

## Job description

<b>Job title:</b>	Team Leader
<b>Directorate:</b>	Operational Services
<b>Department:</b>	Relevant department
<b>Responsible to:</b>	Service Manager
<b>Accountable to:</b>	Service Manager
<b>Pay band:</b>	7
<b>Contract:</b>	Agenda for Change
<b>On call requirement:</b>	No
<b>Disclosure required:</b>	Enhanced CRB
<b>Professional Registration:</b>	No

### Job outline:

To be responsible and provide effective leadership for a clinical team providing a high quality service within the resources available within a defined area, and specifically to deliver on the following key areas:

To coordinate and lead team functioning with particular focus on;

- Management of referrals including delivery of care
  - Performance monitoring and management
  - Line Management and supervision of staff.
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- To deliver a service within the agreed financial envelope ensuring maximum value in terms of clinical and cost effectiveness.
  - Ensure that a culture of effective risk management is present in the team
  - To carry a clinical caseload as agreed with service manager and to take a lead on management of complex cases and supporting staff in management of such cases.
  - To ensure that the team functions in line with the care group core business.
  - To coordinate recruitment and selection of staff within the team, leading on decisions as designated by the service manager.
  - To respond to SUIs as appropriate and support any subsequent investigation
  - To respond to SVAs as appropriate
  - To respond to complaints
  - To respond to communications regarding team issues
  - To ensure equality and diversity is considered in all aspects of the teams business.
  - At all times supporting the Trust's reputation and that of all senior colleagues, maintaining a positive attitude with strong commitment to results.

- To promote and display via personal actions support for the Trust's key policies on Equality and Diversity, Exemplar Employer and use of the recovery orientated approach for people with longer term problems
- Deputises for Service Manager as and when required.

### Scope & Authority:

- The post holder is responsible for leading and co-ordinating a team within a care group, delivered by Sussex Partnership NHS Foundation Trust. Where an agreement with Local Authority Partners is in place (section 75 agreement) this will include relating to both organisations. In such instances the post holder is accountable to both organisations and may assume a lead role in Safe guarding Vulnerable Adult investigations.
- To ensure recommendations from Serious Untoward Incidents (SUIs), near misses, complaints and other incidents are implemented across all disciplines within the team.
- Ensure feedback loops with the organization through team brief and other communication routes within the care group.
- To participate in working groups or service development forums to develop policies, protocols or guidelines relevant to multidisciplinary / multi agency clinical team and to ensure any such development is shared across relevant care groups or identified staff groups.
- Ensure quantitative and qualitative vital signs measures (relevant to your care group) are produced, monitored and reviewed with the team, ensuring staff involvement.
- lead on designated projects as required

### Key Result Areas:

**1) Corporate:** work closely with colleagues, managers, corporate directorates and partner agencies to continuously improve services.

**2) Service Specific:** To take account of the diversity of local communities, striving at all times to promote personalised care, wellbeing, safety and social inclusion. To take all opportunities to maximise benefits for service users, their families / carers, leading the team by example. Will be responsible for ensuring that the relevant Clinical and Social care outcome measures are being recorded by clinical staff.

**4) Financial Responsibilities:** Delegated budget responsibilities and responsibility for the use of resources within the team, ensuring services are delivered within the budget set for the services, advising and consulting with line management regarding anticipated over/under spending. To contribute to budget setting exercises

**5) Health and Social Care Governance Systems and Processes:** Actively promote evidence-based practice, and ensure that all practice is delivered in accordance with NICE Guidelines or best practice guidance. To undertake service audit and evaluation within the team and to involve clinical and non-clinical team staff. To ensure that staff maintain patient and clinical records and electronic records safely and to a high standard, and that they are stored and accessed appropriately.

