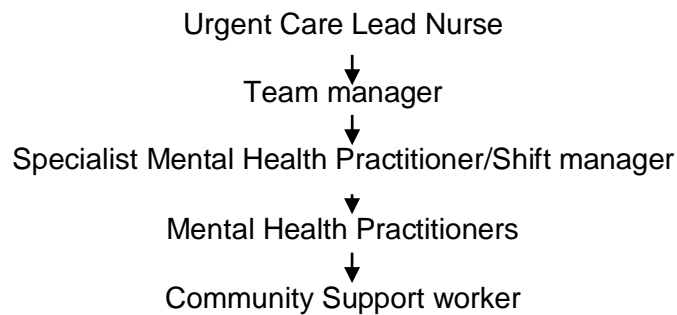


## **JOB DESCRIPTION AND PERSON SPECIFICATION**

### **SUMMARY OF POSITION CRITERIA:**

Job Title:	Shift Manager/Coordinator
Pay Band:	7
Department:	Forward Thinking Birmingham – A local mental health service for young people aged 0-25 years.
Work Base	City Wide Service: Crisis team base, Parkview Clinic.
IT systems access required:	Care notes, Microsoft Office Suite including Project, ESR
Professional Registration Requirement	Current professional qualification (RMN, Mental Health Nursing Qualification]
Qualifications Required:	<ul style="list-style-type: none"> <li>– Degree and/or</li> <li>– Evidence of extensive post graduate development.</li> <li>– Evidence of post qualification training/studies</li> </ul> Teaching/Assessing qualification

### **ORGANISATIONAL CHART**



## **JOB SUMMARY**

### **The post holder will:**

- Behave consistently with the values and beliefs of the organisation and promote these on day to day basis.
- Act as a role model to colleagues, always seeking to maintain the highest standards of professionalism.
- Drive forward high quality clinical standards and quality improvements within the crisis team
- Use their initiative and take responsibility for themselves and the quality of their work and the service they provide to patients.
- Use advanced expertise and knowledge to take on management of the most complex cases and advise/supervise junior staff on their caseload and assessments.
- Contribute to team and service development.
- Represent the Crisis resolution home treatment team (CRHT) in appropriate meetings / forums.
- Provide robust mental health/risk assessment and safety planning
- Provide clinical and professional supervision
- Contribute to line management, achievement of training, audit, MDT strategic approach
- Provide cover for the lead nurses in their absence
- Build and maintain positive working relationships with the wider FTB teams and external teams and agencies relevant to the role.

## **KEY RESPONSIBILITIES**

## **DIMENSIONS**

- The Forward Thinking Birmingham partnership multi - disciplinary Service is offered across Birmingham. The age range is 0-25 years for individuals referred to the service with emotional, behavioural and mental health problems.
- Members of the forward thinking Birmingham partnership multi - disciplinary Service includes Consultant Psychiatrists and other medical staff, Clinical Psychologists, Child Psychotherapists, Mental Health Nurses, Speech and Language Therapists and Occupational Therapists.
- The post holder will be a member of the Multi-disciplinary Team and will carry continuing responsibility for the assessment, treatment and management of a defined caseload. Where appropriate, they will be required to liaise with other local agencies including Tier IV inpatient and specialist centres, as well as the Mental Health Liaison Team and the home treatment team across Providers
- Referrals are accepted from a wide range of professionals and agencies and we will be progressing to accept self-referral.
- Linking with the Families of the referred children or adolescents as included in the assessment and on- going management of the cases. This will include the use of a range of approaches e.g. psychodynamic, behavioural, cognitive and psychopharmological, as appropriate, within the overall framework of the multi-disciplinary team.

## **Clinical**

- To lead and manage a span of duty including management of crisis referrals, assessments, crisis resolution home treatment team.
- Prioritise and organise citywide crisis workload.
- Be a support, link and reference point for crisis resolution home treatment team to ensure clinical pathways are robustly managed and patient transition is smooth.
- Provide expert clinical leadership to the team, ensuring delivery of effective clinical expertise and advice to the team in the community, including the provision direction and participation.
- To manage and take responsibility for a defined caseload and ensure full compliance with the CPA, Safeguarding, Vulnerable Adults and other policies at all times.
- To ensure a culture of care is evident within the team where clinical staff enable and empower service users.
- Provide professional supervision and management supervision to an agreed number of nurses within the team.
- Provide expert support to nurses in:-
  - Completing needs assessment to service users.
  - In risk assessment and management.
  - In crisis planning and management.
  - In assessing and responding to patient/ carer's needs.
  - In care planning and review of service users' care.

- In the step down or transfer of care and discharge.
- To assist young people/adults to achieve maximum independence through the use of care programmes, which are culturally sensitive, individualised, safe and consistent with accepted practice.
- Ensure that each Service User in his/her care receives an individual assessment and is given a regularly updated care plan which, wherever practicable, is formulated in conjunction with the Service User and approved by their supervisor.
- Lead and coordinate section 135/6 admissions to Place of Safety Suite
- Fully implement all agreed care plans and ensure that they are regularly reviewed and updated.
- Use a range of evidence based approaches to care for appropriate Service Users.
- Provide information and support for carers and families.
- To manage the more complex cases within the team and authorise care packages at the request or direction of the Hub Manager.
- Build and maintain relationships with acute medical clinicians in specified hospitals across the city. To ensure efficient and safe identification of young people who require emergency mental health assessments, and prompt communication between services.
- To supervise other team members as required by the urgent care pathway clinical manager.
- Ensure effective and skilled clinical interventions are provided to service users to meet their specific needs.
- Ensuring clinicians are competent, purposeful and provide outcome focussed interventions.
- Utilise an evidence based approach to negotiate and manage clinical opinions and discussions within the team.
- Ensure that the requirements of the Mental Health Act 1983 are met and that patient's rights under the Act are upheld.
- To make independent judgements relating to disposals under the MHA83, taking into account a wide range of external influences and factors.
- To present at MHA83 tribunals and be prepared to account for decisions and judgements made whilst acting under Mental Health legislation.
- To ensure the protection of persons and safety of Service Users property throughout and following application of the MHA83.
- To be cognisant with issues relating to people from a wide diversity of backgrounds and to ensure that these are taken into account at all times.

- To undertake the coordination of Mental Health Act Assessments and the management of the environment throughout potentially highly distressing, volatile, emotional, unpredictable situations.
- Maintain high standards of Service User care, ensuring individuality and dignity is maintained at all times, while promoting independence.
- Ensuring that quality CPA processes are in place and are recovery focused and maintained.
- Responsible for ensuring service user and carer experience is positive, empowering and enabling.
- Responsible for ensuring that effective clinical interventions are evidence based provided by skilled and knowledgeable clinicians who are fit for purpose and have relevant supervision.
- Responsible for ensuring that all clinical staff communicates professionally, so sensitive and complex issues are shared with empathy and care for the benefit of service users/carers.
- Ensure all patients have an up to date integrated care record, reflective of their risk and needs, and intervention must be evident.
- To receive formal managerial supervision from a professional lead and clinical supervision from a suitable expert.
- To initiate, develop and implement evidence based clinical practice.
- To participate/lead on safeguarding issues within the community service.

### **Managerial**

- Responsible for ensuring that a positive learning environment exists for clinical staff and student nurses, to ensure professional standards and training opportunities are provided.
- Working in partnership with the clinical leads to be responsible for ensuring effective caseload management.
- As the senior clinician in the team, working alongside the Clinical leads, ensuring the skill set and expertise of individual clinicians is appropriate to the needs of the case load they manage. This may include joint supervision and appraisals as appropriate, ensuring it is in line with Trust/Directorate standards.
- Demonstrate decision-making and problem solving skills as a senior member of the team.
- To demonstrate clear leadership and support the team members and clinicians in providing clinical management and support to develop the care and treatment of people with mental health problems in the community to receive the best possible care, maximising engagement and improving outcomes.

- To support the team in developing and building effective communication between community services, wider mental health services and with other agencies and services.
- To take appropriate lead action with regard to complaints and reportable incidents within the service as directed by the Trust's complaints and reportable incident policies.
- In conjunction with the Urgent care pathway clinical manager , support the team to fully embrace all aspects of fidelity to the CAPA community model and help to ensure all practices within the team comply accordingly; this will include work to develop and highlight good practice.
- To contribute to and lead on the implementation of local and national objectives.
- Participate in personal staff development reviews and to undertake reviews of supervisees as required.

### **Administrative**

- To ensure accurate, up to date records of visits and observations for young people receiving services from the community base by completion of relevant clinical care records and comply with team handover policies, in line with the Trust's standards for record keeping.
- To maintain any official documentation as required, including an official diary.
- To support and participate in the multi-disciplinary team's formal review process.
- To ensure that assessments and care plans produced by the teams are relevant, accurate, evaluated, person and recovery focussed and objective, in line with team/Trust standards.
- Maintain up to date care and Mental Health Act records and keep these confidential and in a safe place.
- Provide statistical information as required.

### **Educational**

- To be personally responsible for one's own practice, supervision and personal development.
- To ensure own professional development by participating in in-service and post-basic training courses.
- To be responsible for creating an environment which is conducive to the training and development of all staff employed with the team, taking into account their personal objectives, needs of the service and the benefits to their professional practice.
- To maintain/update nurse prescribing skills as required/appropriate.

### **Professional**

- To practice at all times in accordance with Professional Codes of Conduct/Practice.
- To observe the legal requirements of the Mental Health Act 1983, and the Patients in the Community Act 1995, and to practice in accordance with requirements of the Codes of Practice.
- Maintain an up to date knowledge of all Trust, Social Services and Departmental Policies and Procedures and apply them as necessary.
- To observe confidentiality on all matters relating to client care and treatment, in accordance with the Code of Conduct on Confidentiality.
- To report without delay any complaints made by clients, carers, staff and members of the public to the urgent care pathway clinical manager .
- To be involved in research and projects to help maintain a high standard of professional knowledge.
- To maintain own professional portfolio and keep up to date with new developments.
- To practice in a professional manner, acting as a role model through practice, positive attitude and presentation to staff, other agencies, clients and carers.
- Participate in personal staff development reviews and to undertake reviews of supervisees as required.

### **Clinical Governance**

- To support and develop Clinical Governance initiatives within the team.
- To be an active participant in local Clinical Governance and Community business meetings
- To ensure that team standards are set and monitored and audited regularly
- To monitor standards, ensuring quality and consistency and to take action where any shortfall occurs.
- To attend the relevant meetings and attend other relevant professional forums, within and outside the Trust.
- To participate in audit and participate in directorate wide quality groups as required.
- To ensure CPA Review compliance.
- To ensure compliance with care plan quality audits.
- To be complaint with timely record keeping and contact recording.
- To be compliant with fundamental training.
- To receive improvements in stakeholder satisfaction; sources being from service users, carers, commissioners, MDT, students.

- To ensure the provision of clear outcomes from caseload management of clinical staff in the community team.

### **Research and Development**

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.

### **Policy and Service Development**

- To contribute to the development of the service, e.g. through research and development, and keeping the Team updated in current practices, policies and procedures.
- To lead and assist on specific projects including service development as required.

## **ADDITIONAL RESPONSIBILITIES FOR ALL STAFF**

**In addition to the specific responsibilities set out above the following expectations of all staff:**

### **Corporate Responsibilities**

All staff must ensure that their actions and behaviours are in line with, and consistent with, the FTB values

### **Information Security**

Matters of a confidential nature, regarding both staff and patients may be available to members of staff; divulgence of information or even of the knowledge of such information must only occur in the proper exercise of the above duties.

All staff must ensure that information security is maintained at all times, taking personal responsibility to be aware of and ensure that their actions and behaviours are in line with, the Trust's information governance policies.

All staff will be required to comply with policies and procedures issued by and on behalf of the Trust.

This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

### **Training and Development**

All staff have a responsibility to participate in regular appraisal with their manager/team leader, where there is a joint responsibility to identify any training and development needs.



All staff have a responsibility to undertake statutory and mandatory training as deemed appropriate by the Trust. Details are available in the Trust's Statutory/Mandatory/Essential Training Checklist.

Every effort is made to provide statutory and mandatory training by a variety of methods and in a variety of settings and times. However, there is an expectation that as a condition of employment, the Trust requires its staff to attend training sessions that may fall outside their normal working hours.

## **Safeguarding**

Within their sphere of competence, all staff are responsible for promoting and safeguarding the welfare of the children, young people and/or vulnerable adults for whom they are responsible or may come into contact with, in the job role.

## **Health and Safety**

The Trust aims to provide all staff, visitors and service users with a safe environment, in which to work or visit, without suffering any personal injury or ill health.

All members of staff are responsible for ensuring that they work in such a way as to ensure their own health and safety and that of other staff, clients, patients and members of the public.

All staff will be required to comply with regulations relating to the Health and Safety at Work Act and Infection control.

### **Managers' Responsibilities for Health and Safety**

Managers should:

- Take reasonable care of their own health and safety and that of others, who may be affected by their "acts or omissions".
- Co-operate with the Trust on Health, Safety and Security matters so that it can comply with its legal duties.
- Not interfere with or misuse anything provided in the interests of health, safety, security or welfare.
- Ensure that effective arrangements are in place to enable a safe and secure working environment and safe systems of work for all staff, students and others working under their control.
- Ensure that all staff, students and others working under their control comply with statutory requirements, Trust Health, Safety and Security related policies, procedures, and codes of practice and with the arrangements in place to control health, safety and security risks.

Failure to carry out these requirements may result in disciplinary action.

## **Control of Infection**

The Trust is firmly committed to reducing Healthcare Associated Infection. All staff must work to the Trust's Hand Hygiene Guidance, Infection Prevention and Control Policies,

Procedures and Guidance relevant to their area of work and undertake the necessary training. For staff in clinical areas this will be appraised through the KSF review process and/or other relevant professional review processes.

### **Information Quality**

All staff must ensure complete and accurate data is collected and recorded in a timely manner.

### **Equality and Diversity**

The Trust recognises the diversity of its staff and undertakes to treat them equitably and fairly irrespective of gender, gender identity, disability, race age, sexual orientation, religion or belief. The Trust recognises its duty to each and every individual employee and will respect their human rights'; the Trust also expects that its employees will treat other staff, patients and members of the public with dignity and respect.

### **Confidentiality**

Staff must at all times maintain confidentiality on information gained in the course of their duties. This may well include access to personal information relating to service users and Trust staff.

### **Information Governance**

All staff have a personal responsibility to ensure that person identifiable, confidential or sensitive information is processed in line with the Data Protection Act, the NHS Records Management Code and the NHS Code of Confidentiality.

All staff should be aware of the requirements of the Freedom of Information Act 2000 and the Trust's procedures for dealing with requests for information in a timely manner.

### **Access to Health Records**

All staff who contribute to patients' health records are expected to be familiar with, and adhere to the Trust's Records Management policy. Staff should be aware that patients' records throughout the Trust will be subject to regular audit. In addition, all health professionals are advised to compile records on the assumption that they will be accessible to patients in line with the Data Protection Act 1998. All staff who access patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with Trust Policy.

### **Smoke Free Policy**

All buildings and grounds are smoke free. There is no provision of 'smoking rooms' inside buildings.

### **Job Description**

This job description is not intended to be an exhaustive list of duties but to give a guide to the objectives and responsibilities of the post. It will be reviewed in line with any organisational change and annually as part of the appraisal process.

