

## JOB DESCRIPTION

### Ward manager – CAMHS

<b>JOB TITLE:</b>	
<b>PAY BAND:</b>	Band 7
<b>LOCATION:</b>	Pebble Lodge
<b>ACCOUNTABLE TO:</b>	Service Director
<b>LINE MANAGER:</b>	CAMHS Inpatient Service Manager
<b>KEY RELATIONSHIPS:</b>	Service users, Families, Carers Trust Staff Provider collaborative Directors and Senior Management Team Primary and Secondary Care providers Commissioning Managers Local Authorities and other statutory and non-statutory bodies Bournemouth University General Practitioners Practice Managers Primary Health Care Teams Voluntary and Third Sector organisations, other stakeholders in the private sector
<b>HOURS OF WORK:</b>	This is a full time post of 37.5 hours per week. The role will be mainly standard office hours but post holder may be required to work flexibly to meet the needs of the service.
<b>JOB SUMMARY</b>	<p>Working alongside the clinical manager to be responsible for ensuring the delivery of high quality person centred services with a focus on integrated care which always considers people's safety, privacy and dignity.</p> <p>Day-to-day management and leadership of a clinical team and / or specialist practitioners and other staff in the multi-disciplinary team.</p> <p>To act as a champion for clinical standards and for continuous improvement in the service user experience.</p> <p>To ensure the delivery of up to date evidence based practice.</p> <p>Contribute to the planning and design of services in line with Trust, locality and government objectives to meet the needs of local people.</p>

## SECTION A: MAIN DUTIES AND RESPONSIBILITIES

### 1. CLINICAL RESPONSIBILITIES

- 1.1 To be continually responsible for the assessment of care needs, the development, implementation and evaluation of specialist programmes of care.
- 1.2 To ensure adequate and safe staffing cover is maintained for patient care.
- 1.3 To act at all times as an advocate for service users, carers and relatives.
- 1.4 To be responsible for standards of care within the service area; to evaluate clinical care and develop actions with relevant line managers where required.
- 1.5 To maintain a professional portfolio and demonstrate that practice is up to date and evidence based.

- 1.6 To ensure the Equality and Diversity agenda is fully incorporated into the service area and that everyone is treated fairly in line with Trust policies.
- 1.7 To identify and advise appropriate cover in the post holder's absence.
- 1.8 Identify and implement changes to clinical practice in the service area ensuring the delivery of up to date evidence based practice.

## 2. **MANAGERIAL RESPONSIBILITIES**

- 2.1 To inspire and demonstrate leadership qualities through clear visible management, working with others, demonstration of personal qualities, continuous service improvement, and setting direction
- 2.2 Manage change through strategic thinking, use of negotiating skills, self-awareness and effective communication
- 2.3 To have responsibility for Health and Safety in the service area; to ensure Health and Safety requirements are met and embedded into the planning and decision making processes and culture of services; to ensure that Health and Safety Legislation is complied with at all times including COSHH, Workplace Risk Assessment and Control of Infection
- 2.4 To ensure that the service area has in place a business continuity plan that is reviewed at least annually.
- 2.5 To participate in planning of the local major incident plan.
- 2.6 Ensure that pathway targets are delivered and escalating where increase in referrals or any potential to breach pathways may occur.
- 2.7 To take part in the investigation of untoward incidents and complaints.
- 2.8 To ensure that all adverse incidents, complaints and PALS enquiries received are investigated in line with Trust policy; to respond to complaints appropriately and within agreed timescales, action plans formulated and actioned, feedback given to staff and ensuring outcomes are reported.
- 2.9 To monitor performance against Care Quality Commission standards and where appropriate initiate action to ensure these standards are achieved and maintained
- 2.10 To be responsible for the return of quality audit/reports including completion of the Safety Thermometer, ensuring learning is shared and actions taken.
- 2.11 To ensure the safeguarding of children and adults (as appropriate) ensuring that multidisciplinary staff work together to safeguard and promote the welfare of children and adults, ensuring adherence to local safeguarding policies and procedures.
- 2.12 To communicate a wide range of information and knowledge using a variety of techniques ensuring that the needs, motivations and ways in which people prefer to communicate are taken into account.
- 2.13 To establish excellent communication with internal colleagues and the wider community and promote partnership working.
- 2.14 To receive, provide and present complex, confidential and sensitive information to and from a range of stakeholders.
- 2.15 To develop and maintain a well-established network of contacts with colleagues at all levels within the organisation and with external organisations.

