



**Job Title:** Clinical Hub Manager

**Grade:** Band 8A

**Reporting to:** Head of Service/CSM

**Accountable to:** Associate Director

**Location:** TBC

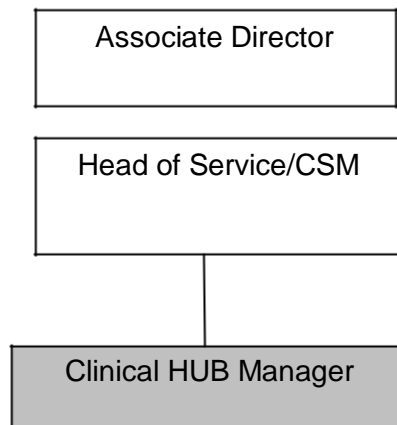
### Job Summary

- With the support of the Head of Service/CSM the post holder will take responsibility for the clinical and operational management of the teams under their sphere of responsibility.
- To lead in the provision of quality evidence based nursing practice, support and care for users of both services.
- The post holder will be expected to offer overall professional clinical leadership and management to all staff within the teams that make up the hub, to manage and coordinate staff and clinical activity and have overall responsibility for the professional development and supervision of practise To provide specialist practical advice on the care and clinical management of users of the services and to support staff, other agencies and other statutory services to provide integrated services to enable improved health and well being outcomes for service users.
- To Participate on the oncall rota

### Job Purpose

- The post holder will provide effective and efficient management of delegated resources within a defined clinical area while ensuring care delivery meets and addresses the issues of spirituality, equality diversity and rights in accordance with good practice and legislation
- To lead in the management of all clinical risks in their designated area, including serious and critical incident management, periodic review and analysis of service development, service performance and service needs/overview.
- To conduct and oversee audit of core activity and relevant aspects of services provided.
- The post holder will lead in the assessment planning implementation and evaluation of nursing care across the clinical services, and ensure that staff have a working knowledge of local, national policies and legislation which govern current service provision
- Provide advanced clinical skills, leading on practice issues and providing leadership and management to teams.
- In case of untoward incidents, co-ordinate reporting including contact and liaise with appropriate agencies and personnel.
- Work with partner agencies (statutory and third sector) to provide effective strategies to proactively manage the care of individuals with complex needs.

### Organisational Chart



### Key Communications and Working Relationships

**Internal:** All Trustwide inpatient and community teams including specialised teams, RAID, SPOA, Perinatal and all Corporate services,

**External:** Police, Social Services, Prisons, Criminal Justice Agencies, Probation Services, Third sector homeless agencies, Housing providers, All Birmingham GP practices including zero tolerance service, NHS shared services, Birmingham Acute Hospitals

## **Principle Duties and Responsibilities**

Demonstrate clear management responsibility, through ensuring high standards of care and that the smooth day-to-day running of these highly complex services are maintained to the highest level possible.

Co-ordinate, manage and supervise the activities of all staff working within these teams, to provide a highly visible presence in all clinical areas, leading and supervising practice and acting as a role model for professional issues

Ensures that the day to day care provided within your teams meets the complex needs of the individual service users

Provide regular management and clinical supervision to all staff under sphere of responsibility

Lead on service development as agreed with Head of service./CSM

Meet with Head of service/CSM regularly to update and review services

To advise the Head of Service/CSM regarding changes required to workforce provisions in relation to establishment and skill mix.

Work effectively with CCG commissioners to help secure funding for services, demonstrate benefits to patients and the NHS, monitor services and maintain productive relationships

Develop protocols and referral pathways, in conjunction with primary care teams, secondary care, local authority, other statutory services and the voluntary sector

Monitor absence and manage when deficits occur in staffing levels at short notice (e.g. through sickness).

Leads on and manages the recruitment and selection of staff for both teams

Be available to deal promptly with issues and concerns of the patients and their carers at source.

Respond to and manage/ensure appropriate management of emergency situations and incidents including initial assessment and intervention in the absence of medical cover.

Respond to enquiries about clinical services from agencies/services, offering support and advice as appropriate.

Attend and participate in strategic planning events in relation to services

Ensure the application of all Birmingham & Solihull Mental Health Foundation Trust policies and procedures.

Undertake the investigation and resolution of complaints about the services as required.

Conduct and oversee an ongoing audit programme of service as agreed with the head of service/CSM.

Provide and ensure effective corporate and clinical risk management.

Represent the services at corporate quality assurance meetings e.g. integrated quality, infection control, clinical effectiveness

### **Service Development and Governance**

To facilitate the development of new and existing services within your specific area of responsibility to meet current needs of people using the service in partnerships with them and other agencies

Contribute to the education/commissioning processes

To develop new and improved services within your area ensuring services are compliant with national and local targets and linked to a programme of service improvements and modernisation.

To ensure that governance, both clinical and corporate, is an integrated part of service planning and operational activity within your specific area.

