

### Job Description

<b>Post Title</b>	<b>Team Manager Home Based Treatment Team</b>
<b>Band</b>	<b>7</b>
<b>Directorate</b>	<b>Wigan</b>
<b>Location/Base</b>	<b>Atherleigh Park</b>
<b>Responsible to</b>	<b>Operational Manager for Urgent Care</b>
<b>Accountable to</b>	<b>Service Manager (Urgent Care &amp; Inpatients)</b>

#### Job Summary/Purpose

A rare and exciting opportunity has arisen for a motivated and passionate individual to join a forward thinking, dynamic Home-Based Treatment Team (HBTT) in Wigan and Leigh as Team Manager.

The post holder will take overall responsibility for the day-to-day management, leadership and development of the service. Using a Team approach, the service will provide recovery-focused care with a view to preventing hospital admission and enabling individuals to manage their illness in their own home, thereby improving their quality of life. The Team Manager will also work with the wider leadership team around all issues related to service development.

The Team Manager will also retain oversight of the Wigan and Leigh Mental health support hub, working alongside our highly trained colleagues, to ensure smooth operation and service delivery.

### Main Duties & Responsibilities

<b>Heading</b>	<b>Duty/Responsibility</b>
<b>Service Management</b>	<p>Retain overall responsibility for the management of the Home-Based Treatment Team.</p> <p>Manage the workload of the Home-Based Treatment Team, ensuring that appropriate systems are in place for:</p> <ul style="list-style-type: none"> <li>• Allocation, transfer and discharge/closure of case responsibility, ensuring that transition in and out of the team is safely managed, in-line with Core Fidelity benchmarks.</li> <li>• Supporting patient flow both in and out of hospital, including support with gatekeeping and facilitating safe early discharge with HBT support.</li> </ul>

	<ul style="list-style-type: none"> <li>Development of robust Care Planning to ensure service users, carers and staff are adequately supported.</li> </ul> <p>Working alongside the Mental Health support hub, to ensure that systems are in place to facilitate safe and effective service delivery.</p> <p>Ensure that staff are compliant with relevant legislation and statutory guidance.</p> <p>Ensure that all staff have access to, and undertake, regular line-management and clinical supervision, and annual appraisals in-line with Trust policy.</p> <p>Ensure that staff are compliant with Trust policies, procedures, protocols and guidelines.</p> <p>To develop strong working relationships with the Mental Health Liaison, Inpatient services, and community services to ensure that service user referred receive appropriate care at home and where possible avoid hospital admission.</p> <p>Chair multidisciplinary clinical and business meetings including Serious Incident Reviews and professional's meetings.</p> <p>To attend a range of Directorate, Trust and Local Authority meetings and play an active role in the development of local services.</p> <p>Participate in Bronze on call rota as required</p> <p>Act up as required.</p>
<b>Service Development</b>	<p>Undertake responsibility for the continuous improvement of the service provided by the Home Based Treatment Team.</p> <p>Participate in the strategic development of the service.</p> <p>Maintain meaningful networks with the existing Early Intervention Team, Community Mental Health Teams, Mental Health Liaison Teams and In-patient services to maximise the use of available resources</p> <p>Develop, update and ensure the implementation of the Standard Operational Policy for the Home Treatment Team.</p>

	<p>Develop within the team a broad range of clinical expertise in the holistic assessment and management of mental health crisis, using best practice.</p> <p>Take a lead role in evaluating the effectiveness of service delivery and, where necessary, take steps to improve efficiency and quality of service provision.</p> <p>Identify unmet needs to support service planning and development and communicate this in relevant forums.</p>
<b>Performance Management</b>	<p>Ensure that the contract for the service is delivered in line with the service level agreements and service specifications which detail quality, quantity and cost. Including the provision of regular reports on the agreed service standards, performance indicators and outcomes.</p> <p>Participate in the formal evaluation of the service.</p> <p>If the service is not delivering on required performance standards contribute to the development of robust recovery plans.</p>
<b>Information Management</b>	<p>Ensure compliance with information management, recording and confidentiality policies and procedures.</p> <p>Understand and utilise the computerised IT systems.</p> <p>Ensure staff training, familiarity and compliance with the Computerised IT systems</p>
<b>Clinical Governance and Quality Assurance</b>	<p>Undertake responsibility for the maintenance of good standards of professional practice.</p> <p>Ensure that service users receive clear and accurate information on:</p> <ul style="list-style-type: none"> <li>• How to access the 24 hour service</li> <li>• Confidentiality</li> <li>• Access to Records</li> <li>• Their own Assessments, Care Plans and Safety Plans</li> <li>• Mental Health conditions and medication</li> <li>• Service Publicity, including what they can expect from the service</li> <li>• Community Resources</li> <li>• Complaints and compliments procedures</li> </ul>

