

AFC Reference:	252
Job Title:	Deputy Team Manager
Band:	6
Division/Service:	Mid-Mersey
Accountable to:	Operational Business Manager
Responsible to:	Clinical Team Manager

#### **Job Outcomes:**

**As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:**

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

#### **Job Purpose:**

The post holder will assist the Clinical Team Manager in carrying continuing

Professional and managerial responsibility for the Community Mental Health Team and in the setting of the overall standards, which will include assessment of need and delivery of care within the context of Effective Care Coordination.

The post holder will operate as part of an integrated multi-disciplinary Community

Mental Health Team, undertaking an even balance of Managerial and Clinical activity. They will ensure continuity of care for service users on their journey through the acute service. The post holder will work from within the community environment but be expected to be flexible in terms of delivering care within a variety of settings.

**DUTIES AND RESPONSIBILITIES:**

**MANAGERIAL**

Assist the Team Manager in providing effective leadership to the team

Deputise for the Clinical Team Manager as required

Undertake delegated responsibilities as agreed with Clinical Team Manager.

Support the formulation and implementation of clinical and operational practices, and procedures as appropriate.

Assist with the effective deployment of staff and other resources within the Community Mental Health Team to deliver the required service and agreed standards.

Participate in the recruitment, selection and induction of new staff.

Participate in the Duty Rota according to current locality structures.

Assist in the management and co-ordination of all services delivered to the service user within the clinical area over the 24 hour period, optimising all available resources.

Assist the team manager in the implementation, monitoring and updating of an operational policy and philosophy for the clinical area.

Ensure the principles of Clinical Governance are incorporated in service delivery by maintaining a high quality service based on agreed clinical standards.

Ensure that service users are cared for within the confines of their respective Mental Health Act status and adhere to the requirements of the MHA 1983 and the corresponding Code of Practice. This may include liaison with the home office for restricted service users.

Ensure adherence and implementation of Effective Care Coordination.

Ensure that Trust policies and procedures are understood and adhered to by all staff within their scope of responsibility.

Assist in the development of local protocols involving team members to ensure a high standard of service delivery is achieved and maintained.

Support the process of staff participation in the formulation of new ideas/suggestions to improve service user care and service delivery.

Assist the manager in the implementation of the Managing Performance and Managing Attendance Policies.

Provide statistical information on workforce and service user activity as required.

Assist in the maintenance and updating of the unit's equipment inventories and service schedules.

Ensure regular servicing, maintenance, repair or replacement as required adhering to Health & Safety, COSHH and Medical Devices Agency regulations.

Ensure effective processes of communication are established, maintained and regularly evaluated within designated team.

Assist in the development and maintenance of positive networks with partner agencies to support the delivery of the service.

Contribute to the maintenance and monitoring of a framework for risk management and Health and Safety that ensures timely and effective planning and appropriate actions.

Assist in the investigation of complaints and incidents at team level in accordance with Trust policy.

Assist in Serious Untoward Incident investigations/reviews as required

Co-ordinate utilities, equipment and services and report/refer issues to respective managers where necessary.

Provide relevant staff with the necessary management supervision regarding the co-ordination and delegation of duties, to ensure a comprehensive and consistent delivery of care is maintained.

Ensure that the nursing practice of the clinical area adheres to the Trust's policies and procedures.

Participate in own managerial supervision with Team Manager.

## **CLINICAL**

Implement case load supervision to monitor the standards of service user care and ensure record keeping is in accordance with Professional and Trust standards.

Participate in regular clinical supervision as per Trust policy

Be responsible for the assessment of care needs and the development, implementation and evaluation of programmes of care without supervision and act as Care Coordinator as required

Assist in the development and implementation of integrated care pathways, including appropriate service user assessments/referrals and models of care.

Provide information, education and support for family members, carers and other relevant professionals.

Give/receive regular clinical supervision as per Trust policy.

Ensure the clinical environment is conducive to promote service users health, safety and well-being, thereby preserving and respecting each service user's personal dignity, privacy, religious and cultural beliefs.

Ensure record keeping is in accordance with Professional and Trust standards.

Ensure the safe management of medicines and adhere to safe practice and principles of administration in accordance with the NMC code of professional conduct and Trust Medicines Code.