To ensure patient involvement in the evaluation and redesign of services.

### **Leadership**

To lead, manage and motivate staff within your teams working closely other professional and clinical leads and senior staff in the primary care service

To support the other professionals and clinical leads in service delivery, ensuring CPA and Care Management initiative as a way of focusing the clinical task, ensuring that these are integral to the core agenda and understood by all staff.

To maintain team cultures to positively welcome diversity and change where staff involvement in decision making is the norm, and promotes learning and which encourages the use of initiative, individual and team responsibility, open communication and positive commitment to the delivery of our service needs.

To provide strong day to day empowering leadership through effective management and coaching

To oversee the performance management of each teams staff to ensure their professional competence and development in line with the tasks expected of them.

Identify training needs in order to develop skill and support excellence in relation to core tasks.

To participate fully in our Trust's appraisal process by reviewing performance, setting objectives and providing regular feedback.

Provide specialist advice and guidance to other health and social care providers on understanding and addressing the complex needs of service users experiencing physical health issues, mental health issues, problematic drug and alcohol use and related physical harm and significant social issues.

### **Communication**

Ensure that processes for communication are established to ensure effective partnership working.

Ensure that processes for communication are established with staff in your teams to maintain good employee relations.

### **Information systems**

Ensure recording of information and maintenance of clinical records on RIO in accordance with Trust policy, taking account of the Data Protection Act

### **Risk Management**

To ensure all working practices and procedures comply fully with all statutory regulations, policies, codes of practice and health and safety policies.

To ensure that health and safety risk assessments are carried out as appropriate to identify and minimise risks and comply fully with accident and incident reporting procedures, health and safety audit requirements.

To ensure that arrangements are in place to investigate and monitor complaints and litigation and that there is a systematic approach to applying lessons learned.

### **Human Resources**

To develop workforce plans for your area taking into consideration new ways of working to deliver an effective service.

To ensure the implementation of key HR initiatives/targets, such as Improving Working Lives.

To ensure the implementation of Human Resource policies and practices.

### **Financial Management**

To be responsible to Head of Service/CSM for managing delegated budgets to ensure effective and efficient service provision within allocated resources and to seek cost efficiencies to facilitate financial stability of service and to seek further opportunities for service change and development.

This job description is not intended to represent an exhaustive list of duties comprehended by the role and function but simply to identify the key tasks of the post. The post holder will be required to undertake any projects as may be reasonably requested by the service director.

## General

### Confidentiality

It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant trust policies are met in respect of information held on the Trust's computerised systems.

### Equal Opportunities

The Trust is committed to equality of opportunity. All staff are required to comply with current legislation, trust policies and guidance good practice and the NHS Executive's Planning & Priorities Guidance 1996/7.

### Conduct

It is expected that all employees will conduct themselves and represent the Trust in a responsible manner and comply with all policies and procedures;

### Risk Management and Health & Safety

The post-holder will ensure compliance with the Trust's Risk Management policies and procedures; these describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, employees and visitors from harm, and stress that all employees have a responsibility to minimise risk. The post-holder will be required to observe local Health & Safety arrangements and take reasonable care of him/herself and the persons that may be affected by his/her work;

### Safeguarding

All members of employees have a duty to safeguard and promote the welfare of vulnerable adults, children and young people in all relevant areas of their work. This will include any timely attendance at relevant training events and compliance with the Safeguarding Procedures;

### Training, Education and Development

All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying his or her own training and development needs to meet their KSF outline;

### Research and Development

Research and development is at the heart of providing effective treatment and high quality services, supporting a culture of evidence based practice and innovation amongst employees. All employees have a duty to be aware of and comply with their responsibilities for research governance, whether as researchers, as part of the team caring for those participating in research or as research participants themselves;

### Control of Infection

All employees whether clinical or non-clinical are required to comply with the Health and

Social Care Act 2008: Code of Practice for health and adult social care on the prevention and control of infections and related guidance;

Therefore the post-holder is expected to keep patients, visitors, themselves and other employees safe by continuously reducing the risk of healthcare associated infections;

As a manager the post holder is required to ensure that infection control responsibilities are clearly identified, allocated and understood within your team and that appropriate resource, training and support is provided to ensure that they are compliant with Trust policies and procedures on Infection Control and Hygiene;

As a manager the post holder is required to ensure that employees are supported in attending the necessary training and on-going professional development to support their responsibilities and ensure full awareness of infection control and hygiene;

#### Governance Standards

Comply with the relevant Governance Standards applicable to the Trust as communicated to the post-holder from time to time;

#### Records Management

Maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration;

#### Freedom of Information

Provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures;

#### Standards of Professional and Business Conduct

The post-holder will be required to comply with the Trust's Standing Orders and Stranding Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers. The post-holder will also be required to comply with the Code of Conduct for NHS Managers and/or the relevant professional Codes of Conduct;

#### Data Protection

Comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of personal and patient information;

#### Security

Comply with Trust policies to ensure there is a safe and secure environment that protects patients, employees and visitors and their property, and the physical assets and the information of the organisation;

#### Smoking

The Trust operates a No Smoking Policy.

