide Community Forensic Team, Liaison and Diversion Service and the Offender Personality Disorder Pathway. • The post holder will provide leadership and expertise to deliver services within an agreed clinical service model, working with service users and carers, and other stakeholders, maintaining effective working relationships. • The post holder will work to establish effective multi-disciplinary working within and across teams. |
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Key Responsibilities

Clinical / Service Specific

1. To provide the highest quality services within the resources allocated.
2. To ensure that there are team systems and processes to provide a responsive and effective service to service users and carers.
3. To ensure that services are delivered within a robust clinical governance framework, monitoring and evaluating standards of care routinely in accordance with trust governance arrangements.
4. To promote an ongoing process of service improvement within the team.
5. To provide leadership within the team, supporting and developing the team to provide effective services.
6. To maintain an appropriate working environment.
7. To investigate and respond to comments/complaints/incidents in line with the trust policy and take appropriate action.
8. To develop and maintain a high performing team.
9. To maintain the team performance management framework, taking appropriate actions, and ensuring that there is clear communication of the team functions, standards and targets.
10. To ensure that the teams maintain clinical and care records in line with trust policies and procedures.
11. To manage team performance to ensure team targets are achieved.
12. To ensure that the teams have systems and processes in place to manage the work of the team.
13. To ensure that all staff participate in appraisal, with an appropriate plan for training and development that links to team functions and targets.
14. Required to participate in the mental health On-call rota.

Research & Service Evaluation

- Effective partnership working.
- To establish and maintain effective working relationships with local authority staff, GP's and commissioners.
- To represent the team and the trust in planning and developing the work of the team with other agencies, leading this work as required.
- To participate in service planning and development as part of the directorate business planning process.

Information Technology

- To be literate in the use of information technology.

Financial Responsibility

- To ensure team resources are used effectively.
- To manage allocated budgets, with support from finance colleagues, so that services are delivered to acceptable clinical standards within the resources allocated.
- To work with the senior manager to achieve financial targets including the Cost Improvement Programme.
- To ensure compliance with all Trust Policies and Procedure e.g., Standing Financial Instructions.

Human Resources

- Maintain staffing and skill-mix to deliver team functions and targets.
- To manage the team and promote effective multi-disciplinary team working.
- To work with professional leads and senior managers to ensure appropriate multi-disciplinary staffing and skill mix, taking account of the skill requirements of the team and the service.
- To work with professional leads to ensure that all team members receive appropriate supervision and that professional standards are maintained.
- To work with professional leads to establish an effective recruitment process.

Training & Development

- To participate in regular supervision in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.

Quality & Patient Safety

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (If appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.

- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

General

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
- To comply at all times with the Trust's Information Governance related policies. Staff are required to respect the confidentiality of information about staff, patients and Trust business and, in particular, the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

Equality & Diversity

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore, all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

To be noted:

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.

- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

Person Specification

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| Job Title: | Service Manager |
| Band: | 8a |
| Responsible to: | General Manager for Specialist Services |
| Department: | Adult & Specialist Directorate Inpatient |

| Criteria | Essential | Desirable |
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| Education / Qualifications | <ul style="list-style-type: none"> Professional registration RMN, Social Work, Occupational Therapy. Evidence in continuing professional development Leadership Training and Experience | <ul style="list-style-type: none"> MSc or equivalent demonstrated experience. Experience of working in a Forensic or Health and Justice Setting |
| Experience | <ul style="list-style-type: none"> Demonstrable experience as a senior professional. Evidence of a successful working within multi-disciplinary teams. Evidence of managing workload and ability to prioritise. Evidence of clinical supervision training &/ or experience. Evidence of effective working with service users. Experience within relevant service area. | <ul style="list-style-type: none"> Experience of staff management. Experience of working with wider stakeholder groups. Experience in research and service evaluation work. Lived experience of mental health. |
| Skills & Abilities | <ul style="list-style-type: none"> Able to demonstrate commitment to high quality care and service provision. | <ul style="list-style-type: none"> Experience in audit. |

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| | <ul style="list-style-type: none"> • Good understanding of Care Programme Approach / Care Management. • Evidence of leadership ability, able to influence, involve and develop individuals and teams. • Decision making and problem-solving skills. • Ability to use performance management information and demonstrate understanding of performance information. • IT literate. | <ul style="list-style-type: none"> • Experience of managing feedback, investigation of complaints or similar. |
| Knowledge & understanding | <ul style="list-style-type: none"> • Knowledge of policy and legislation relating to mental health and social care services. • Good interpersonal skills and the ability to foster good inter- team/ interagency working relationships. | |
| Physical Requirements | <ul style="list-style-type: none"> • Ability to tolerate long periods of concentration. • Ability to tolerate travel. | |
| Other | <ul style="list-style-type: none"> • Positive approach to older people. • Recognise people's rights to privacy and dignity, treating every person with respect. • Willingness to embrace integrated model and new ways of working. • Willingness to be flexible in approach and attitude. | |

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.