

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	CMHT West Core Community Team Manager
Band:	Band 8a
Department:	Barnet CMHT Core Community Team
Location and mobility:	Your normal place of work will be Springwell Centre, Barnet General Hospital and Redhill Clinic, Edgware. However, you may be required to work at any other location of the Trusts interests, including travelling to appropriate meetings, outside of the borough, as required.
Accountable to:	CMHT Operational Lead
Responsible to:	CMHT Service Lead
Responsible for:	CMHT Core Community Team

WORKING RELATIONSHIPS:

Internal: Wards, Discharge Teams, other CMHT's/teams, Crisis Resolution and Home Treatment Teams, Crisis prevention houses, Senior Management Team, access and flow teams, transformation team.

External: Local Authority, Integrated Care Boards (ICB), GP's/Primary Care Networks (PCN's), Voluntary Care Sector Organisations/Charities, Supported Housing providers, Service user/Carer Groups.

JOB SUMMARY:

Barnet Enfield & Haringey Mental Health Trust, providing both mental health and community services, is an organisation that is going places! Our values and quality improvement are at the heart of everything we do, please consider joining us. We achieved a "Good" rating at our 2022 CQC inspection.

Our transformation plans are supported by £25m in funding and will mean the roll-out over the next three years of multi-disciplinary teams of experts working within the new Primary Care Networks and offering wraparound, holistic care to our service users and wider community. Our aim is to support the whole person as they live with, or recover from, mental illness and to offer them support with other challenges they may face, such as debt, relationship problems, housing, education or training. We will also focus resources on reaching those who currently face obstacles in getting the help they need.

As part of the Community Services Transformation we are moving away from the “Care Programme Approach” model of care and adopting the “Dialog +” care planning and review tool in order to create a more inclusive, equal service for all service users who access our services and ensuring that everyone who requires support and intervention from adult mental health services has a person centred, co-produced care plan using the dialog + tool.

The post holder is accountable for the allocation, deployment, prioritization, and delivery of a transformative community mental health service that actively includes the clients/ patients at the heart of all decision making. Embedding change and leading on the implementation and reviewing of systems, policies, standards and procedures that ensure the provision of high-quality innovative services with frameworks agreed by the Trust and the Council are key attributes to this exciting role. The postholder has overall responsibility for the management and development of integrated community mental health services in the area covered by the Team.

We will offer flexible/agile working practices and fantastic training/career development opportunities.

MAIN TASKS AND RESPONSIBILITIES:

- To provide overall leadership for the CMHT Core Community Team to ensure its services are integrated with and responsive to, other local service's requirements and inclusive to client's/ patient's needs.
- To ensure (in conjunction with appropriate lead professionals) that practice within the team meets relevant standards, is appropriate, timely, safe and follows agreed professional practice. This will require the development and monitoring of systems, policies and procedures that ensure compliance with best practice requirements of the Trust and Council in line with both agencies' strategic policies. Monitoring staff/team performance/Key Performance Indicators (KPI's)
- To manage resources, systems and processes which deliver the assessment and care management service to the locality and to ensure full compliance with all employment legislation and associated codes of practice.

Communication

- To positively promote joint working with effective and harmonious relationships between staff of all backgrounds and professions, working closely and collaboratively with all relevant departments within the Trust and Council and to develop positive relationships first and foremost with clients/ patients, local Integrated Care System , Primary Care, voluntary agencies and advocacy groups.
- In partnership, to identify trends, strengths and weaknesses that may influence the development of the Core Community Team and to develop a culture of continuous improvement and reflective practice throughout the team. This will involve ensuring that systems that ensure seamless care between inpatient services and the CMHT Core Community Team are implemented.
- To ensure that appropriate, safe and equitable caseloads are held by all professional workers and are in keeping with the aims of the service.

Patient/Customer Care

- To ensure the targeting of services for those who are most vulnerable or at risk of psycho-social trauma.
- To maintain sufficient personal awareness of current developments in the provision of Health and Social Care for people.
- To ensure full compliance with aftercare requirements such as Section 117, Supervision Register, Community Treatment Orders and Guardianship.
- To ensure compliance with statutory requirements and policies relating to the Mental Health Act 1983, The Carers and Disabled Children's Act 2000, The Care Act 2014, Mental Capacity Act 2005 and other relevant current or future legislation.

People (HR) Management

- To provide effective leadership, direction and support to all staff within the team, additionally providing specific professional guidance and development to staff of the postholder's own profession.
- To ensure that effective supervision and continuous professional development is in place for all staff. This will include supporting the lead professionals in identifying and advising on training requirements for all staff groups and how these may be met in line with Trust / Council Policy; and ensuring the provision of an individual development plan for each team member.

