

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title: Team Leader – Adult Community Mental Health Services

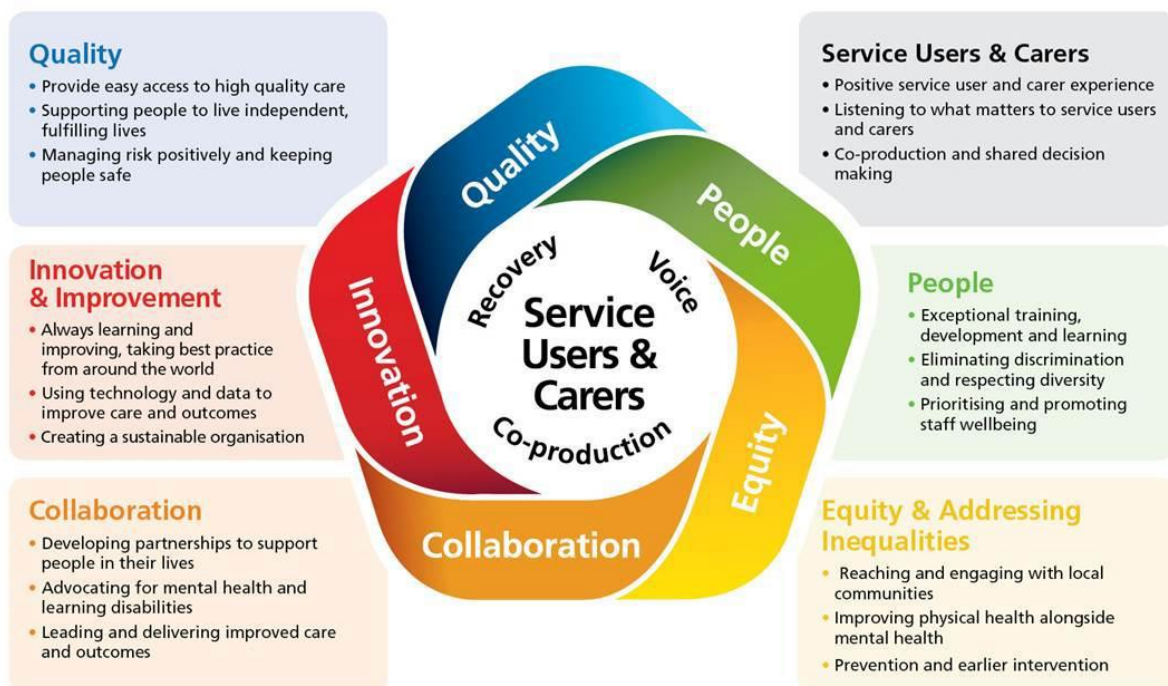
Grade/Band: Band 7

Department: Adult Community Mental Health Services

Responsible to: Service Manager

Accountable to: Service Line Lead

Base: Oxford House, Bishops Stortford



Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to Great” journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm

- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

- We will achieve our vision by:
- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’
- **Values and Behaviours**
- Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.
- **Our values set the tone for:**
-
- • The way we plan and make decisions.
- • The way we behave with service users and each other.
- • The kind of colleagues we recruit.
- • The way we induct, appraise and develop our staff

	we are...	you feel...
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Job Summary:

To work in collaboration with the Community Mental Health Services Manager, to ensure the highest standards of practice and service delivery. To work as part of the Mental Health Directorate to deliver the services required under the National Service Framework for Mental Health

To provide day to day management, leadership and supervision to a multi-disciplinary Community Mental Health Service Team.

The Team Leader will manage Nurses, Social Workers, Occupational Therapists and other staff, ensuring that the needs of Service Users are met through the effective deployment of these staff. S/he will also maintain a clinical role and/ or a caseload dependent on sector need.

The Team Leader will contribute at a local level to the development and implementation of policies and procedures.

The Team Leader may on occasion deputise for the Community Mental Health Services Manager in his or her absence, as agreed with the Service Line Leader.

The Team Leader will ensure, in collaboration with other professional colleagues that professional practice meets standards as set by HPFT and/or professional statutes and bodies.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Key Relationships:

Describe who the post holder is expected to work with – in terms of individuals, teams, groups of staff and management. What are the key relationships the post holder is required to develop? Is there a necessity to develop working relationships with other key stakeholders from outside the organisation?

Indicate which directorate organisational chart is applicable to this post.