Work in a professional and collaborative manner with the Multi-disciplinary team.

Participate and promote positive intra-agency working.

Participate and assist in setting standards of service user care based on sound research findings.

Where indicated and following completion of the relevant training the practitioner may act as a non-medical prescriber, at all times working within their sphere of clinical competence.

## **EDUCATION AND DEVELOPMENT**

Ensure all relevant staff have an up to date Individual Personal Appraisal and Personal Development Plan in accordance with Trust Policy.

Coordinate and nominate staff for appropriate courses, including mandatory training, according to service need and Personal Development Plans.

Organise and undertake teaching where appropriate.

Demonstrate the acquisition and application of knowledge in line with current research and evidence-based practice.

Undertake appropriate continuing professional development relevant to your role responsibilities and promote a positive learning environment.

Coordinate preceptorship and mentorship as required

Provide evidence to support development around the Trust Appraisal system which may include the KSF or other competency profiles.

Participate in regular supervision, engage in reflective practice and be committed to continued development.

Develop own skills and knowledge and contribute to the development of others.

## **RESEARCH AND AUDIT**

Ensure staff awareness of Clinical and Corporate Governance and the need for research-based practice.

Undertake and participate in appropriate audit, quality assurance programmes and research as directed.

### **Generic Responsibilities for all staff:**

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.

- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training work shop
- Be an ambassador for Just & Learning and Civility & Respect following the training
- Positively advocate the just and learning culture within your team
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/services to create a positive environment for Just and Learning Culture
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the post holder.

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS:</b>	<ul style="list-style-type: none"> <li>Up to date Professional Registration (to be maintained), on the appropriate part of the NMC register and hold a current NMC registration</li> <li>Assessor/Mentorship Training*</li> </ul>	<ul style="list-style-type: none"> <li>Post registration training in relevant field</li> <li>Leadership/Management training</li> </ul>
<b>EXPERIENCE/KNOWLEDGE:</b>	<ul style="list-style-type: none"> <li>Experience of working in an acute environment.</li> <li>Experience of mentorship, supervision and co-ordination of staff.</li> <li>Experience of Care Planning process</li> <li>Working in a multi-agency framework</li> <li>Demonstrate a contribution to change management process</li> <li>Experience in positive leadership of a team</li> <li>Demonstrate experience of problem solving approaches</li> <li>Recovery Model</li> <li>Mental Health Act (1983)</li> <li>Effective Care Coordination</li> <li>Relevant National policies and guidance</li> <li>Evidence based and reflective practice</li> </ul>	

	<ul style="list-style-type: none"> <li>• Mental Capacity Act</li> <li>• Vulnerable Adults Procedure and Child Protection.</li> <li>• Safety, Privacy and Dignity Guidelines</li> </ul>	
<b>VALUES:</b>	<ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Accountability</li> <li>• Respectfulness</li> <li>• Enthusiasm</li> <li>• Support</li> <li>• High professional standards</li> <li>• Responsive to service users</li> <li>• Engaging leadership style</li> <li>• Strong customer service belief</li> <li>• Transparency and honesty</li> <li>• Discreet</li> <li>• Change oriented</li> </ul>	
<b>SKILLS:</b>	<ul style="list-style-type: none"> <li>• Demonstrate sound leadership qualities and an understanding of management styles</li> <li>• Understanding of quality and change in the clinical setting</li> <li>• Ability to delegate and coordinate</li> <li>• Ability to work to deadlines</li> <li>• Ability to utilise Assessment skills and tools effectively</li> <li>• Ability to communicate in a</li> </ul>	<ul style="list-style-type: none"> <li>• Project Management</li> <li>• Formulation of reports</li> <li>• Presentation skills</li> <li>• Resource and Budget management</li> </ul>



	<p>variety of settings.</p> <ul style="list-style-type: none"><li>• Ability to maintain accurate and up to date clinical records</li><li>• Able to present factual information and refer questions to others where appropriate</li><li>• Able to deal with sensitive issues with tact and diplomacy</li><li>• Ability to develop effective interpersonal relationships with colleagues</li><li>• Effective time &amp; workload management</li><li>• Ability to work to deadlines</li><li>• Ability to identify and minimise risk effectively</li><li>• IT skills</li></ul>	
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