

**Job Description / Person Specification**

<b>Post Title</b>	<b>Team Manager Bolton Mental Health Liaison Service</b>
<b>Band</b>	<b>7</b>
<b>Division</b>	<b>Bolton</b>
<b>Location/Base</b>	<b>Royal Bolton Hospital</b>
<b>Responsible to</b>	<b>Operational Manager: Urgent Care</b>
<b>Accountable to</b>	<b>Service Manager: Inpatients and Urgent Care</b>

**Job Summary / Purpose**

The post holder will be responsible for the day-to-day operational management, leadership, and development of a multi- disciplinary Mental Health Liaison Service (MHLS).

To maximise the efficiency of Royal Bolton Hospital (RBH) services for those people who present at the Accident and Emergency Department (A&E) or are admitted electively or non-electively to the hospital medical wards with suspected mental health or co- morbid mental health difficulties through: -

- A responsive service to the RBH, 24 hours per day, seven days per week for people suspected of having an underlying mental illness (either functional or organic).
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- Work with patients, carers and RBH staff offering advice and support regarding onward referral pathways.
- Training and 'on the job' support for RBH staff regarding the care, management, and treatment of people with a mental health illness.

To participate as a member of the Urgent Care Leadership Team in the overall management of urgent care mental health services

To participate in the Trust's Bronze On-Call rota as required

The post holder will demonstrate an attitude which respects and values service users' and their carers.

The post holder will embrace the core values of the Organisation and adopt the principles of recovery. These principles will recognise the need to:

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**Main Duties and Responsibilities**

<b>Managerial</b>	<p>Deputize for the Operational Manager, as required.</p> <p>Undertake delegated responsibilities as agreed with Locality Operational Manager.</p> <p>Support the formulation and implementation of clinical and operational practices and procedures, as appropriate.</p> <p>Participate in the recruitment, selection, and induction of new staff.</p> <p>Undertake responsibility for attendance management and implementing</p>
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	<p>sickness absence procedures as appropriate.</p> <p>Undertake responsibility for monitoring the performance of staff, ensuring appropriate accountability, and implementing competency and disciplinary procedures as appropriate.</p> <p>Assist in the management and coordination of all services delivered to the service user within the clinical setting.</p> <p>Support the implementation, monitoring and updating of an operational policy and philosophy for the clinical area.</p> <p>Ensure the principles of clinical governance are incorporated in service delivery in maintaining a high-quality service based on agreed clinical standards.</p> <p>Ensure that service users are cared for within the confines of their respective Mental Health Act status and adhere to the requirements of the MHA 1983 and the corresponding Code of Practice. This may include liaison with the home office for restricted service users.</p> <p>Ensure that Trust policies and procedures are adhered to.</p> <p>Assist in the development of local protocols to ensure a high standard of service delivery is achieved and maintained.</p> <p>Support the process of staff participation in the formulation of new ideas/suggestions to improve service user care and service delivery.</p> <p>Provide effective leadership within the team.</p> <p>Provide statistical information as required.</p> <p>Assist in the maintenance and updating of the team's equipment inventories and service schedules.</p> <p>Ensure regular servicing, maintenance, repair, or replacement, as required, adhering to Health &amp; Safety, COSHH and Medical Device Agency regulations.</p> <p>Assist in the investigation of complaints and incidents at team level in accordance with Trust policy.</p> <p>Participate in Serious Untoward Incident investigations/reviews, as required.</p> <p>Provide relevant staff with the necessary management supervision regarding the coordination and delegation of duties to ensure a comprehensive and consistent delivery of care is maintained.</p> <p>Ensure that the practice of the clinical area adheres to the Trust's policies and procedures.</p>
<b>Clinical</b>	<p>To lead the multidisciplinary team and plan the allocation of key assessments, follow up and discharge plans required on the Royal Bolton site via involvement of other team members in treatment plans.</p> <p>Assist in the development and implementation of integrated care pathways, including appropriate service user referrals and models of care.</p> <p>Participate in case supervision to monitor clinical standards of service user care and documentation.</p>