Duties and Responsibilities:**Management and Professional Leadership**

To plan, prioritise and manage the delivery of a health and social care assessment, care management and treatment service to service users within the designated community mental health service area, including overseeing referrals and ensuring that there is an even and appropriate distribution of work across the team, based on the experience of team members.

To oversee referrals and the allocation of service users to workers, ensuring that caseloads are monitored and managed and care packages are maintained under the auspices of CPA.

To ensure that there are adequate staff numbers organised appropriately around service user needs and to incorporate this into rota planning.

To ensure that risks relating to service users, unmet needs and to the work environment are assessed and managed appropriately, ensuring that all team members know and understand their role in risk management.

To provide operational supervision and, in conjunction with the Senior Practitioner (social care) and relevant nurse practitioners, ensure the provision of clinical caseload supervision to all team members. Where necessary to make arrangements for appropriate professional supervision to be available to all team members.

To implement and monitor relevant operational policies and protocols, team systems and processes for the effective operation of his/her team.

To ensure quality care standards and procedures which support the aims of Hertfordshire Partnership NHS Trust and the ethos of the Recovery Approach.

To maintain the requirements of CPA, ensuring that the team members are able to assume Care Co-ordination responsibility.

To ensure the continued professional development of all team members through annual individual performance reviews.

To maintain the Team Leader's own professional registration and development
In collaboration with the Service Line Leader, to undertake the timely recruitment selection, appointment and induction of team members.

To manage the delegated team budget with respect to operational and service delivery costs.

To implement systems of financial management to safeguard client's property ensuring they comply with the Standing Financial instructions of the Trust.
To effectively manage all aspects of the teams time i.e. Duty Rota, Time worked, Annual Leave via the E Roster system.

To monitor and manage, in conjunction with the Community Mental Health Services Manager, all staff sickness and absences.

To act for or on behalf of the Community Mental Health Service Manager as required from time to time in accordance with local agreements

Where the Team Leader is an Approved Mental Health Professional to be prepared to participate in local AMPH rota where appropriate.

To monitor the service caseload ensuring that the teams activities are targeted to clients/patients, fulfilling the agreed criteria.

Clinical Responsibility

Ensure the provision of appropriate support to individuals with severe mental illness and complex needs, following assessment.

Ensure that all team members are able to develop and maintain long-term supportive relationships with service users.

Ensure the co-ordination, liaison and integration of activities from other services or agencies in the provision of a CPA package

Participate in risk assessment and risk management activities.

To chair Safeguarding meetings as necessary and follow all Safeguarding reporting processes.

Enable and participate in audit and research activities as required and appropriate. Monitor and respond to all reported accidents or incidents following agreed Trust procedures.

To ensure personalisation agenda is fully implemented within the teams

To report on the activities and effectiveness of the team's interventions as required.

To adhere to the principles of Practice Governance

Ensure the effective and timely management of all complaints relating to the service. Through the establishment of quality and audit process, assess trends, strengths weaknesses and opportunities that may influence the further development of Community Mental Health Services.

Develop a culture of service development & improvement in line with the Recovery Approach.

Provide comprehensive, timely and accurate information relating to activity and/ or performance as required.

Maintain service activities in line with the agreed referral and assessment criteria. To provide a flexible service, responsive to Service User need.

To develop the service in line with NSF guidelines and Trust strategy

Maintain an effective skill/ professional personnel mix to provide a multi-professional team approach.

To provide information for service development and evaluation through the use of outcome measurements, audit and annual service policy review.

Implement risk assessment procedures related to the working environment, tasks and client management.

Against agreed criteria, measure the effectiveness of the Community Mental Health Service team.

Agree and implement quality standards which reflect both local and national requirements. Build and develop best practice initiatives.

To monitor systems of audit for:

Client records

Team activity

Performance indicators

Investigate and access a wide range of services designed to meet occupational, recreational, social and health needs.

Other

Additional Information:

Deals with highly sensitive confidential information appropriately to ensure safety of service users and others.

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality x

Employees must maintain confidentiality of staff, patients and Trust business and have a responsibility to comply with the General Data Protection Regulations (GDPR) 2018 and be aware of the Caldicott principles. If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose. You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the General Data Protection Regulations (GDPR) 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

Health and Safety at Work In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities, to maintain a safe working environment for patients, visitors and employees and to co-operate in meeting statutory requirements

Review:

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Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on the Trust intranet 'HIVE').

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