Policy Development

- Responsible for the implementation of fully inclusive service-user led practices.

Service Development

- To ensure implementation of risk assessment procedures that meet the requirements of both agencies, facilitating the contribution of all professionals to audit. This will require monitoring accidents and incidents and ensuring that appropriate action is taken in accordance with agreed policies and statutory requirements of the Trust and Council.
- To implement and further develop quality assurance systems for recording and monitoring the records of clients of the team.
- To ensure adherence to quality initiatives that are compatible with national targets and to develop and implement local standards applicable to mental health practice, regularly reporting as required.
- To deal with complaints at the first stage in accordance with the agreed policies and procedures of the Trust and Council.
- The Trust and Local Authority are committed to providing services to both internal and external customers/clients of the highest possible standard and each employee is required to reflect this in all aspects of their work.

Resource Management

- To manage deployment of resources so that each client/patient receives help with available resources.
- To ensure the budget is effectively managed, assuming delegated responsibility for appropriate aspects of funding provided for the team.
- To ensure appropriate authorisation of human resources and financial documentation in

accordance with human resources and financial procedures relating to both agencies.

- To provide comprehensive, timely and accurate information and financial activity and performance data as required.

Effort, Mental and Environment

- Applying your lived experience, emotional connectivity and passion for cultivating and embedding change.
- Ability to lead and inspire your team.

JOB DESCRIPTION – CORE ADDITIONAL INFORMATION FOR ALL EMPLOYEES

MOBILITY

As an employee of this organisation, you may be asked to carry out duties at any of its establishments, at any time throughout the duration of your contract.

HEALTH and SAFETY

It is the duty of all employees 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.

INFECTION CONTROL

All staff will be expected at all times to practice in accordance with the infection control standard specified in the policies of the organisation.

RISK MANAGEMENT

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

HEALTH PROMOTION

This organisation is committed to helping people live a healthier life. All staff are encouraged to make healthier choices and to be aware of the range of health promotion information and local policies that support the promotion of health and the prevention of ill health e.g. food and nutrition, stress management etc.

All clinical staff are reminded of their individual professional responsibilities for the promotion of health, by providing up to date and relevant best practice advice, in supporting their patients/clients to live a healthy life.

FLEXIBLE WORKING

This organisation is committed to offering flexible, agile modern employment practices which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered.

SMOKING

Barnet, Enfield & Haringey Mental Health NHS Trust has a smoke free policy. Smoking will not be permitted on any Trust premises (including the grounds that those premises are sited on) or in any Trust-owned vehicle. Applicants should be aware that it will not be possible to smoke throughout working hours.

EQUAL OPPORTUNITIES

In line with the organisation's Equal Opportunities Statement, this organisation is committed to ensuring and promoting the rights of all people to equality of opportunity and all staff are required to abide by and promote this.

POLICIES AND PROCEDURES

All employees, at all times are subject to the policies and procedures of this Organisation.

SAFEGUARDING CHILDREN & VULNERABLE ADULTS

Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.

Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related

mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

DATA PROTECTION

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

CONFIDENTIALITY

This organisation attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, and other data held and processed by the organisation. All data should be treated as confidential and should only be disclosed on a need-to-know basis. Some data may be especially sensitive and is the subject of a specific organisational policy, including information relating to the 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. Due to the importance that the organisation attaches to confidentiality disciplinary action will be taken for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

All employees should be mindful of the seven information management Caldicott principles when dealing with data belonging to the organisation and person identifiable information.

1. Everyone must justify the purpose(s) for which patient-identifiable information is used
2. Do not use patient-identifiable information unless it is absolutely necessary
3. Only use the minimum necessary for the purpose
4. Access to patient-identifiable information should be on a strict "need to know" basis
5. Everyone with access to patient-identifiable information should be aware of their responsibilities
6. Everyone with access to patient identifiable information should understand and comply with Data Protection and Security legislation
7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

STANDARDS OF BUSINESS CONDUCT FOR NHS STAFF & CODES OF CONDUCT

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the Code of Conduct for NHS Managers. All staff are required to act in accordance with the rules and regulations as described in the organisation's Standing Orders and Standing Financial Instructions.

The organisation reserves the right to report any activity, incident or suspicion of behaviour likely to be deemed a breach of a professional code of conduct to the appropriate professional body. This decision as to whether such a report will be made will only be taken by the appropriate service Director after he/she has fully considered the available facts. At all times, the safety of the public, staff and the reputation of the employing organisation and the wider NHS will be key points for consideration before any report is made.

