AMHP Team Lead Job Description (Tier 4)

Job Title	Team Manager – AMHP Service
Role Type	Team Lead
Salary	£49’817- £51’928
Benefits	Hybrid working, up to 32 days’ annual leave (depending on length of service), excellent pension, inclusive culture.
Directorate	People Group (Community
Team	Warwickshire Approved Mental Health Professional (AMHP) Service.
Accountable to	WCC Service Manager (Mental Health)
Hours	37 hours pw
Location	Warwickshire County Council
Politically restricted role	No
JEID (Job Identifier number)	SW005
Essential Qualifications	Social Work Qualification/AMHP Status/ SWE registered.

Key responsibilities

The Team Manager will be responsible for:

1. Providing operational leadership to the AMHP Service, translating agreed service priorities into team objectives and supporting timely, person-centred assessments and interventions.
2. Managing daytime and out-of-hours AMHPs and other staff within the post's line management remit, including supervision, appraisal, professional development, wellbeing and performance management.
3. Contributing to recruitment and selection within the team, coordinating induction and ensuring that new staff understand their responsibilities, operational procedures and support arrangements.
4. Managing incoming AMHP referrals, including triage, prioritisation and allocation, and maintaining oversight of outstanding work, assessment arrangements, outcomes and handovers.
5. Coordinating staffing, rotas and workloads, responding to operational pressures and escalating unresolved staffing gaps, delays and risks to the Service Manager.
6. Providing specialist AMHP practice advice and consultation to staff and partner agencies, supporting reasoned decision-making, constructive professional challenge and the resolution of complex practice issues.
7. Providing management oversight and supervision of assessments and interventions within the team's remit, including Mental Health Act assessments, mental capacity assessments, best interests decision-making and risk assessments.
8. Maintaining an active AMHP practice role and contributing to Mental Health Act assessments in accordance with service needs, including travelling to assessment locations across the county and elsewhere as required.
9. Ensuring that team practice follows relevant legislation, statutory guidance, professional standards and organisational procedures, and that staff access appropriate specialist or legal advice when required.
10. Promoting strengths-based, culturally responsive and anti-discriminatory practice, supporting people's rights, meaningful involvement of people and carers, and consideration of the least restrictive options and alternatives to admission.
11. Ensuring that assessment reports, monitoring information and other required records are accurate, completed within agreed timescales and recorded on the appropriate systems, and addressing outstanding or incomplete work.
12. Monitoring and auditing practice and team performance, taking proportionate corrective action and providing the Service Manager with accurate information about activity, quality, pressures and progress against agreed objectives.
13. Supporting reflective practice and shared learning, using feedback from people and carers, audits, complaints, incidents and reviews to inform staff development and agreed changes to practice. Contributing to complaint responses and incident reviews as allocated by the Service Manager.
14. Monitoring and recording professional registration, AMHP approval and required training for staff within the management remit, addressing gaps and escalating concerns. Supporting continuing professional development and identifying learning needs through supervision and appraisal.
15. Coordinating learning opportunities, mentoring and practice support for AMHP trainees and newly approved AMHPs, working with practice educators and training providers as appropriate and ensuring support is matched to their learning and development needs.
16. Working with health, social care, police and other statutory and voluntary partners to coordinate assessment arrangements, clarify pathways and resolve operational difficulties. Ensuring that social care and safeguarding needs identified through AMHP work are communicated to the appropriate service with clear recording and handover.

