

Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

| | | | |
|-----------------------|--|------|-------|
| Job Title: | Team Manager | JEID | J0158 |
| Salary Grade: | NJC Grade Q SCP47-49 (£44,863 - £46,845) | | |
| Team: | Integrated Practice Unit (IPU) 18-21 South Warwickshire Dementia Service | | |
| Division / Service: | Social Care & Support services – Mental Health | | |
| Directorate: | People Group (Community Services) | | |
| Primary Location: | South Warwickshire – Leamington Spa and Stratford-upon-Avon | | |
| Political Restriction | This position is not politically restricted | | |
| Responsible to: | CWPT Locality Manager / WCC Operations Manager | | |

Role Purpose

- To be responsible for the leadership and management of the Community Dementia Team – also known as the 18-21 Integrated Practice Unit (IPU) – in South Warwickshire. The IPU is a fully integrated team of health and social care staff from the NHS Trust (CWPT) and the Local Authority (Warwickshire County Council). Council staff are seconded to the NHS Trust under a Section 75 agreement.
- The team is responsible for providing assessments to those referred with cognitive difficulties. Based on identified need, monitoring, health, and care and support services are offered to those diagnosed with dementia and organic health conditions. The service objective is to enable service users to live safely and well at home for as long as possible, to maximise their potential for independent living and to promote their full inclusion in the community.

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- To manage the key functions of the Community Dementia Team, including the Memory Assessment Service.
- To be responsible for the delivery of a range of health and social care interventions for people with dementia and cognitive impairments in accordance with evidence-based practice, NICE guidance, statutory responsibilities, and professional values.
- To ensure the statutory responsibilities of the Mental Health Act, The Care Act, The Mental Capacity Act and other legislative functions and accountabilities are adhered to.
- To ensure key priorities of the Trust and The Council are planned and delivered in accordance with departmental governance arrangements.
- To lead on and support the implementation of the multi-agency Living Well with Dementia Strategy for Warwickshire.

Role Responsibilities

- To manage and provide leadership to the team including staff and service development and ensure that all organisational systems and processes are in place, adhered to and monitored. The post holder will manage and organise competing and conflicting priorities and manage change in complex situations. The post holder will be a resource of enhanced clinical knowledge and competence in the service area.
- To deputise for their senior manager(s) and to undertake delegated responsibilities as required.
- To promote the social care and recovery agendas within the context of the customer / patient group served by the team and the interventions offered.
- To ensure delivery of quality mental health services under the Care Programme Approach.
- To effectively manage the budgets for the team for which they are directly responsible.
- To be accountable for leading, managing and coordinating the services required to meet the needs of people referred to the service and to ensure compliance with relevant NHS Trust and County Council policies and procedures.
- To be responsible for the performance management of the Team and for delivering key performance targets for the IPU.

Principal duties:

- To work collaboratively and to develop effective multi-disciplinary team working to meet the often-complex needs of service users and their families.

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- To line manage all professional disciplines within the Community IPU Team including, but not limited to, Social Workers, Community Psychiatric Nurses (CPNs), Occupational Therapists (OTs), Support Workers and Social Care Workers.
- To lead the development of the operational policy for the IPU and ensure that it is appropriately implemented and adhered to.
- To ensure that team members understand and can fulfil the role of care coordinator as specified in the Care Programme Approach.
- To ensure that effective and efficient systems are in place to address allocation and review of referrals to the service.
- To develop good working relationships with relevant statutory and Independent Voluntary Sector Organisations and agencies to ensure service users have appropriate access to all relevant support and services. Throughout this to ensure that service user information is handled sensitively, and that confidentiality is respected within the Sharing of Information Protocol.
- To develop and promote the contribution and participation of service users and carers in the planning, development and delivery of the service.
- To liaise closely with all General Practitioners in the area to ensure that primary and secondary health services and social care achieve best outcomes for people living with dementia
- To work collaboratively with managers of other services within the NHS Trust and the Local Authority to ensure a seamless service and continuity of care for all service users.
- To participate clinically in the work of the team ensuring maintenance of best clinical knowledge and practice. The post holder will ensure that they maintain their own professional development and registration.
- To manage staffing levels within budget, including the recruitment and retention of appropriate staff to meet the identified needs of service users.
- To develop and maintain a skilled, motivated and committed staff group.
- To manage duty rotas across the team, to ensure the provision of appropriate services, including statutory responsibilities of the NHS Trust and the Local Authority.
- To analyse and act on multiple and complex information assuring adherence to local and national guidance, legislation, and policy.
- To act within the limits of their competency and authority in line with their professional code of conduct.