**6) Education, Training and Supervision:** To ensure that all staff access appropriate and relevant training and that they are released to do and complete all mandatory training. To supervise direct line reports ensuring staff participate in supervision in line with Trust policy. To contribute, in conjunction with the service manager, professional leads and IGT to developing a training needs analysis of the clinical teams

**7) Workforce and Human Resources (HR):** Responsible for a team of clinical and administrative staff. To ensure that all aspects of HR, including recruitment, retention, grievance and discipline matters and performance issues are managed in accordance with Trust policies and procedures across the care group. To ensure all staff within team receive supervision, appraisal and PDP in line with Trust policy, of all staff and to support staff in their continuing development with the team. To ensure that the staffing requirements of the teams are being met in an appropriate, clinically safe and cost effective manager.

**8) Performance Management:** To engage staff in the delivery on all performance targets for and on behalf of the IGT in relation to team to improve quality of the service. To develop, implement and maintain systems, processes and practice in risk management, including the management of Health and Safety.

To ensure:-

- All aspects of Safeguarding are adhered to and that policies and procedures are followed at all times.
- Complaints are investigated fully, within the time limits and satisfactorily resolved with the complainant, ensuring a proactive approach is standard as part of the trust and local authority policies. To ensure that there are relevant forums within clinical teams for the dissemination, and operationalising of learning points from complaints and SUIs .
- The effective management of risk of infection are fully complied with and communicated in the team(s).
- To participate in the successful implementation of CIS and all relevant reporting systems providing clear leadership

**9) Service Improvement:** To ensure care is locally delivered, at the right time and is service user/ carer focussed.

**10) Staff leadership and management:**

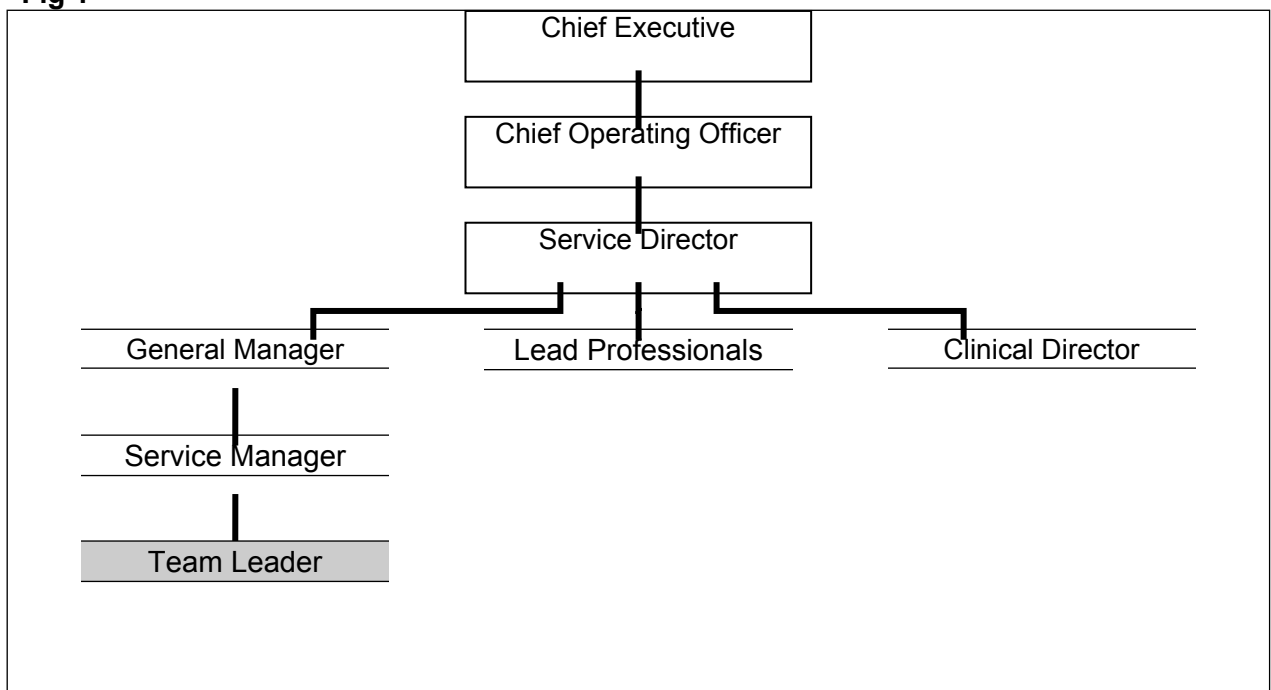
To provide effective leadership and management to staff which promotes high performance standards both individually and as a team, in the achievement of the Trust's objectives and priorities. The Trust's success will be dependant on all managers playing an active role to make sure the existing areas of good employment practice are universally embedded within the organisation. Managers will be expected to:

- Understand the Trust's key priorities and those of your care group and translate these into key priorities for your care group
- Ensure clarity and effectiveness in developing and designing roles
- Ensure management of staff is consistent with Trust's HR Policies to the achievement of equality, equity and optimum performance.
- Complete annual Appraisals for all staff which reflect these priorities and ensure staff have access to appropriate training and development
- Communicate regularly through meetings with teams and individuals and provide

- opportunity for two-way feedback
- Promote an effective team ethos.
  - Promote equality, diversity and rights, and treat others with dignity and respect ensuring services are developed, managed and delivered to meet the specific needs of those belonging to protected characteristics.
  - Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity and outcomes in working practices.
  - Contribute to developing and maintaining equality of opportunity in working practices by complying with legislation and organisational policies. Advise colleagues about equality, diversity and human rights policies and procedures and ensure they are followed.
  - Ensure that colleagues are treated fairly. Behave in a non-discriminatory way and challenge the discriminatory behaviour of others. Be supportive of colleagues or service users who wish to raise issues about discriminatory practice or experience.
- 11) The post holder will be responsible for leading and coordinating a team.
- 12) To ensure that service user opinions and experience is being captured at a team level
- 13) To undertake other duties delegated by the line manager in keeping with the scope and authority of the job description.

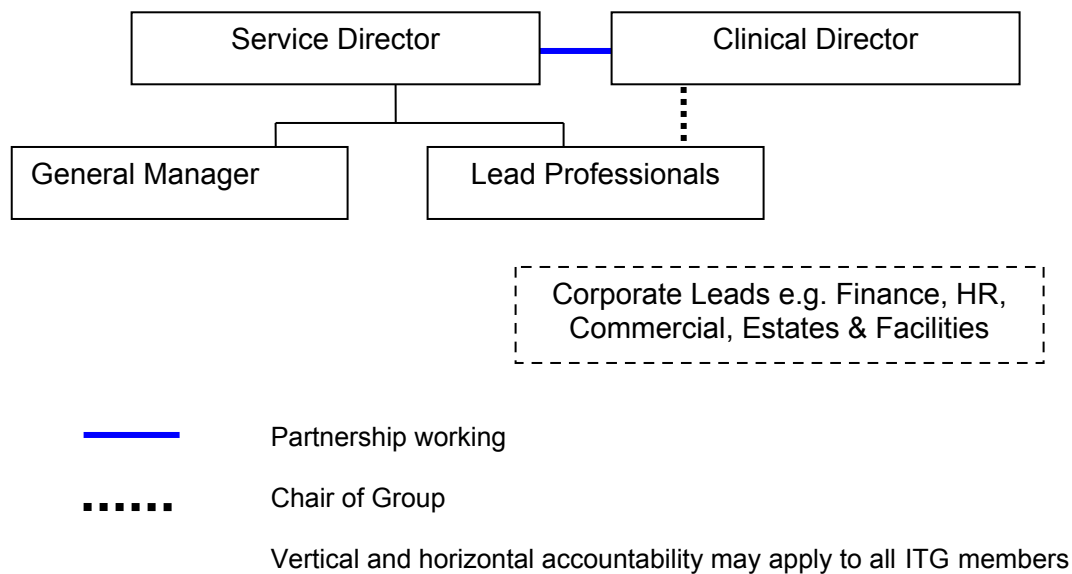
### Position in the Organisation & Key relationships