17. Attending and contributing to relevant service meetings, peer groups and working groups; convening or chairing operational meetings where appropriate, agreeing clear outcomes and ensuring actions are followed up.
18. Managing and contributing to agreed operational projects within the team's remit, implementing agreed changes to working practices and reporting progress and unresolved issues to the Service Manager.
19. Supporting safe working arrangements, including lone working, assessment environments and staff welfare following difficult incidents, and addressing or escalating safety concerns.
20. Working within the agreed Warwickshire County Council and Coventry and Warwickshire Partnership NHS Trust partnership arrangements, maintaining clear operational responsibilities, recording and information-sharing practices, and escalating unresolved issues through the agreed management routes.
21. Providing operational management cover for WUSIS during its Team Manager's absence, as agreed with the Service Manager. This includes managing and supporting social workers, social care workers and other staff covered by the arrangement; overseeing incoming work, allocation and safeguarding; and considering and authorising assessments, support plans, reviews and case closures in accordance with Council procedures.
22. Deputising for the Service Manager in their absence for agreed operational matters, with the scope and escalation arrangements confirmed in advance.

Working arrangements

The post is based on normal office hours, with management responsibility for both daytime and out-of-hours AMHP staff.

Person Specification

The following qualifications, experience, knowledge and skills are essential and will be assessed through the recruitment process.

Qualifications and registration

- A recognised social work qualification and current registration with Social Work England.
- An AMHP qualification, current AMHP approval and evidence of continuing professional development relevant to AMHP practice and management.

Experience

- Substantial experience of practising as an AMHP, including complex Mental Health Act assessments, risk assessment and professional decision-making.
- Experience of managing a professional team, including supervision, appraisal, staff development, wellbeing and addressing performance concerns.
- Experience of coordinating operational work in mental health or adult social care, including prioritising referrals, allocating work and managing competing demands and urgent situations.
- Experience of multidisciplinary and multi-agency working, including resolving professional disagreements, and of using audits, feedback or performance information to address practice and operational concerns.

Knowledge

- Detailed working knowledge of the Mental Health Act and its Code of Practice, and sound knowledge of the Mental Capacity Act, relevant Care Act duties, safeguarding, human rights and equality responsibilities.
- Understanding of the AMHP's professional role, the social perspective in mental health assessment, least restrictive practice, and social care assessment, support planning and review.
- Understanding of professional supervision, AMHP approval and training requirements, confidentiality, information sharing and standards for accurate recording.

Skills and abilities

- Ability to lead and support staff, communicate clear expectations, address concerns constructively and support the learning of trainees and newly approved practitioners.
- Ability to provide specialist practice advice, analyse complex information, make and explain sound professional decisions, and communicate sensitively with people, carers and partner agencies.
- Ability to organise and prioritise work for self and others, respond to changing demands, use recording systems and performance information effectively, and recognise when further advice or escalation is needed.
- Ability to demonstrate strengths-based, culturally responsive and anti-discriminatory practice, involving people and carers meaningfully and promoting their rights.
- Ability to maintain active AMHP practice and travel across the county and elsewhere as required to undertake assessments and fulfil the role's operational responsibilities.

Our Competencies

Our competencies and behavioural indicators (defined within each core competency) describe the behaviours, actions and activities which we believe are associated with effective performance and job success. These will be considered, along with the behaviours and values, in our application and assessment process.

Generic Competency	Indicators

Driving organisational performance through change	Endorses and communicates clear messages about priorities, objectives and expectations as well as processes for managing performance. Ensures an inclusive culture where resources and support are available to enable people to be the best they can be. Recognises the need for change, interprets it and initiates change by setting the agenda. Translates the requirement for change into clear objectives, effective plans and systems. Uses change management processes effectively. Engages stakeholders to understand the need for change, to mobilise and build commitment. Identifies and removes obstacles and generates ideas to explore change opportunities and make change happen. Undertakes periodic reviews of commissioning intentions, delivery methods, quality, outcomes and key business measures to identify areas for improvement. Puts in place frameworks to monitor and manage outputs. Reviews working practices, identifies and proposes ideas and recommendations to improve the way things are done. Evaluates new ideas and systems of work and implements them in a positive way.
Generic Competency	**Indicators**

