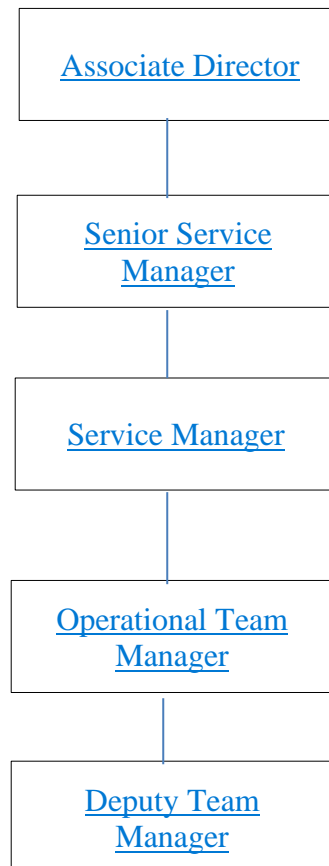


HR Use Only	
Job Ref:	Occ. Code
CHC_23.10-11	

JOB DESCRIPTION

JOB TITLE:	Deputy Team Manager
PAY BAND:	Band 6
DIRECTORATE:	Acute and Urgent Care Directorate
TEAM/SERVICE:	All Age Access and Crisis Resolution and Home Treatment Team
BASE:	Crisis Care Centre
RESPONSIBLE TO:	Operational Team Manager
ACCOUNTABLE TO:	Service Manager
RESPONSIBLE FOR:	Staff and service provision within All Age Access and Crisis Resolution and Home Treatment Team

Organisational Chart *(Responsible to/Accountable to/Responsible for)*



Job Summary:

The Crisis Care Centre is an essential component of the urgent care pathway and provides an all age single point of access to mental health services in norths Staffordshire, whilst also offering a 24-hour, seven day crisis service with the additional offer of intensive home treatment as an alternative to an acute inpatient admission. The Crisis Care Centre in line with the NHS Long Term Plan will be expanding this offer too support individuals in crisis by receiving referrals via NHS 111, in addition to the dedicated line for ambulance, police, GP's and other professionals requiring an urgent mental health response.

The post holder will be responsible for supporting the Operational Team Manager in the operational management of the All Age Access and Crisis Resolution and Home Treatment Team at the Crisis Care Centre. The post holder will work under direct/indirect supervision of the Operational Team Manager to support staff to deliver a high quality service to those under the care of the team, ensuring that the service meets the requirements of commissioning and Trust policies and procedures.

The post holder will work under direct/indirect supervision of the Operational Team Manager in managing the service resources, budget, performance and the staff teams to ensure that it operates in a way which maximises the quality of care provided.

The post holder will work collaboratively with clinicians, other providers, commissioners and key stakeholders, to develop the services and maintain their high standards of care and provision.

Key Duties/Responsibilities

- To act at all times in accordance with your registered professional body e.g. Nursing & Midwifery Council (NMC) code of professional Conduct, British Association of Social Workers BASW.
- To perform all aspects of the role in accordance with Trust policies and other national bodies.
- To participate in the assessment of care needs and the development implementation and evaluation of individual care plans in accordance with the operating procedure of the service.
- To provide specialist advice to other members of the team and act as a role model.
- In conjunction with the Team Manager, to take responsibility for setting, maintaining and evaluating standards of care.
- To liaise with all members of the multi-disciplinary team and outside agencies in the implementation of patient care.
- To ensure that care activities are research based and in keeping with changes in the field of activity.

