

JOB DESCRIPTION

Section One

Job Title: Deputy Team Manager

Band: 6

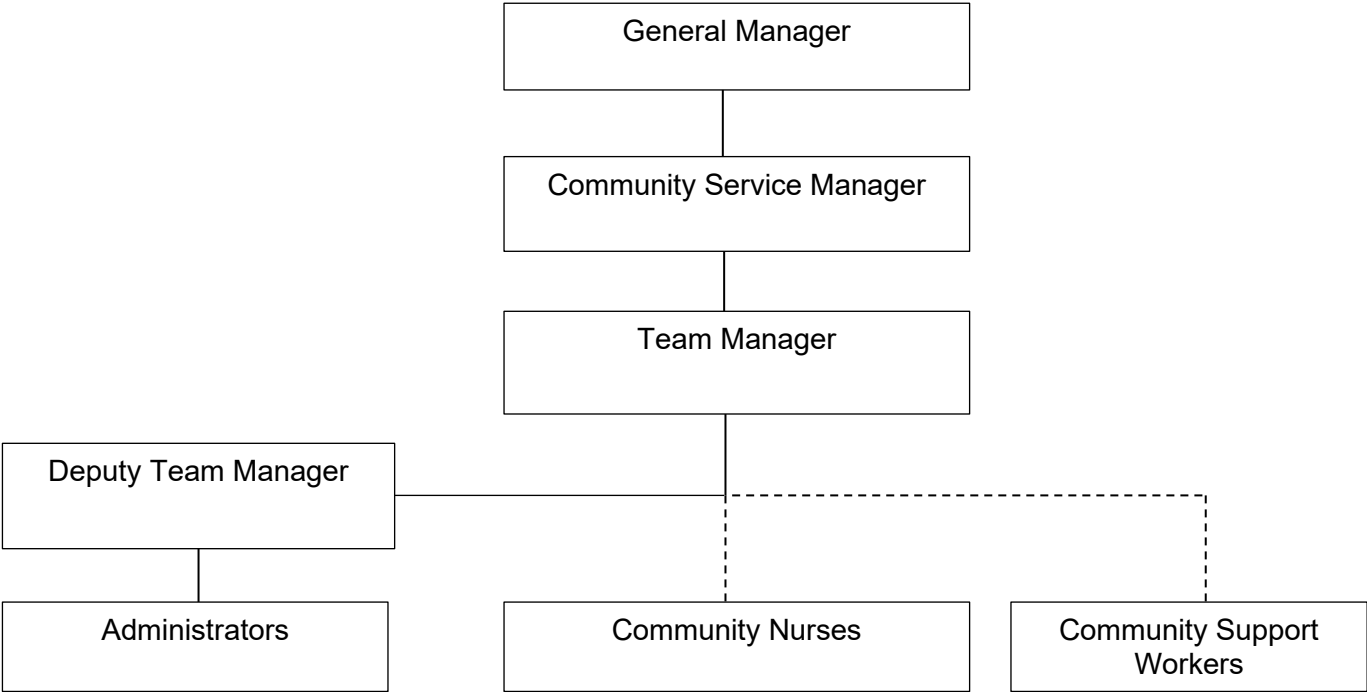
Service/Department: Children and Young People’s Mental Health and Learning Disabilities Service

Accountable to: General Manager

Responsible to: Community Service Manager

Responsible for: Team Manager

Organisation Chart:



2.0 Job Summary

To improve the lives of children and young people with mental ill health and/or learning disabilities by minimising the impact of their condition through effective leadership and management of the development and delivery of excellent services to promote recovery and wellbeing for all service users.

To be compassionate in meeting the needs of children and young people and their carers.

To work alongside the team manager in the operational management of the team. Also to deputise in the absence of the Team Manager

To assist practice development and service development initiatives to ensure continual quality improvement as an integral part of the Trust's Quality Improvement System.

3.0 Main Duties and Responsibilities

3.1 Clinical Responsibilities, Patient Contact

Maintains safety, privacy and dignity of all children and young people in the delivery of patient centred care recognising and respecting differences including spiritual and cultural beliefs.

Working alongside the Team Manager in ensuring that all staff take steps to obtain patient consent to care and treatment (or consent from the person with parental responsibility), in accordance with the Mental Capacity Act and Fraser Guidelines, ensuring that children and young people who lack mental capacity remain at the centre of decision-making and are fully safeguarded.