	<p>Participate in regular clinical supervision as per Trust policy.</p> <p>Ensure the clinical environment is conducive to promote service users' health, safety and well being, thereby preserving and respecting each service user's personal dignity, privacy, religious and cultural beliefs.</p> <p>Ensure record keeping in accordance with professional and Trust standards.</p> <p>Work in a professional and collaborative manner with the multidisciplinary team.</p> <p>Participate and promote positive intra-agency working.</p> <p>Participate in the referral process as a senior clinician, including the assessment of adults and young people in accordance with the agreed care pathway</p> <p>Responsible for the assessment of care needs and the development, implementation, and evaluation of programmes of care without supervision, undertaking and recording comprehensive risk assessment and management plans for service users at risk of vulnerability, self-harm, self-neglect, or risk of physical, sexual, emotional harm to others.</p> <p>Participate and assist in setting standards of service user care based on sound research findings.</p> <p>To liaise with other agencies involved with service users, providing assessment reports, treatment plans and progress reports as appropriate.</p> <p>To ensure that systems are in place to identify carers and they are offered and receive carer assessments as required by the team.</p>
<b>Education and Development</b>	<p>Promote a learning environment and support the professional development and effectiveness of the team as a whole.</p> <p>Assist the relevant Operational Manager in ensuring that all relevant staff have an up to-date Personal Appraisal and Personal Development Plan.</p> <p>Coordinate and nominate staff for appropriate courses, including mandatory training, according to service need and personal development plans.</p> <p>Organize and undertake teaching, where appropriate.</p> <p>Demonstrate the acquisition and application of knowledge in line with current research and evidence-based practice.</p> <p>Undertake training relevant to your role responsibilities and promote a positive learning environment.</p> <p>Coordinate preceptorship and mentorship, as required.</p> <p>Participate in regular supervision, engage in reflective practice, and be committed to continued development.</p> <p>Develop own skills and knowledge and contribute to the development of others.</p>
<b>Service User, Carer &amp; Stakeholder Participation</b>	<p>Promote a service philosophy that is strongly user and carer focused.</p> <p>Ensure, as far as practicable, the full involvement of service users and where appropriate, relatives and carers in assessment of their needs and the formulation and review of their care plans.</p>

	Promote user and carer involvement in the recruitment, induction, and training of staff.
<b>Financial</b>	<p>Undertake responsibility for the management of the financial budget for the team in accordance with the Trust's standing financial instructions.</p> <p>Optimize the effective management of resources to support service delivery.</p>
<b>Research and Audit</b>	<p>Ensure staff awareness of Clinical and Corporate Governance and the need for research-based practice.</p> <p>Undertake and participate in appropriate audit, quality assurance programmes and research as directed</p>
<b>Multidisciplinary working</b>	<p>Work collaboratively within the multi-disciplinary team providing a team approach to service delivery.</p> <p>To develop positive and effective working relationships with other stakeholders, including Royal Bolton Hospital.</p> <p>To be able to manage conflict and consider other professionals' perspectives in the best interest of the patient.</p> <p>To participate in professional meetings in relation to complex cases.</p>
<b>Equality and Diversity</b>	<p>Undertake and promote practice sensitive to the needs of service users from multi-ethnic backgrounds.</p> <p>Take immediate action to overcome any identified discrimination and promote diversity and equality in collaboration with/on behalf of service users, carers, or colleagues.</p> <p>To promote awareness and to carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies.</p> <p>To treat all staff, patients, service users, NHS contractors and the public with dignity and respect always</p>
<b>Health and Safety</b>	<p>To take reasonable care of the health and safety of yourself and other persons who may be affected by your acts or omissions at work and to cooperate with the Trust in adhering to statutory and departmental safety regulations.</p> <p>Not to intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g., misuse of equipment.</p> <p>To contribute to the control of risk and to 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.</p> <p>To protect service users, visitors, and employees against the risk of acquiring health care associated infections by consistently observing both GMMH and Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.</p>
<b>Trust Mandatory Ongoing Requirements - to be met by the candidate after commencing in post, these will not be assessed</b>	<p>To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager.</p> <p>To understand and comply with all Trust policies, procedures, protocols, and guidelines.</p> <p>To understand the Trusts Strategic Goals and how you can support them.</p>

