

Job Title:	Team Leader – Southwark Early Intervention Service
Band:	7
Hours:	37.5
Department:	Southwark Directorate Adult Community Mental Health
Location:	St Giles Hse Camberwell Southwark
Reports to:	Service Manager
Responsible for:	Lewisham Early Intervention Service

Job Purpose:

The post holder will be a highly experienced practitioner who will have overall management responsibility for the delivery of care within an Early Intervention in Psychosis model of service delivery, in accordance with Trust policies and procedures. The post holder will work in collaboration with an identified leadership team.

To lead a team of professional and support staff in the delivery of high quality evidence-based practice, ensuring that regular supervision and appraisal take place. The role will require that all staff members are aware of the principles of an EI service model of care and that interventions are concordant to NICE guidance. There is an expectation that the post holder will place the needs of service users at the centre of care delivery

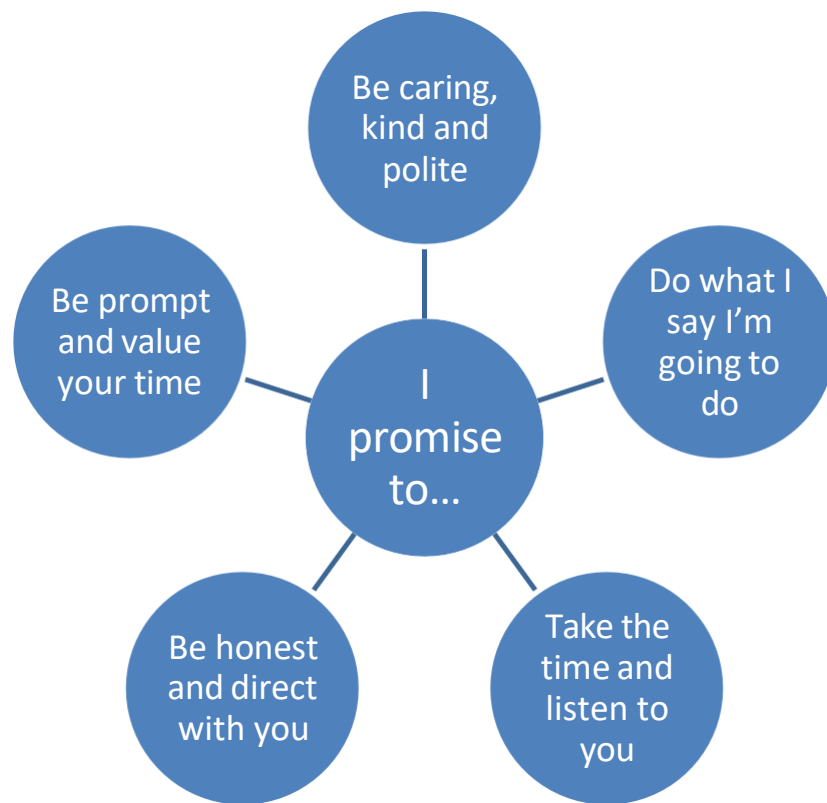
To manage administrative and operational resources in a cost-effective manner, evaluating the standard of service delivered.

To co-ordinate multidisciplinary working, maintaining excellent communication and working relationships with all team members, and other services within the Trust, to ensure effective interface and continuity of care between disciplines and services.

The post holder will carry out clinical and managerial procedures to a standard that ensures safe and effective care delivery to our population.

