

Job Description

Post:	Service Manager – Tameside & Glossop (T&G) Primary Care Networks
Band:	8a
Responsible to:	Associate Director of Operations
Main Contacts:	Internal or external contacts

Job Summary

The PCN Mental Health Service Manager will lead on the setup of Senior Mental Health Practitioner roles within the Primary Care Networks (PCN's) and alongside our Integrated Neighbourhood Teams in T&G (INT's). The Service Manager will oversee the PCN service across all 5 PCN's and will support management in primary care through providing a combined consultation, advice, triage and liaison function. The Service Manager will work collaboratively across the T&G PCN's and INT's to support the delivery of high quality mental health outcomes by providing leadership, managerial support and direction to a team of mental health staff across the borough.

The Service Manager will develop a culture of professionalism, which acknowledges and engages accountability, responsibility, is flexible and responds to change, where staff feel valued, where services are co-ordinated to improve the service user experience and enable staff to work to their full potential.

Main Duties and Responsibilities

- Lead the development, implementation and review of coordinated mental health approaches to T&G primary care services in order to meet local need ensuring safe and effective care pathways are in place for service users accessing the service.
- In collaboration with other PCFT PCN services, develop and maintain a range of operation systems to ensure the effective delivery of mental health support within each PCN area.
- Support the further development mental health expertise within the neighbourhood MDTs and primary care networks ensuring services are accessible and responsive to service users, GP's and other services. Working alongside partners in the VCSE sector, Local Authority and our Living Well Model to achieve an improved offer to

the population of T&G

- To provide leadership and direction, supporting and engaging professionals in the management and delivery of the service.
- To translate the strategic vision of Pennine Care NHS Foundation Trust into practical reality.

- Represent mental health services within the community at key strategic development forums.
- Contribute to the analysis of the needs of adults with mental health problems within the borough.
- Develop and sustain joint working with stakeholders to ensure service users have access to the full range of provision, to meet their health and social care needs.
- Support the inclusion of service users and their families in the strategic development of the service, seeking their views on service provision and service development plans.
- Assist with the development of service, business plans, performance planning and the implementation of CQC standards.
- To promote and maintain partnerships and interface with other professionals and agencies within the borough especially across the primary care network.

Management and Leadership

- Provide effective and efficient senior operational management to the service and into PCNs, supporting and engaging professionals in the management and delivery of the service.
- To monitor the outcomes of the service and contribute to evaluation and review.
- Delegate, organise and prioritise autonomously to ensure the safe delivery of services, making judgements and leading in complex situations e.g. unexpected service demands.
- Ensure that a professional service and image is maintained at all times, thereby acting as a role model.
- Ensure that Human Resources are managed in line with Pennine Care NHS Foundation Trust policies by:
 - Participation in recruitment and selection
 - Developing teams and individuals to enhance performance
 - Managing performance of teams and individuals
 - Initiating relevant policies where indicated i.e. absence management and annual leave.
- Ensure appropriate supervision and staff support systems are in place across the service.
- To work with staff to ensure policies, professional standards and requirements are

implemented and understood within the service.

- Investigate and action complaints and clinical incidents, sharing learning from these across the service and implementing robust action plans where required in line with Trust policy.
- To provide specialist advice, guidance or consultation to team members and other professionals contributing to clinical care.

Communication and Relationships

- To develop and maintain productive relationships with all staff within the service area, maximising the opportunity for staff involvement.
- To promote a culture that actively embraces, demonstrates and supports diversity and collaboration with others, including patients and carers and moves beyond the traditional boundaries of practice.
- Be the senior conduit between Primary Care and Secondary Mental Health Services and other agencies ensuring warm introductions and smooth seamless journeys for service users.
- To develop and maintain productive relationships with other services internally and externally to PCFT specifically PCNs.
- Ensure services work in collaboration with other mental health teams and other services to provide safe transition into services when required.
- To ensure user, carer and professional views are accessed routinely to support service review and development and patient and carer experience is core to all clinical and service improvement.
- Deliver information to the services, teams and other agencies using a variety of means.
- Act as a highly specialist source of information and support for other professionals and agencies across the health and social care context.

Financial

- Monitor and manage budgets for the service area with due regard to the Standing Financial Instructions of the Trust, reporting pressures at an early stage to the senior team
- Work with clinical leads to manage budget pressures and ensure effective use of resources.
- To be an authorised signatory for service area.

Information Resources

- Maintain accurate records and information for the purposes of statistical returns
- Ensure systems are in place to collect and report service activity and outcomes.
- Prepare and provide highlight reports for the trust and commissioners and ensure staff are providing the necessary information required to meet TPIs and service level agreements.

Research and Development

- Develop and co-ordinate relevant training programmes to ensure there is appropriate learning across the service area.
- Improve and positively develop clinical practice within the service using expert clinical knowledge and national guidance for liaison services.
- Demonstrate leadership, initiative and creativity inspiring others to be to be positive in their contribution to continuous improvement
- To undertake the measurement and review of own work and current practices through the application of evidence based best practice projects, reflective practice, clinical supervision, peer review, audit, research and outcome measures, applying them in practice

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.

- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- Pennine Care NHS Foundation Trust (PCFT) employees have a statutory duty to promote the welfare of children and young people and to protect adults; enabling them to live free from harm, abuse and neglect.
- Engagement with safeguarding training, in line with responsibilities, is mandatory for all PCFT employees. PCFT employees must familiarise themselves with policies and procedures and adhere to these.
- It is the responsibility of all staff to report safeguarding concerns and familiarise themselves with who to contact in order to do this or seek further guidance.

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal appraisal and yearly conversations review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Sustainability / Net Zero Carbon

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport