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| **Department** | **Department of People** |
| **Job Title** | **Team Manager CMHT**  |
| **Grade** | **Grade 11**  |
| **Primary Purpose of Job** | To be responsible for the day to day operational management, leadership and development of a designated multi-disciplinary Community Mental Health Team which is integrated, flexible, user-focussed and recovery orientated to deliver a safe, effective and high quality service to service-users with mental health needs, to ensure delivery to the relevant clinical pathways as outlined within the CMHT operational procedure.Participation as a member of the Community Services Management Team in the overall management of community based secondary mental health services.Participate in the service bronze on call rota as required.  |
| **Reporting To** | **Senior Manager – Mental Health** |

**Main Duties**

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| **1** | **Management**  |
|  | * 1. To take overall responsibility for the management of the Community Mental Health Team
	2. To organise, allocate and monitor the workload of the Community Mental Health Team, ensuring that priority work is covered and dealt with and that appropriate duty and reception system exist. This may include being engaged in practice from time to time.
	3. To have line management responsibility (with assistance from the Deputy Integrated Team Manager) for all the workers within the Community Mental Health Team, including administrative staff.
	4. To ensure that all team members receive adequate and appropriate supervision and management support, by identifying and working with them on their own developmental and training needs.
	5. To monitor the workload of each member of the CMHT and allocate cases according to skill, mix and capacity.
	6. To provide Appraisals and Personal Development Plan for team members.
	7. To provide ongoing supervision of Safeguarding issues with clients and children. To chair safeguarding strategy meetings as necessary.
	8. To be responsible for the maintenance of good standards of professional practice, ensuring that all Care Programme Approach requirements are met.
	9. To assist and lead the team in the development of services and in managing change in so doing continuously improve the service.
	10. To be involved in the day-to-day and strategic prioritisation in the use of budgets and resources
	11. To contribute to the development and organisation of integrated services with providers and other agencies.
	12. To understand and utilise and promote amongst staff the use of the mental health and Social Care Service recording and IT systems, including the recording and gathering of Performance Indicators, as required.
	13. To assist the senior manage in the management control of the operational budget in own area of responsibility
	14. To ensure effective liaison with other service providers, both within the service and within other agencies, through both formal and informal mechanisms.
	15. To be responsible, where appropriate, for chairing case conferences and meetings.
	16. To process and collate reports relating to the Community Mental Health Team as required.
	17. To contribute to the identification of unmet needs in planning and implementation of service development.
	18. To work within the service guidelines (policies and procedure) and be aware of Government policies, and to develop policies, systems and procedures as appropriate within the Mental Health and Social Care Service.
	19. To have direct responsibility for the recruitment and selection process.
	20. To have direct responsibility for the competency and disciplinary process.
	21. Monitor sickness and absenteeism, taking remedial action where necessary.
	22. Ensure that service users receive clear and accurate information on the following:
* How to access the service around the clock
* Confidentiality
* Access to records.
* Complaints/compliments procedure
* Their assessment
* Care Plan
* Care Plan Review
* Mental Illness
* Community Resources
* What they can expect from the service.
* How they can access advocacy services

1.23 To act up as required. May be required to be part of an on-call rota. |
| **2** | **SERVICE GOVERNANCE** |
|  | * 1. To maintain knowledge of research based effective work and its implications for practice with individuals, and to promote holistic and effective approaches.
	2. To monitor the operational performance of staff members and ensure appropriate accountability.
	3. To use processes and put processes in place to generate a learning environment. To focus on the strengths and requirements of all individuals and enable them to further their skills and knowledge. To actively pursue your own development. To be self-aware and role model continuous self-development.
	4. To ensure that staff meet statutory training requirements.
	5. To contribute to the delivery of specialist and multi-disciplinary training.
	6. To identify quality standards and systems to monitor and audit these standards.
	7. To take responsibility for the implementation of the appropriate complaints procedure, including investigation, response and resolution.
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| **3** | **USER AND CARER INVOLVEMENT** |
|  | * 1. Develop and maintain a strong user and carer focus within the services.
	2. Ensure every user is fully involved in the development and evaluation of their care plan as far as possible, and where appropriate, their relatives and carers. Monitor and audit this process
	3. Actively and regularly seek out user and carer views of the service – develop a system to monitor service user satisfaction with the service.
	4. Identify ways of involving users and carers in the recruitment, training and induction of staff, service development and service evaluation.
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| **4** | **HEALTH AND SAFETY** |
|  | 4.1 To operate safely within the workplace with regard to Health and Safety legislation. |
| **5** | **CONFIDENTIALITY** |
|  | 5.1 All information relating to service users, carers and staff gained through your employment with the Mental Health and Social Care Service is confidential. Disclosure to any unauthorised person is a serious disciplinary offence. |
| **6** | **OTHER** |
|  | * 1. To undertake such other duties and responsibilities as may be determined by the Clinical Director from time to time.
	2. To undertake such other duties and responsibilities as may be determined by the Clinical Director from time to time.
	3. This job description is subject to review from time to time by the senior manager, in conjunction with the postholder.
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| **Date Job Description prepared/updated:** | **November 2017** |
| **Job Description prepared by:** | **Chris Parker**  |



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| **Department** | **Department of People** |
| **Job Title** | **Team Manager - cmht** |
| **Stage One** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | Knowledge of the Care Programme Approach, Mental Health Act and Community treatment orders. | Application/Interview |
| 2. | Knowledge of mental health and its effect on peoples’ lives | Application/Interview |
| 3. | Understanding of the principles and practice of effective assessment and care management in the context of prioritising need and risk assessment | Application/Interview |
| 4. | Understanding of the strategic and legal framework, within which Local Authority Mental Health Services operate | Application/Interview |
| 5. | Understanding of ethical issues in relation to work with individuals suffering mental illness | Interview |
| 6. | Demonstrate effective communication skills with the ability to present information both verbally and in writing to a variety of audiences | Interview |
| 7. | Ability to build effective and credible working relationships with others at all levels | Application/Interview |
| 8. | Ability to identify levels of need and to assist in the setting, implementation and monitoring of Departmental Policy and Strategy | Interview |
| 9. | Ability to manage a diverse workload and competing demands on your time whilst supporting staff to manage their own time effectively | Application/Interview |
| 10. | Ability to implement and maintain good standards of professional practice to ensure a quality and efficient service. | Application/Interview |
| 11. | Ability to use Information Technology to access and update records. | Interview |
| 12. | Ability to influence and negotiate with people at all levels of the organisation, manage change and contribute to the development of services | Application/Interview |
| 13. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | CQSW / Dip SW or equivalent. RMN and evidence of significant professional development. Qualified Occupational Therapist or Clinical Psychologist. | Application/Interview |
| 2. | Approved Mental Health Practitioner/or willing to undertake the training | Application |
| 3. | Four years post qualification experience as a practitioner in Mental Health. | Application/Interview |
| 4. | Have undertaken supervisory role work with students and/or colleagues. | Application/Interview |
| **3. Work Related Circumstances** |
| 1. | This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | Application/Interview |
| 2. | A policy of no smoking will apply | Interview |
| 3. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service | Application/Interview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | Evidence of developmental/ project work. | Application/Interview |
| 2. |  |  |
| **2. Experience/Qualifications/Training etc** |
| 1. | Direct work with Service Users in a specialist mental health setting | Application/Interview |
| 2. |  |  |

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| **Date Person Specification prepared/updated:** | **November 2017** |
| **Person Specification prepared by:** | **Chris Parker** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.