The post holder will be based with the Southwark Early Intervention Service (STEP), which is part of the Southwark Adult Directorate, Community Service. STEP offering a comprehensive service to service users and carers who are experiencing a first episode psychosis in the diverse borough of Southwark. Southwark Adult services has recently gone through transformation and this is an exciting time to consider new ways of working with our colleagues in other part of the service

Our values and commitments:



Key Responsibilities

(i) Management of Care and Practice

- Ensure that all clinical practice is developed using up to date evidence base, ensuring that all staff have the appropriate skill base and supporting mechanisms to access training to work with the service user group.
- Oversee a service user's care pathway, utilising available resources and Patient Journey framework and lead the team in its implementation.
- Ensure systems are in place to support user and carer-centred involvement in the planning and provision of care.
- Ensure that staff receive regular supervision and appraisal and are offered essential and developmental training in accordance with their personal development plans, and the needs of the service.
- Ensure that all service users are made aware of, encouraged, and assisted to use all services available to them.
- Ensure that the requirements of all mental health legislation are met with particular regard to the Mental Health Act 1983 (including amendments and Code of Practice) and Community Care Legislation (eg. CPA, Supervision Registers and Supervised Discharge etc), NSF, Child Protection and NHS Plan, Care Act 2014, and ensuring that all practices are within the guidelines set by the NMC and are in accordance with Trust policy.

- Ensure that the Better Access to Early Interventions standards are upheld by managing an efficient referral system and supporting the delivery of the range if intervention recommended by the NICE guidance.

(ii) Management of Financial and Material Resources

- Ensure team finances are managed within allocated budget, including recruitment of staff.
- All absences, bank and agency are managed within budget and Trust guidelines.
- Communicate to all staff how they can contribute to the efficient management of financial and material resources.
- Identify and deal with cost pressures which may have an impact on the financial expenditure of the team. The post-holder will be expected to notify any such situations to the service manager if they cannot be dealt with at a local level.

(iii) Management of Clinical Standards

- Set, monitor and evaluate overall standards of care and practice in the team in liaison with the Clinical Service Lead, Professional Advisors, and other agencies.
- Ensure that all practices and interactions in the team are based on the preservation and respect of service users' dignity, individual and cultural identity, wishes (whenever possible) and are in accordance with the maintenance of individuals' independence.
- Ensure that all staff are aware of the standards of professional behaviour expected by the Trust.
- Ensure that the service provides continuity out of hours, appropriately relating to the senior manager on-call and out of hours medical team.
- Work closely with the multidisciplinary team and involve them in all relevant day to day decisions, strategy and business planning, and maintain close liaison with the Clinical Service Lead and Clinical Director when difficulties arise.

(iv) Management of Human Resources

- Maintain the efficient use of staffing resources in the team, ensuring that staffing levels are safe, appropriate and contain the necessary skill mix, but recognising and supporting Improving Working Lives within the confines of a safe service.
- The post-holder will ensure that each member of staff is fully aware of their responsibilities and has a personal development plan which is based on a balance between the needs of the individual and the service.
- Manage the overall development of the team, encouraging staff to contribute their views and ideas as appropriate.
- Implement all Trust policies and Human Resource Management, and ensure

staff are aware of how to access this information.

- Delegate duties and responsibilities to other staff as appropriate to assist in the operation of the unit and to aid the development of individual staff.

(v) Management of Information and Communication

- Develop and maintain procedures that result in good communication between the multidisciplinary team and other agencies.
- Arrange and in some instances chair relevant meetings involving other agencies, patients and carers when necessary to facilitate good communication.
- The post-holder will lead the team in setting, implementing and monitoring realistic and achievable objectives in accordance with the aims and objectives of the service.
- Attend meetings and forums, representing the team at various levels both within the Trust and with external agencies, ensuring that all staff are kept fully briefed on any new developments etc. The post-holder may be required to participate in specific inter-agency work relevant to the service.
- Ensure that all communication (verbal or written) between the team and other departments or agencies is of a high standard both in its content and presentation.
- Ensure that all written and electronically stored information is accessible only to authorised personnel and is stored in accordance with the Data Protection Act.
- Ensure that administrative staff are aware of the importance of the collection of statistical data and ensure that this is collected and stored in an accurate and timely fashion.

