

### **JOB DESCRIPTION**

Job Title:	Team Manager - Community Rehab Team Fixed term – 1 year maternity cover – 3.5 days per week
Accountable to:	Clinical Manager
Responsible for:	All staff in the team – apart from the Consultant Psychiatrist and the other medically qualified staff
Band:	Band 7
Hours:	3.5 days per week
Base:	Springfield Hospital
Liaises with:	Service users, carers, and all statutory and non-statutory agencies relevant to the post.

### **Job Summary**

Working closely with Consultant Psychiatrist, the post holder will provide effective day-to-day management of the service in accordance with the Operational Policy. This includes ensuring that the performance standards of the team are met and information on performance is provided. The Manager will co-ordinate the service and works with the team to put into action the values of the Trust Recovery and Social Inclusion strategy. He/she will also represent the team locally and within the Trust.

Reporting to the relevant Clinical Manager the post holder will be responsible for:

- The clinical management of the team in line managing all staff (excluding doctors).
- Working in conjunction with team members of all disciplines to provide a seamless, safe, and comprehensive health service.
- Championing the Trust Recovery and Social Inclusion strategy in the team.
- Managing Trust allocated resources.
- Maintaining clinical involvement with the team by, in conjunction with senior team members, providing guidance and supervision to staff.
- Ensuring that appropriate professional advice and consultation is available and sought to ensure all patients receive appropriate multi-disciplinary treatment.

Professional supervision will be provided according to the profession of the post holder.

## **Key Success Areas**

- To ensure the team provides an effective and streamlined service, implementing National Service Framework directives.
- To work closely with the Local Authority to ensure that the operational policy works effectively and to develop any new protocols required in relation to referral and brief treatments.
- To contribute to service development by embracing and managing change programmes as identified through stakeholder consultation.
- To establish a system for reviewing and monitoring how resources are used.
- To implement clinical and corporate governance at team level.
- To maintain responsive and effective financial management within an agreed health care budget and ensuring Operational Manager is informed on financial performance.
- To ensure the team members (including the doctors) contribute to the activity data collection (including RIO) in accordance with Trust policies and procedures.
- To facilitate and enable appropriate communication within the team, between other teams and departments across the Trust, Local Authorities, service users, carers, and other relevant agencies.
- To ensure the Trust policies on staff supervision, health and sickness, safety and equal opportunities are adhered to, and ensure that all staff absence (including the doctors) is recorded through an agreed team procedure.
- To co-ordinate the day-to-day operational process, to include caseload allocation, management, and other duties as appropriate.
- To provide supervision on clinical caseloads and ensure that all team members have appropriate clinical supervision and Development Review.
- To ensure team members adhere to relevant professional code of conduct, keep up to date and meet professional requirements, in conjunction with the professional leads.
- To act as professional supervisor where appropriate.

## **Detailed Roles and Responsibilities**

### **Accountability**

The post is managerially accountable to the Clinical Manager, and to an appropriate clinical supervisor.

### **Roles and Responsibilities**

**Main Duties** – working closely with the Consultant Psychiatrist in the team.

- To be responsible for the smooth and effective operational management and co-ordination of the Team.
- To establish and enhance systems for the management of referrals and treatment resources, ensuring a fast and appropriate response to referrers and

- To work in close partnership with the multi-disciplinary team to actively promoting team working.
- To have regular co-ordination meetings, business meetings and zoning meetings with the team to ensure that the separate elements of team accountabilities are fully addressed with particular attention to risk management.
- To hold full managerial responsibility for all individual service staff members (excluding the doctors) ensuring the various disciplines work within an agreed operational policy and providing support and consultation in the process.
- To work closely with Consultant Psychiatrists, to ensure that all medically qualified members of the team adhere to operational policies and fully engage in the multi-disciplinary process.
- To manage and supervise the administrative functions of the team, and support secretarial staff in the service.
- To ensure that all performance information identified as necessary is collected according to the timescale required.
- To ensure systems are in place to manage intake, allocation, caseloads and clinical review in the team.
- To carry through all agreed procedures in regard to staff disciplinary and sickness absence arrangements for Trust and Social Services Systems as appropriate to the level of the post. To work with other Team Managers and professional heads of discipline where required to process these issues.
- To promote the Trust's Equal Opportunities strategy and implement procedures to further this process.
- To act according to the Schedule of Professional Behaviours' (Appendix A).