- To contribute to the development of ideas and innovative practice.
- To initiate and participate in team audit as requested by the Operational Team Manager.
- To deputise in the absence of the Operational Team Manager.
- Ensure resources are used effectively and efficiently and actions taken to resolve any problems.
- Ensure that the environment and equipment are in good order – report any deficiencies whilst building effective relationships with support service staff and with estates management.
- To participate in the performance review of team members which will include annual appraisal and individual personal development plans to monitor staff performance against objectives set with them
- To assist with the monitoring and reviewing of sickness and absence levels in the team in accordance with the trust's sickness policy.
- To contribute to the site management roster for the Trust over the 7 day 24 hour period as required.
- To participate and help co-ordinate a system of induction and preceptorship of newly appointed staff.
- To assist in the identification of training and development needs of staff through performance review and personal development planning.
- To participate in teaching programme for students and team members.
- To participate in individual performance review and the developments of own personal development plan.
- To support the Operational Team Manager with the promotion of an environment in which effective communication and professional awareness is encouraged
- To attend team meetings and to chair the same in the absence of the Operational Team Manager thus providing an opportunity to share information and suggestions to problem solve.
- To attend service line meetings and working groups as requested by the Operational Team Manager or Service Manager.
- To effectively communicate with patients, relatives, carers and significant others to ensure care remains patient focussed.
- To provide health education and psychological support to patients and significant others.
- To promote effective communication with all members of the multi-disciplinary team and primary and secondary health and social care providers.
- Take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions at work.

- Co-operate with the Trust in ensuring that statutory regulations, code of practice, local policies and department health and safety rules are adhered to.
- To ensure you are up-to-date with all statutory training requirements and follow agreed policies.
- To assist the Operational Team Manager in the management of adverse incident reporting and clinical risk management on the ward/department.

PROFESSIONAL RESPONSIBILITIES

- To ensure that the values and principles of the organisation and of the service area are translated into the philosophy and operational policy of the service area and that these are evident in everyday practice and reviewed on a regular basis.
- To instil the team with values that promote the rights of the individual and wherever possible aims to protect the autonomy of the service user and involve them in their care.
- Ensure an awareness of guidelines for professional practice in pursuance with everyday activities.
- To always act in a manner that inspires the confidence of others and promotes the credibility of the profession and the service.
- Act as a role model for junior staff and provide guidance upon appropriate professional behaviour.
- To provide leadership and direction both within the team and within the wider clinical team. To act as a catalyst for positive change.
- To ensure that systems are in place, which enable constant evaluation and the ongoing development of clinical practice in light of new evidence or, where appropriate, in response to customer feedback. To ensure that standards are set, maintained and further developed in relation to this.
- To ensure that new policy legislation, recommendations and guidelines are effectively communicated, understood and integrated into daily practice. (See appendix for examples of the same).
- Establish and maintain working practices that promote interagency and multidisciplinary working and ensure effective and accurate communication. Establish appropriate meetings / forums to ensure that the wider clinical team (multi-disciplinary team and locality team) are fully engaged in both clinical and developmental aspects of the area.
- Take responsibility for maintaining professional registration and personal and professional development in accordance with NMC/BASW guidance, attending statutory and mandatory training and other pertinent training as agreed with the clinical manager through the personal review process.

- To contribute to the strategy and clinical governance plans for the wider service area to which the clinical team belongs. Take a lead in implementing specific projects in relation to this. Develop and maintain links and support networks with other teams within the service area, ensuring consistency across the service.

MANAGERIAL RESPONSIBILITIES

- Ensure that the environment is maintained to an acceptable standard with due regard to safety and cleanliness and in accordance with relevant policy, legislation and guidance. Establish and maintain effective systems for auditing safety and cleanliness and ensuring that required remedial actions are taken promptly. Promote a culture in which individuals all recognise and fulfil their own responsibilities in relation to maintaining the environment. Ensure that the risk management process is adhered to.
- Responsibility for effective management of property. Ensuring procedures are in place to record the allocation of items of trust property (e.g. keys, pinpoints).
- Ensure effective management of the team, maintain staff records, conduct personal reviews, monitor sickness and conduct return to work interviews, provide support, guidance and supervision, provide feedback on performance where necessary take appropriate action and if necessary disciplinary action.
- Management of the team, dealing with internal conflict, arranging de-brief when necessary, ensuring that staff have access to formal clinical supervision and that the clinical routine allows for this. Ensuring that structures that support team working are established, maintained and effectively utilised, this includes staff meetings and communication systems. Provide opportunities for staff to be involved in forward planning for the service area, and the wider service, facilitate individuals being able to access relevant meetings and forums outside the clinical area. As and when necessary plan and organise time outside the day-to-day clinical duties for the purposes of planning future developments.
- Control of delegated budgets, ensuring appropriate resource management in connection with this.
- Monitor and control resource management having overall responsibility for ordering and maintaining stock levels ensuring economic usage and monitoring the appropriate systems that support this.
- Responsibility for staffing rosters ensuring an adequate skill mix within the limitations of the current team and according to the needs of the team, ensuring that deficits are identified and acted