Working alongside the Team Manager in ensuring that all staff act, wherever applicable, in accordance with the Mental Health Act and associated policies and procedures.

Working alongside the Team Manager in ensuring that all staff recognise the potential for or signs of client harm, abuse and neglect, including poor clinical practice, report all such occurrences and take all reasonable steps to protect the client. Responsible for ensuring that all staff identify and report concerns regarding the safeguarding of children who may be at risk. Will be exposed to distressing or highly distressing information.

3.2 Administrative Responsibilities

Undertakes administrative tasks in relation to own work.

Uses Microsoft Office applications.

Uses Trust-approved electronic systems as required e.g. ESR, Datix, CRS, IIC etc.

3.3 Responsibility for Information & Information Systems

Working alongside the Team Manager in ensuring that accurate and comprehensive patient records are maintained by all staff, using PARIS (and/or paper records where approved), in accordance with the Trust and professional record keeping standards. Working alongside the Team Manager in ensuring the use of clustering tools, related assessments and other performance measures, as a key part of the Payment by Results system to facilitate clinical reporting, monitoring and improvement activities.

Information Asset Administrator, assist the Team Manager in the maintenance of information asset registers within own area and ensuring compliance at a local level with information governance policies and procedures, reporting any information security incidents to the Information Asset Owner. Responsible for ensuring that all staff receive training in Information Governance standards.

Writes reports relating to operational matters for consideration and decision making by the management team. Such reports are likely to involve the production of statistical information.

Writes reports for Serious Untoward Incidents, and whistleblowing investigations, and disciplinary/grievance/capability hearings etc.

Provide regular team performance data and analysis of data to inform supervision, team development, managing risk and capacity and demand work within the team.

3.4 Responsibility for Planning/Organising & Strategic/Business Development

Assist the Team Manager with any staff rota and arranging short-notice cover as required.

Responsible for the planning of number of complex activities requiring the formulation and adjustment of plans or strategies, this would include the daily planning of duty work, priority clinical appointments and correspondence to complaints, calls from families etc, all of these are unpredictable and could change at any time.

Prioritises and delegates work across the team in accordance with established competence whilst maintaining professional accountability and ensuring their work meets required care standards.

Participates in the development and implementation of the service business plan.

3.5 Policy Development

Responsible for the development of policies and procedures for the service.

Work alongside the Team Manager in ensuring robust implementation, monitoring and evaluation of new or revised policies and procedures in the workplace.

As a member of working groups, proposes changes to policies which may affect other services or external agencies.

3.6 Service Development, Project Management

Uses the techniques of the Trust's Quality Improvement System to lead development and quality improvement activity within the designated team.

Undertakes project management roles for specific areas of work.

As a member of project teams or working groups, proposes changes to service in own clinical area which may affect other services.

3.7 Financial Responsibilities

Working alongside the Team Manager in the management of the delegated budget for the designated community team. Also responsible for the signing off of team members' expenses and Cardea ordering.

3.8 Responsibility for Physical Resources, Estates, Hotel Services

Working alongside the Team Manager responsible for ensuring that all staff are trained in the safe use equipment, following manufacturer's instructions, and immediately reporting any defects in accordance with local procedures.

Working alongside the Team Manager are responsible for the efficient and effective use by staff and self of all available resources.

3.9 Research and Audit

Keeps up to date with new developments in the field, evaluating available research and disseminating information to inform evidenced based practice.

Participates in and may lead research projects and complex audits using research methodology.

3.10 Staff Management, Training and Development, HR

Will be the line manager for all non-clinical staff within the team including administration staff

Acts as a role model for the team and demonstrates effective leadership through personal practice.

Working alongside the Team Manager with the line management of all team members including personal development planning and training, management of sickness absence, formal disciplinary and grievance matters, performance management, recruitment and selection decisions and high-level planning and prioritising of departmental workload. Appraisals for non-clinical staff will be delegated as appropriate.

Will carry out caseload management supervision as required by the clinical team. Will be expected to identify any concerns or system issues, provide advice and guidance and escalation as appropriate.

4.0 Communication

Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.

Communications with children and young people must at all times be safe (appropriate) in content, effective and respectful and made compassionately and positively to minimise anxiety and distress related to their health and well-being. All communication should be conducted in accordance with the DCSF Guidance for Safer Working Practice for Adults who Work with Children and Young People.