### **Day to Day Functioning**

- To manage budgets ensuring effective resource management.
- To work within standing financial resources limitations reporting on problem areas.
- To manage the salaries budget for the service.
- To report on budgetary activity to the Clinical Manager and to engage in monthly meetings with finance and remain in budget.
- To assist in the investigation of complaints, Members Enquiries and Critical Incident Procedures.
- To be available for assessments or other clinical work where circumstances deemed this to be the priority i.e. "available for action" in the event of an emergency.
- To participate in the recruitment of new team personnel.
- To be actively involved in multi-disciplinary meetings, including safeguarding and to ensure that safeguarding of Children and adults is appropriately considered and managed at all times.
- To provide cover for other Team Managers as required.
- To liaise with the managers of the AMHP service in relation to Mental Health Act matters as required.
- To ensure adequate liaison with the Emergency Duty services as required.

- To ensure comprehensive liaison and feedback to GP's and primary care referrers, including IAPT service.

### **Service Development and Planning**

- To contribute to and utilise Clinical Governance recommendations within the team, explaining and implementing these as necessary.
- To foster the implementation of evolving policy towards clients of the service, to increase their active participation in their care.
- To oversee the overall performance of the team and attend monthly performance meetings and be able to contribute to meeting targets and improving performance.
- To oversee allocation requests to the team and also promote recovery work.

### **Training and Development**

- To undertake mandatory and statutory training as required by Trust policy.
- To contribute and commit to undertaking an annual Development Review/appraisal.
- To undertake personal development as identified in the Personal Development Plan (PDP).
- To provide managerial oversight and guidance to all team members ensuring any clinical issues are promptly and appropriately resolved in partnership with the consultant psychiatrist.
- To identify and promote developmental supervision to team members in conjunction with professional heads of discipline.
- To ensure all staff receive appraisal on a regular basis in line with service policy, ensuring that training, professional and legal requirements are met.
- To provide specific professional supervision to team members from the same profession as the post holder.
- To monitor recommended Trust and national workloads and ensure equitable and fair distribution of tasks in the team. Review workloads with team members on a regular basis.

### **Other**

- To ensure those specific requirements deriving from outside agencies or statutory requirements are addressed and overseen i.e. responding to requests from Nearest Relatives for their input into voluntary admission.
- To ensure reports are compiled in fulfillment of the requests of Coroner's Courts.
- To participate in engagement with service users and carers to ensure effective consultation regarding service standards and development.

Full KSF Outline – Band 7 Team Manager				
Dimension	Level 1	Level 2	Level 3	Level 4
<b>Core Dimensions</b>				
1: Communication				x
2: Personal & People Development				x
3: Health, Safety & Security			x	
4: Service Improvement			x	
5: Quality			x	
6: Equality & Diversity			x	
<b>Specific Dimensions</b>				
<b>Health and Wellbeing</b>				
HWB2: Assessment and care planning to meet people's health and wellbeing needs				x
HWB3: Protection of Health and Wellbeing		x		
HWB5: Provision of care to meet health and wellbeing needs				x
<b>Information and Knowledge</b>				
IK1: Information Processing			x	
<b>General</b>				
G1: Learning and Development			x	
G5: Services and Project Management	x			
G6: People Management			x	
G7: Capacity and Capability		x		

## GENERAL

- 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.
- The post holder is expected to comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities and Confidentiality of Information.
- The post holder is responsible for ensuring that the work that they undertake is conducted in a manner which is safe to themselves and others, and for adhering to the advice and instructions on Health and Safety matters given by Manager(s). If post holders consider that a hazard to Health and Safety exists, it is their responsibility to report this to their manager(s).
- The post holder is expected to comply with the appropriate Code(s) of Conduct associated with this post.