(vi) Management of the Environment

- Ensure that the Health and Safety at Work Act is adhered to by all staff. The post-holder will have particular responsibility for ensuring that all staff receive any training necessary in order to meet the requirements of the Act. (eg. fire training, first aid, etc.). The post-holder will be responsible for taking immediate action to deal with any problem which might affect service user, visitor or staff safety. This will involve liaison with the relevant Health and Safety Co-ordinator.
- Ensure local response in managing incidents by using the Trust Incident Policy and implementation outcomes to change and improve practice.

(vii) Personal Development and Freedom to Act

The post-holder will:

- Be prepared to physically move between sites as needed.
- Ensure that they are fully aware of current developments and practice in their clinical area.
- Acknowledge their own limitations and discuss/identify their training and development needs with their line manager.

- Make effective use of supervision with their line manager on a regular and agreed basis.
- Be aware of the need to reflect on their practice both as clinician and manager.
- Manage their own time efficiently.
- Be aware of and adhere to all Trust Policies and act as a role model to other staff.
- Meet the required professional standards for ongoing registration.
- Recognise emotional and mental effort required to fulfil the post.

(viii) Other Responsibilities

The post-holder will also be responsible for:

- Deputising for the Service Manager as required.
- Establishing and building on excellent working relationships between other services within and external to the Directorate.
- Ensuring that systems are in place which invite service users and their carers to comment on the quality of services they receive.
- Ensuring pro-active engagement of the service with Research Projects according to King's Health partners tripartite mission.
- Implementation of the complaints procedure including investigation, response, and resolution.
- Ensuring that their line manager is kept informed of all developments and changes within the team.
- The safe storage and administration of medications.
- The creation and maintenance of an environment which is conducive to learning and which meets the educational standards required by Educational Institutions whose students are placed on the ward. The post-holder will be expected to facilitate actively the team's involvement in the training and education of staff from a variety of disciplines.

Personal Specification:

Verified at interview (I), by application form (A) or by a test (T) Essential

Each requirement will either be identified through the candidate's application form (A) or interview

(I). Candidates will only be shortlisted for interview if they provide clear evidence on their application form that they have experience in the following fields.

Qualifications

<u>Essential Requirements</u>	<u>Desirable Requirements</u>
<ul style="list-style-type: none"> • RMN qualification or other professional registration e.g. Social Work, Occupational Therapy, Psychology • Mentorship Course (or other relevant teaching/assessment course). • Degree or equivalent experience • Evidence of continuing professional development. (A) • A commitment to quality improvement 	<ul style="list-style-type: none"> • Post qualification training in psychosocial interventions or related subject (A/I) • Quality Improvement • A recognised management qualification (e.g. MSc) or evidence of other advanced education
Experience	

<ul style="list-style-type: none"> • <u>Essential Requirements</u> • Significant experience of working in a multidisciplinary community mental health team, at band 6 or equivalent. Demonstrating a range of clinical / leadership skills within mental health services (A / I) • Significant clinical experience working in mental health care setting (A/I) • experience of working with people experiencing psychosis and their families/carers (A/I) • Experience of recruitment and selection of staff. (A) • Experience of supervising staff and supporting them in managing the care of service users/carers with complex needs (A / I) • experience of management of human resources utilising policies for performance management/appraisals. • Experience of working with and addressing issues of diversity including experience of working within a multicultural framework. • Experience of participating in and managing change and overseeing ongoing service development (A / I) • Experience maintaining effective professional relationships within the team and across services (A/I) • experience of conducting audits 	<ul style="list-style-type: none"> • <u>Desirable Requirements</u> • Experience of working in an Early Intervention in Psychosis setting. (A/I) • Experience of CAMHS • Experience of using quality improvement methodologies • Experience of supervising other disciplines.
Knowledge	

<u>Essential Requirements</u>	<u>Desirable Requirements</u>
<ul style="list-style-type: none"> • Knowledge and understanding of the Early Intervention in Psychosis model of care. (A/I) • Knowledge of evidence based practice specific to Early Intervention • Knowledge of current government policy and guidelines concerning provision of community mental health care and of EI in psychosis (A/I) • Knowledge of research and the key 	<ul style="list-style-type: none"> • Theoretical knowledge of psychopathology and the evidence base for the relevant treatment. • Knowledge of the theory of psychological models, such as CBT, Open Dialogue and Family Intervention

<p>issues effecting the development of EI services(A/I)</p> <ul style="list-style-type: none"> • Knowledge of key legislation and guidelines in relation to statutory mental health responsibilities, including Mental Health Act, Care Act., CPA, Safeguarding Adults, Young people and children • Knowledge of the population health needs of service users and carers in Southwark • Knowledge and understanding of current issues in multidisciplinary practice (A / I) <p>Understanding of the principles of financial management (A / I)</p> <p>An understanding of the principles of Clinical Governance (A / I)</p> <p>Extensive knowledge of the principles of effective risk assessment and risk management A/I</p> <ul style="list-style-type: none"> • Awareness of racial and diversity issues and factors affecting access to mental health care. 	
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SKILLS

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| <ul style="list-style-type: none"> • Self-aware, self-confident and intrinsically motivated to do a good job and to motivate others. • Highly developed verbal and written communication skills including communicating complex, highly technical and sensitive information to clients, families and professionals • Ability to respond efficiently to complex information within tight deadlines utilising delegation skills as needed A/I • Ability to work as part of a team and in a flexible manner with excellent liaison and networking skills(A / I) • Clinical and managerial decision making | <ul style="list-style-type: none"> • Ability to contribute to, monitor and implement changes and improvements to services. • Specialised clinical skills, e.g. group work, anxiety/anger management, family work skills |
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<p>skills (A/)</p> <ul style="list-style-type: none"> • Effective IT skills • Ability to develop organisational quality and manage change • Ability to monitor and evaluate service delivery • Ability to reflect and critically appraise own performance A/I • Skills in emotional resilience: Ability to identify and employ mechanisms of clinical governance as appropriate and to support and maintain clinical practice in the face of regular exposure to highly emotive and/or challenging behavior cope in difficult interpersonal situations 	

About South London and Maudsley:

South London and Maudsley NHS Foundation Trust (SLaM) provide the widest range of NHS mental health services in the UK as well as substance misuse services for people who are addicted to drugs and alcohol. We work closely with the Institute of Psychiatry, Psychology and Neuroscience (IoPPN), King's College London and are part of King's Health Partners Academic Health Sciences Centre. There are very few organisations in the world that have such wide-ranging capabilities working with mental illness. Our scope is unique because it is built on three major foundations: care and treatment, science and research, and training.

SLaM employ around 5000 staff and serve a local population of 1.1 million people. We have more than 230 services including inpatient wards, outpatient and community services. Currently, provide inpatient care for approximately 5,300 people each year and treat more than 45,000 patients in the community in Croydon, Lambeth, Lewisham and Southwark; as well as substance misuse services for residents of Bexley, Bromley and Greenwich.

By coming to work at SLaM, you will gain experience of being part of an organisation with a rich history and international reputation in mental health care. You will have access to professional development and learning opportunities, and have the chance to work alongside people who are world leaders in their field. SLaM delivered more than 14,000 training experiences in 2014; providing an extensive range of learning opportunities for staff at all levels. In addition, our working relationship with King's Health Partners allows those working at the Trust to get involved in academic research.

Trust Policy and Procedures:

Confidentiality:

Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

Equal Opportunities:

Promote the concepts of equality of opportunity and managing diversity Trust wide.

Health and Safety:

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

Infection Prevention and Control:

Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.

Professional standards and performance review:

Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process.

Service/Department standards:

Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.

Finance:

All Trust staff will comply with the financial processes and procedures.

Safeguarding Children & Vulnerable Adults:

Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004 and the trusts safe guarding vulnerable adults policy.

Code of Conduct:

The post holder is required to adhere to the standards of conduct expected of all NHS managers set out in the Code of Conduct for NHS managers.

This job description will be subject to regular review and adjustment.

SUMMARY:

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust

and its services, as well as the personal development of the post holder.