## 3. **RESPONSIBILITY FOR HUMAN RESOURCES / WORKFORCE**

- 3.1 To participate in the recruitment and retention of staff with the required competences to meet local service requirements, including workforce development and identifying training needs, ensuring the professional registration and continuing education needs are recorded, planned and met.
- 3.2 To performance manage staff effectively and in line with Trust policies to undertake roles which meet patient needs in the most flexible and productive way possible.
- 3.3 To ensure all staff have annual appraisals and personal development plans

- 3.4 To hold regular one-to-ones with direct reports.
- 3.5 To monitor local compliance to professional, mandatory and statutory training.
- 3.6 To ensure that all clinical staff have access to clinical supervision.
- 3.7 To manage the staffing levels to maintain the service during annual leave, sickness, training and major incidents.
- 3.8 To take responsibility for students and other learners within the service area.
- 3.9 Provide mentorship and shadowing opportunities for other professional colleagues undertaking post registration courses or specialist placements, ensuring this learning experience is effectively managed, supporting the individual through complex and emotive clinical situations.
- 3.10 Recognise and utilise the individual's skills and knowledge, coaching others in their development and acting as a mentor/preceptor across all professional boundaries.
- 3.11 Formally educate, supervise, mentor, coach and advise to enhance the principle of 'advancing practice' for new staff/team members within the Trust.
- 3.12 Support an environment in which clinical practice development is fostered, evaluated and disseminated.

#### 4. **RESPONSIBILITY FOR FINANCE / RESOURCES**

- 4.1 To be a delegated signatory in excess of £1,000 per month for expenses in accordance with Trust policy.
- 4.2 To ensure all team members have budgetary awareness and are aware of limited resources and cost improvements.
- 4.3 To be responsible for ensuring existing equipment within the service area is maintained and fit for purpose.
- 4.4 Effectively manage the use of temporary staff and ensure correct and effective use of staff rotas.

#### 5. **RESEARCH & DEVELOPMENT**

- 5.1 Initiate audit and evaluation in order to monitor the effectiveness of the service and to improve health outcomes.

#### 6. **POLICY & SERVICE DEVELOPMENT**

- 6.1 The post holder will be responsible for implementing policies and proposing changes to practices, procedures for own area and those which impact beyond own area.
- 6.2 To effectively develop, plan, communicate and implement service changes ensuring engagement and involvement.
- 6.3 To actively support improvement and innovation in the delivery of services moving towards the delivery of fully integrated services with the Local Authority, GPs, the Voluntary Sector, other providers of NHS services and other key partners.
- 6.4 To challenge current working practices and procedures in order to promote a culture of continuous improvement.
- 6.5 To ensure that good practice is rapidly shared within the service area and wider organisation where appropriate.
- 6.6 To ensure robust systems are in place for capturing service users views on the quality of services provided and for involving patients' relatives and their representatives in the planning and development of services.

**7. RESPONSIBILITY FOR INFORMATION / DATA**

7.1 Enter patient-related and personnel data into identified electronic record systems and produce reports.

**8. PROFESSIONAL RESPONSIBILITIES**

8.1 Ensure that personal and team performance meets job requirements, Professional Codes and standards, Trust and post competency standards at all times.

8.2 Ensures the required level of IT competence required for the role and for team members to process, record, evaluate, analyse and report data

8.3 Demonstrate commitment to the role and to service improvement through developing relationships with Commissioners, innovative thinking and small scale project management

8.4 Challenge poor practice and take appropriate action making full use of current support systems

8.5 Provide a positive, compassionate role model to junior staff and colleagues to ensure the delivery of people centred care and the key components of compassionate care

8.6 Create effective team work across professional boundaries using team building skills, creating common goals, and through engagement

8.7 Respects and applies the requirements of equality and diversity, promoting and role modelling these across the team.

**9. OTHER RESPONSIBILITIES**

9.1 Cover/act up in absence of clinical leadership on the ward.

9.2 Complete tasks as requested by Service Manager.

**10. ENVIRONMENTAL FACTORS**

10.1 Following training, the post holder may be required to participate in the Prevention and Management of Violence and Aggression (PMVA) where required.