Working alongside the Team Manager in ensuring that effective communication systems are maintained within the team and for strengthening partnership links with GPs, social workers, Education, Housing, local authorities, statutory, private and voluntary independent providers of care, and other primary care agencies, attending meetings as required.

Communicates accurate and comprehensive operational information at management meetings using appropriate presentation skills, to inform decision making in the best interests of the service.

Communicates accurate and comprehensive clinical information to other health professionals at multiagency meetings to inform decision making in the best interests of the patient.

Communicates effectively in a supportive and positive manner with children and young people, carers and families in order to encourage full involvement in the development and implementation of intervention plans.

Will be required to respond to challenges and concerns raised by families. Will be able to verbally defuse hostile / verbal aggression from others. Escalate appropriately incidents.

5.0 Analysis and Judgement

Uses judgement and analysis when investigating and responding to patient complaints.

Responsible for maintaining appropriate boundaries with children and young people.

Assist the Team Manager to undertake analysis of performance data and budget statements when they are compiling operational reports.

6.0 Freedom to Act

Uses significant discretion as appropriate in applying clinical/professional policies.

The Team Manager meets with the post holder monthly to review objectives and is not always immediately available to provide advice or support as difficult situations arise requiring the post holder to work with the support of the Service Manager and the Senior Management Team.

7.0 Person Specification

	Essential	Desirable
QUALIFICATIONS	<p>Educated to degree level in relevant subject, or willingness to work towards within agreed timescales</p> <p>Evidence of Continuing Professional Development</p> <p>Leadership or management qualification or willingness to work towards. Qualification must be achieved within agreed timescale.</p> <p>Quality Improvement Systems for Leaders or willing to undertake within agreed timescale.</p> <p>Key skills in literacy, numeracy and ITQ level 2 (or equivalent).</p>	CAMHS Degree

EXPERIENCE	<p>Significant experience of working in a service that works collaboratively with service users and their families/carers.</p> <p>Significant role in quality improvement activities.</p> <p>Experience of safeguarding principles or commitment to developing this</p> <p>Knowledge of the Mental Health Act or commitment to developing this</p>	<p>Use of the Trust's Quality Improvement system.</p> <p>Demonstrable leadership or management experience.</p>
KNOWLEDGE	<p>Good understanding of clinical governance and its application in practice.</p> <p>Detailed understanding of Safeguarding and its application in practice.</p> <p>Detailed understanding of Clinical Risk.</p> <p>Assessment and Management of systems and its application in practice.</p> <p>The Trust's Quality Improvement System (QIS).</p>	<p>Budget Management and Financial Standing Instructions.</p> <p>HR policies and procedures.</p> <p>Research and development methodology.</p>
SKILLS	<p>Communicate complex and sensitive information effectively to children and young people, carers/families and all members of the multidisciplinary team.</p> <p>Work positively and collaboratively in partnership with external agencies.</p>	<p>Must be able to:</p> <p>Manage a team effectively</p> <p>Manage change effectively</p>

	<p>Use multimedia materials for presentations in professional settings.</p> <p>Use approved breakaway techniques.</p> <p>Write reports and policies.</p> <p>Undertake basic statistical analysis.</p>	Provide effective leadership
PERSONAL ATTRIBUTES	<p>Able to work in accordance with the Staff Compact and Trust Values and Behaviours.</p> <p>Compassionate in meeting the needs of children and young people and their families and carers.</p> <p>Able to engage with children and young people and work effectively in distressing and challenging circumstances.</p> <p>Able to work flexibly and co-operatively as part of a team.</p> <p>Able to use own initiative and make decisions independently.</p> <p>Committed to continual quality and service improvement.</p> <p>Self aware and committed to professional and personal development. Able to accept and respond positively to feedback from supervision.</p>	
OTHER REQUIREMENTS	<p>Ability to travel independently in accordance with Trust policies and service need.</p> <p>This post is subject to a satisfactory Disclosure and Barring Service check.</p>	

JOB DESCRIPTION AGREEMENT

Post Holder

Sign..... Date.....

Print Name.....

Line Manager

Sign..... Date.....

Print Name.....

Print Job Title.....



Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
 - respect – we listen, we are inclusive and we work in partnership
 - compassion – we are kind, we are supportive and we recognise and celebrate achievement
 - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

Further information

Further information is available at www.tewv.nhs.uk/about-us/our-journey-to-change

There is also further information for colleagues on our internal staff intranet
<https://intranet.tewv.nhs.uk/our-journey-to-change>