<p><b>at the recruitment stage</b></p>	<p>To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding.</p> <p>To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles</p> <p>To avoid unlawful discriminatory behavior and actions when dealing with the colleagues, services users, members of the public and all stakeholders.</p> <p>To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role.</p> <p>Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors, or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission.</p> <p>To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date.</p> <p>To ensure their day-to-day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager.</p> <p>Take reasonable care of the health and safety of yourself and other persons</p> <p>To contribute to the control of risk and to report any incident, accident or near miss</p> <p>To protect service users, visitors, and employees against the risk of acquiring health care associated infections.</p> <p>To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.</p>
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### **Further Information for Postholder(s)**

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. All information obtained or held during the postholder's 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.

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.

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<b>Essential Criteria - The qualities without which a post holder could not be appointed.</b>	<b>Desirable Criteria - Extra qualities which can be used to choose between candidates who meet all the essential criteria</b>	<b>How Assessed – AP = Application form IN = Interview OA = Other Assessment</b>
<b>Education / Qualifications - to be able to complete the duties as laid out on the Job Description</b>		
Qualified professional (RMN/Social Worker/OT) with current registration with relevant professional body E.g., NMC, SWE, HCPC	Assessor / Mentorship Training  Post registration training in relevant field  Leadership/Management training	AP IN

<b>Experience - to be able to complete the duties as laid out on the Job Description</b>		
<p>Demonstrable post qualifying experience of working within liaison psychiatry settings.</p> <p>Management and supervision of staff</p> <p>Effective team working within a multiagency framework.</p> <p>Managing complaints / compliments.</p> <p>Effective change management.</p> <p>Demonstrate experience of problem-solving approaches.</p> <p>Audit and research practices relevant to clinical area.</p> <p>Assisting with effective budgetary management.</p> <p>Evidence-based clinical practice with a range of presenting difficulties.</p> <p>Evidence based and experience of reflective practice.</p>	<p>Experience in positive leadership of a team</p>	<p>AP IN</p>
<b>Knowledge - to be able to complete the duties as laid out on the Job Description</b>		
<p>The post holder should have knowledge around: -</p> <p>Recovery model</p> <p>Mental Health Act (1983)</p> <p>Relevant national policies and guidance Evidence based and reflective practice.</p> <p>Mental Capacity Act</p> <p>Vulnerable Adults Procedure and Child protection/safeguarding</p> <p>Safety, Privacy and Dignity Guidelines.</p> <p>Audit and research methods.</p> <p>Clinical / managerial supervision</p> <p>Understanding of ethical issues in relation to work with individuals suffering mental illness.</p>	<p>An overview of the Trust's objectives</p> <p>A knowledge of the Mental Health Liaison Service model and its effectiveness</p>	<p>AP IN</p>

<b>Skills and Abilities - to be able to complete the duties as laid out on the Job Description</b>		
<p>Effective leadership qualities and management styles.</p> <p>Ability to utilise assessment skills and tools effectively.</p> <p>Ability to communicate in a variety of settings and form excellent working relationships.</p> <p>Delegation and coordination. Resource and budget management.</p> <p>Clinical / line management supervision.</p> <p>Ability to work to prioritise and work to deadlines.</p> <p>Mentorship skills and record keeping.</p> <p>Flexible approach / creative thinking</p> <p>IT literacy</p> <p>Ability to implement and maintain good standards of professional practice to ensure a quality and efficient service</p> <p>The ability to promote good staff care by creating a supportive environment, which contains</p>	<p>Project Management</p> <p>Formulation of reports</p> <p>Presentation skills</p>	<p>AP IN</p>
<b>Other Requirements - to be able to complete the duties as laid out on the Job Description</b>		
<p>Flexible approach to working over a 24-hour service</p> <p>Commitment to effective teamwork</p> <p>Commitment to service development</p> <p>Good time management</p> <p>Demonstrate continuous professional development</p> <p>There may be an occasional requirement to travel across the wide footprint of the Trust to attend meetings and events relevant to the role</p>		

**The Trust will consider any reasonable adjustments to the recruitment and selection process and to employment for applicants who have protected characteristics under the Equality Act 2010.**