MANDATORY TRAINING

All staff are required to attend any training designated by the organisation and/or service as mandatory (compulsory) for the position held or to provide evidence of previous, recent equivalent training at a level appropriate to the post held.

SATISFACTORY CLEARANCES

For all posts where the appointment is subject to satisfactory clearance via the Criminal Records Bureau or Independent Safeguarding Authority, or any other successor agency, it should be clearly understood that the post holder must maintain satisfactory clearance status throughout his/her employment in the post.

PROFESSIONAL REGISTRATION

With respect to any post for which the appointment is subject to holding a specific professional registration, as set out in the person specification for the post, it should be clearly understood that the post holder must maintain satisfactory registration status throughout his/her employment in the post.

ADDITIONAL CLAUSE FOR ALL MANAGERS

RISK MANAGEMENT

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed and that staff receive appropriate training, that a local risk register is developed and regularly monitored and reviewed. Significant level risk must be reported through the Quality Improvement and Risk Committee (QIRC) network. Risk registers need to be submitted to the Support Services Manager or other nominated officer, on an annual basis.

ADDITIONAL INFORMATION FOR ALL STAFF

Where relevant, further information regarding these core clauses can be found in each employee's written statement of terms and condition of employment (contract documentation).

As part of a three-year project to transform mental healthcare across North Central London, we are investing £25 million to ensure everyone who experience trauma can access the care they need, when they need it, close to where they live. This role is integral to the success of this programme with the post-holder needing to be flexible, willing to adapt to possible changes to their role as the project evolves and possessing lived experience. In return, we offer a once-in-a-career opportunity to be part of a major transformation programme that will radically improve care and quality of life for thousands of people in our community.

BEH-MHT VALUES

Our values

The Trust's values are:

- Compassion
- Respect
- Being Positive
- Working together

NHS VALUES

It is recommended that where possible the NHS values below are reflected in job descriptions. Please go to the NHS Confederation website for further information www.nhsconfed.org

RESPECT AND DIGNITY

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

COMMITMENT TO QUALITY OF CARE

We earn the trust that is placed in us by insisting on quality and striving to get the basics right every time – safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our success.

COMPASSION

We find the time to listen and talk when it is needed, make the effort to understand and get on and do the small things that mean so much – not because we are asked to but because we care.

Improving lives

We strive to improve health and well-being and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

WORKING TOGETHER FOR PATIENTS

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

EVERYONE COUNTS

We use our resources for the benefit of the whole community, and make sure that nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste other's opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

DIGNITY AT WORK STATEMENT

Barnet, Enfield & Haringey Mental Health NHS Trust is committed to treating all of our staff and patients with dignity and respect. You are responsible for behaving in a way that is consistent with these aims. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

PERSON SPECIFICATION

GENERAL INFORMATION

Job Title: CMHT Core Community Team Manager

Band: 8a

Department: CMHT Adult Core Community Services

REQUIREMENTS	ESSENTIAL	DESIRABLE	Assessment Type Interview (I) /Test (T) /Application (A)
EDUCATION AND QUALIFICATIONS	Registered core profession: <ul style="list-style-type: none">• Social Work/SWE registered or BIA or Practice Assessor Or• RMN + evidence of post-basic study or OT• qualification or Psychology qualification or Psychotherapy qualification	Nurse/Social Work Practice Assessor BIA trained Qualified AMHP	A
EXPERIENCE AND KNOWLEDGE	<ul style="list-style-type: none">• Minimum of 4 years post qualification experience in mental health Management• experience Staff supervision• Handling complaints• Knowledge of audit tools and protocols• Mental Health Act 1983 as amended 2007 Care Act 2014, Mental Capacity Act 2005• Other relevant legislation• Knowledge of adult safeguarding processes.	<ul style="list-style-type: none">• Consultation & negotiation with commissioning authorities• Investigation experience into incidents and Disciplinary issues.• Lived experience• Investigation of Serious Incidents.• Experience of using Dialog + and the Management and Supervision Tool (MaST	I/A

SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Risk management • Ability to work under pressure with minimal supervision • High level of analytical clarity • Written and verbal skills for face-to-face work with clients, letter and report writing and multi-disciplinary negotiations and discussions • Ability to make and maintain autonomous professional decisions • Good organisational skills • Computer literate 		I/A
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Enthusiasm • Personal drive • Perseverance • Resilience • Passionate change agent • Positive “can do” attitude • Dedicated • High level of integrity 		
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Ability to travel • Commitment to equal opportunities for service delivery and employment • Knowledge of the BEH Community Transformation/NHS Long Term Plan for mental health. 	Experience of working with the “Access and Flow”/bed management team.	

Date: Feb 2023