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CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

**CAJE REF: RVC/2023/0458**

**Approval Date: 24/11/2023**

**JOB TITLE: Team Manager – Older People’s Mental Health Services Community Health Team (CMHT)**

**Band: 7 Mental**

#### **JOB OVERVIEW:**

The Team Manager will take responsibility for the delivery and management of the Older People’s Mental Health Services Community Mental Health Team.

The Team Manager will have overall accountability and responsibility for the direct delivery of routine and urgent mental health assessment and treatment within their designated area. The service will provide assessment and a range of therapeutic interventions to meet demand and achieve targets set by Welsh Government.

#### **Responsible to:**

**Reporting: Lead Nurse, Older People’s Mental Health Services**

**Accountable: Lead Nurse, Older People’s Mental Health Services**

**Professionally: Lead Nurse, Older People’s Mental Health Services**

## Main Duties of the Job

The manager will be responsible for providing line management and supervision of registered and unregistered staff within the multi-disciplinary team. The manager will support staff to deliver specialist advice and assessment for the care of people affected by mental health problems, working with a high degree of autonomy with a specific focus on quality improvement and ensuring excellence.

This role includes the provision of comprehensive telephone and face-to-face consultation services to patients and /or their carers/relatives using advanced clinical skills as part of the service delivery for unscheduled care.

The post holder will require effective communication with General Practitioners and Primary Care Services, Social Services, Medical staff, Nursing, other professionals. The manager will offer professional advice, knowledge and expertise to relevant statutory and 3rd sector services. Key to the success of the post will be effective working arrangements, developing partnership working and incorporating an integrated approach to the management of services.

The post holder is responsible for the delivery of service objectives and performance management and policy development within area of responsibility.

## Main Responsibilities

Promotion of mental health awareness and services available to the public.

Provide thorough assessment, effective care and clinical management of patients

Ensure service user feedback is collected to inform service delivery.

Provide management and leadership for a range of staff to include Nurses, Health Care Support Workers, and Administrative and Clerical Staff within the Mental Health Division.

Promote and encourage partnership working with stakeholders such as Primary Care Services, Local Authority and Third Sector Organisations.

Manage staff through effective PADR appraisal systems. Be responsible for identifying personal training and development needs.

Hold regular staff meetings to ensure the efficient management of the service, and dissemination of information.

Manage staff rosters via ERoster .

Review and approve staff travel expenses.

Manage and monitor sickness and absence policies and procedure, undertaking where necessary formal sickness reviews in accordance with the relevant policies.

Take a lead role in the recruitment and retention of staff within sphere of responsibility.

Monitor all education, training and development and maintain an up to date training records and provide action plans for areas requiring improvement.

Responsible for formulating and delivering in service training programs with all grades of staff within the department.

Ensure that effective communication systems exist so that all staff are fully appraised of professional and clinical issues.

Provide clinical supervision for staff/students, in order to facilitate their training and development, as required by the NMC, Code of Professional Conduct.

Assist the service manager in the successful achievement of performance targets, such as waiting lists, efficiency savings, service improvements and spend to save initiatives.

Investigate as necessary any complaints against the service and to ensure that this is carried out within the timescale and in accordance with trust policy.

Make operational judgments, manage conflicting views/reconcile internal and external professional differences.

Ensure the setting, monitoring and reviewing of all standards of care within the clinical area via audit processes.

Ensure that all Swansea Bay University Health Board and local operational policies are adhered to and ensure they are interpreted correctly by staff.

Oversee the maintenance of all records and information systems and ensure the collation of information and statistics as required.

Ensure effective and confidential communication written and oral between medical, nursing and other clinical staff on matters concerning patient care and treatment.

Keep accurate and up to date clinical records in line with Health Board policy and NMC guidelines and ensure that data is collected as required.

### **Clinical Responsibilities**

Undertake assessments/joint assessments of clients with complex mental health problems, identifying appropriate care plans to be developed and interventions to meet the clients' needs, in liaison with clinical team members.

Facilitate the seamless pathway of patients throughout their involvement with all Mental Health Services.

Create an environment within which all staff can be innovative and feel empowered to act in order to achieve improvements.  
Give expert clinical advice in the field of Mental Health.

Provide Specialist support. Provide and receive highly complex, sensitive or contentious information and communicate this to groups.

Maintain a professional level of knowledge, which is both up-to-date and relevant in the area of Mental Health.

Act as a source of advocacy for service users, carers, staff and your service.

Maintain registration with the NMC regulatory body. Be  
up to date with mandatory training

Develop specialist knowledge, underpinned by theory and experience through training and experiential learning.

### **Communications and Relationship Skills**

Report performance data, audit findings and feedback on action plans to senior management team.

Attend relevant meeting to represent the service within your directorate and wider Health Board meetings.

Provide specialist knowledge and advice to all clinical areas to include; GP's and Primary Care, Mental Health Inpatient areas, General Hospitals, and all Community Services.

Establish close working relationships with statutory and voluntary organisations to develop a coordinated approach to delivery of services.

Communicate complex, sensitive or contentious information using developed interpersonal skills.