#### Mobility

This is a Trust Wide appointment and travel around the Trust may be required;

### Flexibility

BSMHFT is currently working in a climate of great change within the NHS. It is therefore expected that all employees will develop flexible working practices both within the Trust on a cross-directorate basis, and across Trust's and other organisations to meet the challenges and opportunities of working within the new NHS, which could include taking on new and changing responsibilities, according to the needs of the directorate;

This job description is a reflection of the current position and a summary of the key tasks and may change in light of the developing organisation and in consultation with the post holder. It is the practice of the Trust to regularly examine employees' job descriptions and to update them to ensure that they relate to the job being performed or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager and those working directly to him or her. You will therefore be expected to participate fully in such discussions and in connection with them and to help re-write your job description to bring it up to date if this is considered necessary or desirable. The aim is to reach agreement on reasonable changes, but if agreement is not possible the Trust reserves the right to insist on changes to your job description after consultation with you;

Work will be managed rather than supervised;

### Environment

BSMHFT is a major NHS Trust and we pride ourselves in the unique environment which exists for all employees. An environment where innovation is encouraged, hard work rewarded, and where our employees play an inclusive role in new developments;

### Health and Safety

Staff must ensure that they are familiar with the requirements of the Health and Safety at Work Act (1974), the Trust's Health & Safety policies/codes of practice or regulations applicable to the work place.

Birmingham and Solihull Mental Health Foundation NHS Trust is a major NHS Trust located conveniently to the centre of Birmingham, as a Trust we pride ourselves on the unique environment, which exists, for all our staff.

An environment where innovation is encouraged, hard work rewarded and where our staff, play an inclusive role in new developments.

This job description is indicative only, and the post will continue to evolve as the Trust's priorities develop. It will therefore be revised in consultation with the post holder from time to time and not less than annually. You may also be required to provide cover in other areas following appropriate discussion.

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**Job Description Agreement**

Budget Holder ..... **Signature**

..... **Name**

Post Holder ..... **Signature**

..... **Name**

..... **Date**

# BIRMINGHAM & SOLIHULL MENTAL HEALTH NHS TRUST

## PERSON SPECIFICATION JOB TITLE: Service Manager 8A

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
TRAINING AND QUALIFICATIONS	Registered health professional with current up to date registration	ENB 998 or other relevant teaching and assessing qualification, such as Certificate in Education (Cert Ed) or Post Graduate Certificate in Education (PGCE) or equivalent City & Guilds award.	Application Form
	Master's degree in relevant subject ( or working towards) or equivalent relevant experience		
	Further professional registration	Quality assurance or management qualification	
KNOWLEDGE & EXPERIENCE	Post-graduate/qualifying registration experience with Band 7 experience.	Sound knowledge of changing trends within health and social care	Application form  Interview  References
	Significant operational/ team management and leadership experience	Management of clinical services	
	Experience of budgetary control and management.	Critical incident analysis and reporting experience.	
	Experience of community nursing and/or multi-agency working		
	Proven track record of crisis, serious incident management in health care setting.	Working knowledge of Primary and Secondary Care Services	
	Demonstrable post registration experience of managing teams	Evidence of monitoring, maintaining, and improving standards including enhancing the patient/client experience of care and promoting best practice	
	Development of oneself and others in areas of practice.		
	Multidisciplinary staff and application of management skills.		

	Proven record of evaluating nursing care/care delivery and driving up standards of practice.		
	Awareness of pertinent strategies and legislation		
	Understanding of safeguarding legislation and practice		
	Experience of clinical governance / service improvement		
	Working within integrated care pathways.		
	Communicates with people in a form and manner that is consistent with their level of understanding, culture, background and preferred ways of communicating.		
	Recognises barriers to effective communication and modifies communication in response.		
	Understanding the key principles of clinical governance.		
	Prioritising and reporting activities to respond to changing circumstances.		
	Management/HR recruitment and disciplinary procedure experience.		
	Awareness of Life/work balance.		
SKILLS	Higher levels of organisational, communication and people management skills.		Application form Interview References
	To be able to demonstrate motivational leadership skills and drive new initiatives.		
	Ability to establish and maintain partnership working/relationships.		
	Ability to read and interpret data/information.		

PERSONAL QUALITIES	To be able to assert oneself in appropriate forums whilst respecting the dignity, wishes and beliefs of others.		Application form Interview References
	<del>Generates and uses</del> appropriate opportunities and applies own learning to future development of practice.		
	Willingness to work to changing circumstances when required.		
	To be able to gain confidence of and credibility with a range of professionals.		
	Willingness to attend training as identified through the Development Review and Professional Development Planning Process.		
	Strong commitment to patients' self autonomy and quality of service.		

**Job Description updated by Cindy Meikle April 2024**