

JOB DESCRIPTION

OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'

JOB TITLE	SDFS Clinical Team Manager
BAND	7
RESPONSIBLE TO	Clinical Manager
ACCOUNTABLE TO	Operational Services Manager
BASE	Nominal base is Harlow but required to work at other Trust locations as requested in response to the demands of the service.
HOURS OF WORK	37.5

ROLE SUMMARY

You will have continuing responsibility for proactive assessment, monitoring and management of patients and ensuring care is current, evidence based and in line with practice standards. You will provide clinical leadership to the team in evaluation and monitoring of the service, provide specialist assessment as per the service users, and carer's requirement.

You will lead with other senior colleagues the continuing development of a high quality service that is underpinned by evidence based practice and care pathways / packages and NICE guidance and DH guidance; leading on service development and policy in conjunction with the other Advanced Practitioners, senior clinicians, Clinical Manager and Operational Services Manager.

You will work with the Area Chief Nurse to ensure that the nursing service is contemporary, evidence based and in line with practice standards, providing day-to-day nursing, clinical leadership, evaluation and monitoring of the service.

You will also have responsibility for the day-to-day supervision and management of lower banded staff within your team as required by your manager, this may include the management of these staff in line with agreed Trust HR processes.

You will be expected to work collaboratively with key partner organisations, service users, carers, clinicians and other practitioners within the multi-disciplinary team in delivering services; providing a 7-day a week, 24-hours a day service for 365 days a year working shifts where appropriate and operationally required.

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In delivering your duties you are expected to display behaviours that are aligned with the Trust values and as required in accordance with the NHS Constitution at all times.

KEY RESPONSIBILITIES CLINICAL

Please note that this role outline serves to provide an illustrative example of the duties and responsibilities you may be expected to undertake during the course of your normal duties. It is not an exhaustive list and you will therefore be required to undertake other responsibilities and duties that are considered to be commensurate with the band.

Core Clinical Function

- Manage and oversee management and care of service users with highly complex needs.
- Produce accurate and timely documentation, conduct and manage the maintenance of accurate and timely documentation / records on all service users in line with your Professional Code of Conduct and Trust policy
- Conduct and supervise assessment and observation to ensure appropriate and timely feedback to the team
- Conduct, supervise and oversee risk assessments of the individual highly complex cases and the potential hazards in the service user's environment
- Provide professional clinical leadership at multi-disciplinary meetings i.e. referral / review / business, professional or safeguarding meetings
- Report and document incidents as required and act upon findings as appropriate
- Act as a care coordinator in highly complex cases
- Assess and review care and support and supervise lower banded staff in this process
- Responsible for teams administration of medications, assessment of side effects, review concordance and clinical effectiveness of medication regime in line with Trust policy including:
 - Safe transportation and storage of medicines, checking receipt, storage of medicines in medicine cupboard
 - Providing education around the medication prescribed, side effects, actions and aids to compliance
- Provide education and support to develop service user's understanding of mental illness and training packages for staff
- Provide psycho-social intervention, education and support to develop service users understanding of mental illness with aim to prevent relapse and admission
- Provide practical support, guidance and education for services users, carers and other professionals as required
- Undertake, supervise and sign off nursing needs assessments
- Undertake carers assessment in line with Trust key performance indicators
- Provide specialist assessment and intervention commensurate with skills and training with colleagues where required

- Be competent in use of relevant screening and assessment tools, supervise and train lower banded staff in their use
- Lead and actively take part in comprehensive assessment, care planning, treatment and review of care in line with the requirements of the Mental Health care clusters
- Lead and participate in formulation, delivery and review of individualised evidence based care / care packages according to NICE guidance including non-medication strategies
- Lead in the continuing development of a high quality service and contribute to local emergency plan, team risk assessment etc. that is underpinned by evidence based practice, care pathways / packages and NICE and DH Guidance
- Identify, assess and manage clinical and non-clinical risks / hazards in your area through the completion of the relevant risk assessments and the implementation of risk treatment plans for inclusion in the local and Trust's risk registers through the Risk Management department
- Undertake physical health checks of service users and ensure team act on the findings appropriately
- Understand the eligibility criteria and assessment process for Self-Directed Support (SDS) to meet service user needs
- Review SDS services in a robust and efficient manner, pro-actively promoting the approach of SDS
- Understand and utilise Health and Social Care commissioned services, demonstrating an empathetic approach of Fairer Access to Care Services

For Non-Medical Prescribers

- Trained Advance Nurse Practitioners (Independent Non-medical prescribers) who have diagnostic skills will provide consultation diagnosis and prescribe for a specific group of service users