## **Policy and Service Development**

Create an environment which ensures the appropriate investment of staff in training, learning and development, through KSF/PDR and Clinical Supervision.

Take a lead role in the formulation of policies and procedures.

Develop protocols for specialist area and identify the impact of these on other professionals / disciplines.

Improve and develop approaches to quality in health and social care, including the efficiency and effectiveness of service delivery.

Undertake research, particularly in the relevant area of practice.

Undertake or supervise surveys, audits, and research and development studies.

Develop and prioritise, in partnership with key stakeholders appropriate evidence based practise.

Developed in conjunction with other agencies and be evidence based in relation to National Service Frameworks, good practice and upon local need.

Monitor and manage adequate staffing provision for service.

Ensure development of fire policies in all areas and all appropriate actions taken.

Have a key role in the planning and prioritisation of services in line with development of local and national strategies.

Work with senior colleagues within the Mental Health Division in developing, monitoring and evaluating the service specification.

### **Risk Management**

Conduct appropriate risk assessments and implement safe systems of work that are communicated and available to staff and are adhered to in practice.

Maintain a safe working environment and adhere to safe working practices and fully comply at all times to the Health Board's Health and Safety Policy.

Ensure arrangements are in place for the effective maintenance of equipment.

Monitor and investigate, if necessary, any accidents or untoward occurrences within the service.

Respond to all site incidents outside of hours i.e. sudden and unexpected death, fire, flood, violence and security incidents.

### **Financial and Physical Resources**

Responsible for a delegated budget and regularly monitor expenditure on your budget holder dashboard.

Ensure that the service is managed within the limits of the staffing establishments and the service budgets.

Ensure appropriate financial control systems are in place and are consistent with the Health Board Standing Financial instructions

Monitor expenditure e.g. Staff Eroster, Petty Cash and mobile phone usage in line with Health Board Financial Policies.

Be the authorised signatory for administration staff travelling expenses claims and for petty cash

| Essential Qualifications & Knowledge | Desirable | Essential Experience | Desirable |
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| <p>Registered Nurse including AHP &amp; NMC</p> <p>'Professional knowledge acquired through degree supplemented by post graduate diploma specialist training, experience, short courses plus further specialist training to masters equivalent level'</p> <p>Evidence of continued professional development demonstrated by specialist knowledge and experience.</p> <p>Can demonstrate significant knowledge/skills in development within Primary Care Services.</p> <p>Knowledge of Health Board policies and procedures</p> <p>Knowledge and application of the Mental Health (Wales) Measure 2010</p> <p>A knowledge and Experience of safeguarding policies and procedures</p> <p>An understanding of the Mental Health Act 1983 and Mental Capacity Act 2005</p> | <p>Evidence of postregistration studies</p> <p>Qualification or certificate in Management or Leadership</p> <p>Knowledge of and contribute to the implementation of local and national guidance as appropriate</p> | <p>Significant experience at Band 6 or equivalent professional experience of working in Mental Health Services</p> <p>Demonstrate experience of effective working within a multiagency / multi-disciplinary setting</p> <p>Experience of being involved in the development of new services</p> <p>Experience/knowledge of health and/or social care assessment</p> | <p>Experience of managing people through periods of change</p> |
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| <p>An understanding of the Clinical Governance agenda and the promotion of evidence based practice</p> <p>Have excellent knowledge of risk assessment and be able to manage risk effectively and safely</p> |           |              |  |
| <b>Essential Aptitude and abilities</b>   | Desirable | <b>Other</b> |  |

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| <p>Can demonstrate SBU values</p> <p>Ability to demonstrate a high level of professional autonomy<br/>Possess excellent written and oral communication / interpersonal skills</p> <p>Ability to develop and maintain good communication and relationships when dealing with complex, sensitive and often contentious issues.</p> <p>The ability to influence service developments and service changes</p> <p>Ability to analyse information and make judgements when dealing with highly complex facts</p> <p>Ability to assess, plan, monitor and review care</p> | <p>Welsh Speaker (Level 1)</p> <p>To be IT literate and be able to use systems such as PIMS+, email etc in everyday work</p> | <p><b>Essential</b></p> <p>Ability to travel between sites and patient's homes in a timely manner to meet the requirements of the role/service</p> <p>A commitment to the development of adult community mental health services with the ability to work in partnership with services such as CMHT's, acute inpatient wards etc.</p> <p>Approachable, fair and consistent</p> <p>Shows respect for others' views and appreciate others' inputs and encourage colleagues to display our values.</p> <p>Shows resilience, adaptability and flexible approach as situations arise and positivity when times are tough.</p> <p>Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others (patients, families and</p> |
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| <p>Ability to demonstrate effective leadership skills</p> <p>Have the ability to motivate and enthuse the multidisciplinary team to deliver a high quality service</p> <p>Have the ability to manage resources effectively</p> <p>The ability to be flexible within the working environment</p> |  | <p>colleagues).</p> <p>Friendly and helpful disposition, awareness of how our own and others' behaviour impact on peoples' experiences and the organisation's reputation.</p> <p>Self-motivated and enthusiastic in the approach to own and other staff development</p> <p>Willing to seek out learning, given and accept constructive feedback and committed to and committed to continuous improvement.</p> |
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