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- To provide line management and, where appropriate, clinical and professional supervision to staff within their team.
- To receive line management and professional supervision to maintain competence and develop professionally.
- To deputise in the absence of a senior manager as required
- To manage complex clinical and Human Resource issues such as complaints, serious incidents, disciplinary, and dignity at work issues
- To ensure a safe working environment for staff and service users and that safe working practices are always maintained.
- To respond to complaints and expressions of dissatisfaction from service users and their carers according to the appropriate policies and procedures of the NHS Trust and the Local Authority. Where necessary to undertake investigations into complaints or untoward incidents.
- To collaborate with the Senior Management Team in identifying trends, the taking of necessary action to remedy identified problems, and the implementation of learning points from investigations.
- To identify training and development needs with staff and ensure, in conjunction with others, that these needs are addressed. As part of this promote a learning culture and support the continuous professional development of individual staff and of the IPU as a whole.
- Where the postholder is an Approved Mental Health Professional (AMHP) they may be required to participate in the countywide duty rota (usually one day a month).
- Undertake other duties as required by the NHS Trust / Local Authority that are appropriate to the role and grade.

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Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

| Essential Criteria | <i>Assessed By:</i> |
|---|---------------------|
| A Commitment to anti-discriminatory practices in employment, training and service delivery. All members of staff must take personal responsibility for contributing to the Council's and Trust's key equality and diversity outcomes. | A,I |
| Relevant Professional Qualification in Social Work i.e. DIPSW / CQSW / Social Work degree. Current unrestricted registration with Social Work England. | A,D |
| Significant experience of working with adults suffering severe mental illness. | A, I |
| A proven ability to lead / develop staff within a mental health setting | A I |
| A willingness to adopt a flexible approach towards working hours | I |
| Evidence of a commitment to one's own continuing professional development | A,I,D |
| Significant experience of risk assessment and positive risk management | A,I |
| Able to communicate effectively and to work collaboratively with clients, carers and professional workers. | A,I |
| A good understanding of relevant policies, procedures and legal frameworks, and an ability to apply them within a team / organisational setting. | A,I |
| Commitment to working with and a positive attitude to people who are experiencing severe and/or enduring mental health problems. | A,I |
| An understanding of the challenges facing those living with dementia / mental health conditions, and their families. | A I |
| Satisfactory completion of an enhanced check through the Disclosure Barring Service (this will be taken up if offered the post). | D |
| Ability to travel effectively throughout the County. | A,I |

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| Desirable Criteria | Assessed By: |
|--|--------------|
| Experience of managing or leading a Multi-Disciplinary Team | A,I |
| Experience of working within a dementia / mental health service (as appropriate to role) | |
| AMHP / BIA Qualification | A |
| A first line management qualification or Practice Educator Qualification | A |

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and hazards that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities in accordance with all Warwickshire County Council policies, procedures and arrangements as specified for the post / role.

Potential Hazards

The hazards ticked below are elements of the job that may need to be considered when applying for the role, as well as when completing a Work Health Assessment.

| | |
|--|---|
| <input checked="" type="checkbox"/> Regular client contact or care | <input type="checkbox"/> Exposure to noise levels (above 80dbA) |
| <input checked="" type="checkbox"/> Lone working | <input type="checkbox"/> Working with waste or refuse |
| <input type="checkbox"/> Night working | <input type="checkbox"/> Food Handling |
| <input type="checkbox"/> Work at heights | <input type="checkbox"/> Manual handling tasks |
| <input type="checkbox"/> Working in confined spaces | <input type="checkbox"/> Electric work |
| <input checked="" type="checkbox"/> User of Display Screen Equipment (DSE) | <input type="checkbox"/> Contact with Latex |
| <input type="checkbox"/> Repetitive tasks | <input type="checkbox"/> Chemical / Dust / Fume Exposure (COSHH) |
| <input type="checkbox"/> Continual telephone use (<i>call centre</i>) | <input type="checkbox"/> Working with vibrating tools / machinery |