Core Non-Clinical Function

- Manage and coordinate multi-disciplinary meetings i.e. referral / review / business / handover
- In conjunction with the Clinical Manager, take a lead role in clinical service development and review
- Identify aspects of the service which need to be improved and implement appropriate changes in conjunction with the Clinical Manager
- Participate with the Clinical Manager for the recruitment of employees in accordance with Trust Recruitment Policy and NHS Safer Recruitment Guidelines. Ensure that appropriate corporate and departmental Induction is undertaken immediately following appointment and that staff records that are retained are accurate and up-to-date
- In conjunction with the Clinical Manager, work within the available budget of the service and attend regular Performance Management meetings
- Provide clinical leadership and professional expertise to the team

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- Work closely with and assist the Clinical Manager with development and implementation of operational / clinical policies contributing to the formulation and review of appropriate policies
- Deliver training where appropriate for other professionals
- Lead the Team in the evaluation and monitoring of service in conjunction with the Clinical and Operational Service Manager
- Deputise in the absence of the Clinical Manager
- Sign-off highly complex nursing needs assessments
- Provide clinical expertise and support to the Commissioning Panels (Health & Social Care)
- Participate in SI investigations, disciplinary and grievance procedures plus any relevant investigations in line with Trust policies
- Manage the nursing capability process as necessary
- Participate in the Trust's Tier1 "on call" rota if applicable
- Ensure that the service through the implementation of performance management, all key performance indicators and targets identified by the Trust are met, and adhere to local and government initiatives
- Responsible for the coordination and management of the team in providing a safe, effective and therapeutic clinical service, ensuring the delivery of high quality community mental health care packages
- Work in conjunction with the Area Chief Nurse to promote the Trust's Nursing Strategy

Management Responsibility

You will be expected on a rotation basis to support the work of the Clinical Manager in managing the performance of the service. This will include financial and resource management, operational planning, clinical governance, scheduling the delivery of the service and workforce planning.

You will be expected to support and plan new service delivery initiatives taking a lead management role in these initiatives as requested by clinical manager or operational service manager,

PROFESSIONAL DELIVERY FRAMEWORK

The following framework is designed to illustrate the priorities given to the additional key activities associated with the role when delivering these normal day-to-day activities.

- Complete Mandatory Training in line with the Trust Policy
- Provide professional clinical leadership to nurses in the team
- Receive annual appraisal, provide and oversee annual appraisals to nursing team members
- Training relevant to Band 7 competency framework
- Take all allocated annual leave

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- Receive management supervision and provide management supervision where appropriate
- Comply with the CPD and practice hours requirements set out by Nursing Midwifery Council (NMC - This is the essential requirement for yearly registration)
- Receive clinical supervision and deliver clinical supervision to lower banded staff in accordance with Trust policy
- Supervise and manage on a day-to-day basis lower banded staff within the professional group and team locality as required and in line with Trust HR processes
- Ensure lower banded staff are appropriately inducted, receive appropriate supervision, have an annual appraisal and are compliant with mandatory training requirements
- As and when required participate in file scrutiny work
- Participate in SI investigations, disciplinary and grievance procedures plus any relevant investigations in line with Trust policies
- Comply with the Medicines competency framework
- Mentor and supervise students and lower banded staff
- Attend seminars / conferences and other CPD events – external / internal
- Attend regular key Trust-wide meetings / forums i.e. Professional nurse advisory committee, nurse forum, Link nurse forum (Infection control)
- Attend additional in-house developmental training, and support delivery of a number of mandatory training e.g. STORM, ECC&R, Infection Control, Safeguarding
- Participate in audit and research
- Act as a safeguarding champion
- Be a Remedy representative

ADDITIONAL DUTIES

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To participate in the staff appraisal process and to undertake for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate

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OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

PEOPLE FIRST

OUR PURPOSE

We **care** for people, every day.
What we do **together**, matters.



OUR VISION

To be the **leading** health and wellbeing service in the provision of **mental health** and **community care**.

OUR VALUES

- We **CARE**
- We **LEARN**
- We **EMPOWER**



OUR STRATEGIC OBJECTIVES

We will deliver **safe**, high quality **integrated** care services.

We will **enable** each other to be the **best** that we can.

We will work together with our **partners** to make our services **better**.

We will help our communities **thrive**.

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ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

NHS CONSTITUTION

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

DUTY OF CANDOUR

You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

EQUAL OPPORTUNITIES STATEMENT

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

NO SMOKING POLICY

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

INFECTION CONTROL

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

HEALTH AND SAFETY

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

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GENERAL DATA PROTECTION REGULATION 2018

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

INFORMATION ASSET OWNERS AND ADMINISTRATORS

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following

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- responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

“Confidential Information” includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust's Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called “Whistleblowers Act”).

RISK MANAGEMENT

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

SAFEGUARDING DUTY

“It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role”.

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INFORMATION TECHNOLOGY

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

CHANGES TO THIS JOB DESCRIPTION

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

Date post holder in receipt of job description

Signature of post holder

Signature of line manager