	<ul style="list-style-type: none"> <li>How to access Advocacy Services</li> </ul> <p>Establish quality standards relating to the service user experience.</p> <p>Promote quality assurance systems to monitor and audit these standards.</p> <p>Undertake and participate in complaint investigations working within the Local Authority and Trust procedures.</p> <p>Undertake and participate in Serious Untoward Incident Reviews.</p>
<b>Service User, Carer And Stakeholder Participation</b>	<p>Promote a service philosophy that is strongly user and carer focused.</p> <p>Ensure, as far as practicable, the full involvement of service users and where appropriate, relatives and carers in assessment of their needs and the formulation and review of their care plans.</p> <p>Promote user and carer involvement in the recruitment, induction and training of staff.</p> <p>Establish systems to elicit user and carer views of the service and monitor user and carer satisfaction.</p> <p>Promote user and carer involvement in the evaluation and development of services.</p> <p>Establish systems for the receipt and recording of complaints and compliments about the service.</p> <p>Undertake responsibility for the resolution of complaints, implementing the complaints procedure where necessary.</p>
<b>Financial And Resource Management</b>	<p>Undertake responsibility for the management of the financial budgets for the Home Based Treatment Team in accordance with the Trusts standing financial instructions.</p> <p>Optimise the effective management of resources to support service delivery.</p>
<b>Human Resource Management</b>	<p>Undertake line management responsibility for all non-medical staff in the Home Based Treatment Team.</p>

	<p>Support effective co-ordination of the work of the medical staff in the Home Based Treatment Team.</p> <p>Undertake responsibility for the recruitment and selection process and ensure comprehensive induction to the service.</p> <p>Ensure that staff receive management and have access to clinical supervision.</p> <p>Ensure that staff have an annual Appraisal and Personal Development Plan and identify their developmental and training needs.</p> <p>Ensure that staff meets statutory training requirements.</p> <p>Undertake responsibility for attendance management and implementing sickness absence procedures as appropriate.</p> <p>Undertake responsibility for monitoring the performance of staff, ensuring appropriate accountability and implementing competency and disciplinary procedures as appropriate.</p> <p>Promote a learning environment and support the professional development and effectiveness of the team as a whole.</p> <p>Assume Responsibility for own continuing professional development.</p> <p>Contribute to the delivery of specialist and multidisciplinary training.</p>
<b>Health and Safety</b>	Undertake overall responsibility for compliance with Health and Safety legislation within the workplace
<b>Diversity and Inclusion</b>	Ensure that all aspects of service delivery and staff management are conducted with due regard to the recognition of diversity and the promotion of social inclusion
<b>Confidentiality</b>	Maintain the confidentiality of information relating to service disclosure of confidential information to any unauthorised person is a serious disciplinary matter.
<b>Clinical</b>	<p>To lead the multi-disciplinary team</p> <p>To plan with the multi-disciplinary team the allocation of key workers and involvement of other team members in treatment plans.</p> <p>To undertake risk assessment and risk management of all clients as necessary.</p>

	<p>To be aware of the serious physical health risks associated with severe/enduring mental illness and to provide specialised advice to service users and take appropriate action to the physical health of service users in conjunction with the GP and other professionals in the Primary Health Care team</p> <p>To communicate directly with service users, carers/relatives and their healthcare professionals complex and potentially emotive information regarding the service users difficulties, treatment and prognosis.</p> <p>To have experience of and utilise appropriately a variety of therapeutic skills and approaches with service users.</p> <p>To provide reports of work undertaken with service users.</p> <p>To maintain up to date clinical records, ensuring service user confidentiality is maintained.</p> <p>To liaise with other agencies involved with service users, providing assessment reports, treatment plans and progress reports as appropriate.</p> <p>To ensure clinical practice is based on research evidence and to participate in clinically relevant research projects and audits within the service.</p> <p>To maintain support to service users and carers, through the framework of the Care Programme Approach.</p> <p>To provide a specialist clinical/practice placement to a range of clinical/practice trainees.</p>
<b>Other</b>	Undertake other duties and responsibilities as may be determined by the Clinical Director.
<b>Trust Mandatory On-going Requirements - to be met by the candidate after commencing in post, these will not be assessed at the recruitment stage</b>	<ul style="list-style-type: none"> <li>• To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager.</li> <li>• To understand and comply with all Trust policies, procedures, protocols and guidelines.</li> <li>• To understand the Trusts Strategic Goals and how you can support them.</li> <li>• To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles</li><li>• To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders.</li><li>• To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role.</li><li>• Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission.</li><li>• To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date.</li><li>• To ensure their day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager.</li><li>• Take reasonable care of the health and safety of yourself and other persons</li><li>• To contribute to the control of risk and to report any incident, accident or near miss</li><li>• To protect service users, visitors and employees against the risk of acquiring health care associated infections.</li><li>• To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.</li></ul> |
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## **Greater Manchester Mental Health**

**NHS Foundation Trust**

### **Further Information for Postholder(s)**

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. 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.

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