Fig 1



**Fig 2**

**Integrated Governance Teams**



**All staff are required to:**

- Abide by the standards of behaviour expected by their professional body and the standards of behaviour expected of all staff in the Trust disciplinary policy and procedure.
- Adhere to all Trust policies and procedures and are responsible for making themselves aware of these policies and procedures.
- Treat information relating to patient, employees and businesses of the Trust in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. At all times employees are required to comply with the provisions of the Data Protection Act.
- Maintain their own awareness of, and comply with, policies and procedures relating to Health and Safety (whether statutory or Trust), and assist in ensuring the compliance of other staff.
- Support the Trust's visions and values and in particular the promotion of a positive approach to diversity, equality, rights, and treating others with dignity and respect; to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply by adhering to the Trust's Equality and Diversity Policy.
- Demonstrate the core principles of safeguarding and protection Human Rights; treating people with dignity, fairness, equality, respect and autonomy.

- Develop and maintain positive relationships with all colleagues, taking account of their age, religion or belief, ethnicity, sex, marital or civil partnership status, sexual orientation, gender identity, pregnancy or maternity status and any disability. Ensure that they are approachable and that their conduct towards colleagues is open and honest, dealing with differences in opinion, in ways which avoid offence.
- Take responsibility for the safeguarding and protection of children and young people and vulnerable adults very seriously, as does The Trust. The Trust works with adult and children's social care to ensure that the integrated service has systems in place to equip staff with the knowledge and skills to recognise abuse, and take action to safeguard and protect vulnerable adults and children and young people. It is expected that all staff familiarise themselves with the appropriate structures and policies and with the Sussex child protection and safeguarding procedures and the Sussex multi-agency policy and procedures for safeguarding vulnerable adults and undertake the relevant essential training and further training appropriate to their role.

## Person Specification

<b>Job title:</b>	<b>Team Leader</b>		
<b>Directorate:</b>	Operational Services		
<b>Department:</b>	Relevant department		
<b>Pay band:</b>	7		
	Essential	Desirable	Evidenced by
<b>A – Qualifications</b>			
Educated to minimum diploma level with a relevant qualification or equivalent experience.	✓		A / C
Evidence of CPD	✓		A
<b>B – Knowledge/Experience</b>			
Significant experience of and demonstrable achievement in clinical practice	✓		A
Experience of providing professional support/supervision and motivation of staff	✓		A / I
Understanding of Health and Social Care Governance	✓		A / I
Experience of managing staff	✓		A / I
Lived experience of mental health issues		✓	A / I
<b>C – Skills</b>			
Knowledge of the key drivers behind Care group Policy.	✓		A / I / T
Ability to provide and receive complex and emotive information with staff, service users, carers and other stakeholders	✓		A / I / T
Ability to present information clearly.	✓		A / I / T
An open and facilitative style of leadership which can be adapted when necessary to ensure delivery of objectives.	✓		A / I
Able to hold professionals and peers to account.	✓		A / I
An understanding of effective systems for integrated governance and the management of clinical and non-clinical risks.	✓		A / I
Good performance management skills combining clarity around expectations, direction and holding others to account.	✓		A / I
Ability to travel across sites	✓		A / I
<b>D – Approach/Values</b>			
Demonstrate support for the values and beliefs of the Care Group and those of the Trust	✓		I
Can use constructive criticism and openly seeks to review and reflect on own style and presentation.	✓		I
Resilient and self motivated with drive and vision that is able to work on own initiative and manage a range of priorities across competing agendas.	✓		A / I

	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced by</b>
Commitment to the aims and values of the NHS combined with high personal integrity.	✓		I
Empathy towards the needs of people using mental health and related services, and a vision of how services can make step changes for improvement.	✓		I
Demonstrate an understanding of the practices of Human Rights in the delivery of this role	✓		I

*To be evidenced  
by key:*

*A – Application C - Certificate*

*I – Interview*

*T - Test*

**Approved by:**

**Name**

**Position**

**Date**