Organisational & People Leadership	Understands how own role and work contributes to team and organisational objectives. Adopts a one organisation approach to service delivery and works within the structure and statutory responsibilities of WCC. Is sensitive to the culture and political context of WCC and works effectively within it. Measures performance, challenges inefficient processes and practices and makes proposals for improvement. Assesses the level of resource, allocates and manages them in order to meet organisational objectives. Enables WCC to respond with agility to changing priorities. Role models WCC leadership behaviours, communicates openly and encourages our people to engage with WCC's vision. Role-models continuous self-learning and development, and supports colleagues to do the same. Ensures that development opportunities are available for everyone. Shares own expertise through coaching and mentoring. Promotes and values equality and diversity, takes account of and learns from different individual needs and views. Role models a collaborative working style where all opinions are listened to and individual needs are taken into account. Recognises individual contribution and success. Ensures the wellbeing of all our people, and promotes WCC's values, behaviours and ways of working.
Generic Competency	**Indicators**

Finance and Commercial Leadership	Considers key financial and commercial issues and manages contracts and commercial arrangements in a commercially focussed manner, ensuring that value for money is achieved. Understands and uses financial tools, data and processes to maximise value from operational and contractual arrangements to deliver outcomes. Gathers evidence to assess costs, benefits and risks and produces commercially focussed information to inform and advise decisions. Seeks improved performance from commercial agreements and arrangements, and challenges gaps between agreed commitments and operational delivery. Monitors and evaluates supplier performance against the specification and, using management information, works with suppliers to make recommendations for continuous improvement.

Generic Competency	**Indicators**
Strategic Thinking & Planning	Reviews developments externally and the organisation's strategic plans, to identify patterns, opportunities, risks and benefits which affect their work. Remains up to date with developments such as political, economic, environmental, technological, operational and social that have an impact. Develops and uses insights to create prioritised plans to enable the achievement of the organisation's strategic commissioning and delivery goals. Anticipates and responds to organisational issues and challenges by balancing a range of operational interventions and solutions. Ensures all their activities are focussed, co-ordinated and prioritised on delivering greatest value for the organisation.
Generic Competency	**Indicators**

Performance & standards	Ensures the safe operation of services and compliance with appropriate regulations and legislation. Contributes to and implements the relevant policies and procedures to ensure service outcomes are delivered. Plans tasks, deploys and co-ordinates resources to meet changing operational needs as required. Monitors, plans and reviews service delivery outcomes ensuring objectives and quality are met. Expects and supports high standards of performance through clear purpose and accountability and challenges poor performance.
Generic Competency	**Indicators**
Relationship Management	Secures the necessary commitment and support for changes or policies from a range of stakeholders by tailoring the approach and tone of any interaction. Works with other people to help gain commitment and support for changes or policies using the appropriate communication channel or method.
	Utilises logical arguments backed by evidence to support their opinion and advice and persuade others. Engages and empowers others to work collaboratively across all functional boundaries and with partners and stakeholders. Identifies key points to communicate, selecting the appropriate channel and message for influencing the audience. Takes opportunities to understand own style and approach, and how they might influence and persuade others.
Generic Competency	**Indicators**

Personal Leadership	Displays leadership behaviours and remains calm and objective in all situations. Demonstrates flexibility and adaptability in light of new information. Accepts feedback and responds in a thoughtful and considered way. Delivers personally and through others across projects by setting clear goals and targets, monitoring progress and holding people to account. Pursues and adopts a continuous learning and professional development approach showing interest in new ideas and opportunities to build on success. Builds positive and collaborative relationships based on trust and support.

Our Values and Behaviours

We want to support our workforce to be best they can be. Our Behaviours and values provide a framework for our culture and give reflect the standards we expect from all our people. We are committed to creating a working environment of equality, respect and inclusion where everyone can thrive and contribute to our community. Working with us gives you the opportunity to make a real difference to the lives of the people of Warwickshire.

You must be able to demonstrate you role model the Warwickshire values and six behaviours

Our Values and Behaviours – The Warwickshire DNA

