

Job Description

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| Post: | Team Manager - Community Rehabilitation Team |
| Band: | 7 |
| Responsible to: | Operational Manager |
| Main Contact: | Service users and carers, multi-disciplinary team, services across adult mental health pathway, local authority partners, third sector |

Job Summary

To provide line management and clinical leadership to the staff within the Community Rehabilitation Team.

To effectively manage the resources within the team and the allocation of workload.

To ensure the team adhere to national legislation, local policies and procedures and eligibility criteria.

To be accountable to the Operational Manager for the performance management of the team and for the quality of work provided by the team.

To contribute to service development in collaboration with the Operational Manager and wider team.

To actively contribute to the overall management of the Community Rehabilitation Team, and to ensure the service works to agreed objectives.

To provide strong leadership to the Community Rehabilitation Team to ensure it performs in the most efficient and effective way ensuring all key performance indicators are met, whilst providing a safe and high quality service.

To participate in the Bronze on call rota depending on service need.

Main Duties and Responsibilities

Managerial

- To provide strong leadership and vision to the team maintaining robust quality assurance to enable a safe high quality service to be delivered.
- To direct staff and provide expert advice and guidance on the management of service users' care.

- To ensure that work allocated to staff is commensurate with their skill set and level of training.
- To manage and maintain systems for planning and allocation of work and for the setting and reviewing of targets, standards and priorities to the team.
- To ensure professional supervision systems are in place.
- To participate in the recruitment and appointment of staff within agreed HR procedures.
- To hold regular team meetings and develop the team.
- To respond to enquiries and complaints within the framework of the complaints procedure.
- To work in partnership with other statutory, independent sector and other agencies, in the effective discharge of the duties of the post.
- To manage staff sickness through the agreed sickness management policy/ procedures and to provide regular monitoring reports to the line manager.
- To deal appropriately with clinical incidents and complaints in accordance with trust policies.
- Ensure all staff are appropriately trained to meet the requirements of their role and any issues with performance are addressed.
- To work with and monitor performance indicators to achieve key performance indicators.
- To ensure all resources are used effectively and efficiently and within budget.
- To be signatory for the team and ensure all financial procedures are administered according to the Trust Standing Financial Instructions.
- To contribute to audits as required, providing relevant data as required in line with performance monitoring targets.

Clinical

- To effectively manage the referrals to the team ensuring capacity is maintained and urgent cases are responded to in a timely manner.
- To demonstrate the ability to make sound managerial and clinical decisions in relation to mental health and acute physical illness for this client group.
- To chair MDT meetings, reviews, case conferences, planning meetings as required.
- To advise and make recommendations to the wider MDT with regard to the clinical management of service users.

- To act as a Safeguarding Adults manager providing advice and managerial direction in line with Safeguarding Adults processes and procedures to the team.
- To effectively liaise and collaborate with other professions, statutory and independent agencies.
- To be responsible for recording and systematically evaluating outcomes.
- To maintain accurate and clinical records on all service user contacts are maintained using approved systems and processes, including local authority systems.
- To provide information and resources to non-mental health professionals in relation to the safe and effective management of service users with mental health / psychological problems.
- To observe and practice within the legal requirements of the Mental Health Act 1983 and Mental Capacity Act and act as a resource on this matter to the team.
- To maintain professional awareness and standards by keeping abreast of changing trends in clinical and professional practice.
- To be aware of professional and clinical accountability, with due regard to your code of professional conduct.

Developmental

- To contribute to ongoing training and development of staff within the team
- To contribute to the training and development of non-mental health staff with regard to mental health issues.
- To have excellent presentation skills and the ability to devise and deliver training packages to non-mental health staff.
- To provide mentorships, education and training to learners from a range of professional backgrounds.
- To participate in research opportunities as and when appropriate.
- To monitor and evaluate the effectiveness of the community mental health team and make recommendations to the service manager where change is needed.
- To take an active role in working groups and service development initiatives when requested.

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