upon, liaison with general service manager in respect of this. Taking decisive action on the most effective means of covering shortfalls in negotiation with senior managers as required.

Authorisation of annual leave, study leave and time owing, maintaining accurate records in respect of this, ensuring that time out levels are managed effectively.

- Responsibility for the management of clinical activity within the area including issues relating to referrals, activity levels, workforce and clinical risk. Ensuring a proactive approach to problem solving and engagement with senior managers. Ensuring that local policies and procedures are adhered to in respect of the above and that where a clinical situation is not provided for by policy / procedure that the communication and decision making process is clear and well documented.
- Positively promote the service and good practice therein both within the organisation and with outside agencies. Seek out opportunities to develop networks beyond the immediate team to enable sharing of good practice and benchmarking.
- Monitor and maintain standards in relation to administrative tasks ensuring timeliness and accuracy in respect of the same. (e.g. Statistical returns, expense claims)

CLINICAL RESPONSIBILITIES

- Overall responsibility for the delivery of care and the standards and practices in relation to this. Ensuring that case notes are managed effectively and that the clinical documentation accurately reflects the care delivered and the presentation of the patient. Maintaining standards of documentation through the audit process and promptly acting upon any identified weaknesses.
- Approving any systems or regulations implemented by the team, ensuring that these are necessary for the safe and efficient running of the service and are in keeping with the needs of the patient group and the team philosophy, only impinging upon the rights of the individual when this is absolutely necessary. Ensuring that these practices are communicated effectively and sensitively and reviewed as and when necessary.
- Promoting a culture in which positive and proactive engagement and intervention with service users and carers is actively encouraged both within the team and within the wider service. Ensure that the systems and resources to support this are in place and attempt to overcome barriers to this process. Act as a role model and patient advocate in respect of this.
- Facilitate close working relationships with other clinical teams, inpatient and community, other agencies and non-statutory bodies in order to ensure the minimum disruption to patient care as the client moves through the service.

EDUCATION

- Act as advisor and educationalist in psychiatric nursing care.
- Ensure that all new staff to the area receive the relevant induction. Ensure that induction packs are regularly reviewed and remain abreast of changes in policy, procedure and practice. Ensure that all members of the team are aware of their own responsibilities in relation to inducting new staff members and that the relevant procedures are consistently adhered to.
- Develop the culture of the team as a learning environment, ensure that resources are available to support this and that staff are trained and delegated to act as mentors, supervisors and preceptors. Facilitate regular contact with educational bodies to ensure that the nursing team as a whole remain abreast of new developments. Ensure that the learning packages held within the area are utilised and regularly reviewed and that responsibility for these tasks is clearly defined.
- Develop a training plan for the area, identifying and prioritising need and realistic timescales and ensuring statutory and mandatory requirements are met. Liaison with the training department regarding the provision of training and the scheduling of events. Develop structures that enable training to be delivered, and enable accurate recording of the same. Ensure that nominations for training events are in keeping with the development plan of the staff member involved, reflect the identified priorities of the area and that individuals, having attended training, are required to demonstrate learning into practice.
- Undertake duties as a trainer either on a local level (i.e. within the clinical team) or at a wider level within the trust. The post holder should seek to develop a training role that is commensurate with their level of experience and standing within the organisation and should reflect and understanding of complex issues or translation of theory into practice. Influence the development of future training programmes according to identified need.