- It is the responsibility of all staff to minimize the Trust's environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimizing water usage and reporting faults promptly.
  - South West London and St George's Mental Health NHS Trust operates a no smoking policy. The Trust has been smoke free since 01 January 2006.
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Written by: Richard Dalton  
Job title: Clinical Manager  
Date: 17/08/2020

### **PERSON SPECIFICATION**

#### **Job Title: Band 7 Team Manager**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW TESTED</b>
<b>TRAINING &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Educated to degree level in a health or social care discipline</li> <li>Evidence of continuing professional and personal development</li> <li>Registered with the HCPC or NMC.</li> </ul>	<ul style="list-style-type: none"> <li>Professional management qualification at diploma level or above</li> <li>Project Management qualification e.g. PRINCE2 foundation level</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>References</li> <li>Proof of qualifications and professional registration if relevant</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Demonstrable experience of working in a health or social care management role</li> <li>Experience of working with people who experience serious ongoing mental health problems</li> <li>Experience of working in a mental health setting</li> <li>Experience of working in a multidisciplinary team</li> <li>Experience of managing and supervising staff</li> <li>Experience of contributing to policy and procedure development and implementation</li> <li>Experience of managing and monitoring budgets</li> </ul>	<ul style="list-style-type: none"> <li>Project or change management experience</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>References</li> <li>Assessment</li> </ul>
<b>KNOWLEDGE &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>Specialist knowledge of effective models of mental health and social care provision</li> <li>Knowledge of Safeguarding issues and child protection requirements/legislation and how these apply to the role</li> <li>Knowledge of counseling skills, group skills, cognitive skills, and behavioural skills</li> <li>Knowledge of legislation related to nursing, social workers and other professions</li> <li>Knowledge of recent initiatives in nursing</li> <li>Knowledge of psychosocial interventions</li> <li>Knowledge of our business and how it supports patient care</li> </ul>	<ul style="list-style-type: none"> <li>Audit and Research skills</li> <li>Group facilitation skills</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>References</li> <li>Assessment</li> </ul>

	<ul style="list-style-type: none"> <li>• Clear understanding of the Mental Health Act, and National Policy</li> <li>• Policy design, development and implementation skills which impacts across own professional discipline</li> <li>• Skills in assessment, care planning and case management</li> <li>• Ability to assess clinical situations quickly and use initiative</li> <li>• Ability to work as an active member of the multidisciplinary team</li> <li>• Ability to manage and deliver effective service redesign and change</li> <li>• Ability to build relationships across organisational and professional boundaries</li> <li>• Ability to analyse and interpret complex data</li> <li>• Ability to deal with complex issues arising from managing a diverse multidisciplinary service</li> <li>• Excellent verbal and written communication skills</li> <li>• Good time management skills and ability to prioritise</li> <li>• Good influencing skills</li> <li>• Intermediate IT skills</li> <li>• Ability to demonstrate familiarity with information technology in order to produce reports and statistics</li> <li>• Report writing skills</li> <li>• Budget management skills</li> <li>• Ability to effectively manage and lead staff</li> <li>• Ability to work under pressure</li> <li>• Ability to work to ensure effective communication both within and outside the services</li> </ul>		
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• An understanding and positive regard for the needs and rights of people with mental health problems and their carers</li> <li>• Ability to adapt to changing environments, needs and demands</li> <li>• Ability to act as a positive role model, dynamic, motivated caring and supportive</li> </ul>	<ul style="list-style-type: none"> <li>• Personal experience of mental health problems</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> </ul>