QUALITY ASSURANCE

- Ensure that recommendations from national policy and guidance are communicated and understood and implemented. Provide advice and support to junior staff in identifying the impact upon clinical practice.
- Foster a culture that supports the prompt resolution of complaints, in which all staff are aware of their own responsibilities in providing information about the complaints process and attempting to address complaints informally, referring them on only when necessary. Ensuring that staff attend

the relevant training sessions. To provide support and supervision to junior staff in implementing the complaints policy and when necessary intervening to facilitate early resolution. Ensuring that complaints are reported accurately and promptly and that learning from complaints is cascaded amongst the team and acted upon. Conducting investigations into complaints and providing the necessary written reports.

- Develop clinical governance plans for the area, promoting ownership within the team and wider multidisciplinary team. Take an active lead in promoting clinical governance projects, making appropriate delegations and supporting staff with project management. Ensure that clinical governance plans are communicated, making use of the delivering health system for this purpose. Oversee the clinical governance process, setting realistic timescales, identifying resource implications and planning review dates.
- Make active use of information about activity levels to inform future developments and measure progress. Promote the use of outcome measurement tools and methods of obtaining feedback and identifying levels of satisfaction with the service.

GENERIC CLAUSES

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

Trust Values:

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

Approachable

- Friendly, welcoming, sharing ideas and being open

Responsible

- Taking personal and collective responsibility, being accountable for our actions

Excellent

- Striving for the best, for high-quality safe care and continually improving

Health & Safety:

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

Infection Control:

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good

antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

Risk Management:

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Data Security:

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

Confidentiality:

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Equality & Diversity:

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

Safeguarding:

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility

to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

Codes of Conduct and Accountability:

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

Raising Concerns

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

Registration:

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

Disclosure & Barring Service (DBS)

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

THE TRUST OPERATES A NO SMOKING POLICY

EMPLOYEE

SIGNATURE:

DATE:

Person Specification

	Essential	Desirable	Method of assessment
Qualifications	<p>A registered mental health practitioner with a degree in nursing, social work or occupational therapy or equivalent experience.</p> <p>Evidence of continued professional development.</p>	Further post qualifying training and education.	Application form / interview / assessment
Experience	<p>Post qualifying experience in core profession.</p> <p>Ability to provide managerial and clinical leadership.</p> <p>Experience of implementing and monitoring standards.</p> <p>Experience of safeguarding issues including providing advice and guidance to other staff.</p> <p>Experience in supporting clients with complex needs.</p> <p>Experience of managing clinical risk effectively.</p> <p>Experience of working in a multicultural environment and knowledge of methods to develop culturally sensitive practice.</p>	<p>Experience of managing performance.</p> <p>Evidence of clinical development/management of change.</p> <p>Experience of clinical practice development.</p> <p>Experience of providing clinical and managerial supervision.</p> <p>Evidence of undertaking clinical audit.</p>	Application form / interview / assessment

	Demonstrates motivation and innovation.		
Knowledge and skills	<p>Sound clinical knowledge of medical and psychiatric conditions, diagnosis, treatment and care including contraindications and side effects to medications, relevant to health speciality.</p> <p>Knowledge and understanding of Recovery Model of Care and any other speciality relevant models.</p> <p>Up to date knowledge of relevant legislation and quality framework associated with the clinical speciality (e.g. MHA, MCA, clinical governance).</p> <p>Understanding and appreciation of safeguarding procedures.</p> <p>Standard keyboard skills and working knowledge of MS Office suite, including Outlook, Word and Excel</p>	<p>Awareness of planning & developing services processes e.g. contributing to pathway development.</p> <p>Advanced computer skills and use of spreadsheets.</p>	Application form / interview / assessment
Other	<p>Effective time management and planning skills.</p> <p>Ability to analyse complex issues/problems, gather relevant information and exercise sound judgement in reaching the most appropriate conclusions.</p>		

	Evidence of reflective practice skills demonstrated through the provision of effective supervision.		
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