



CRISIS CARE PATHWAY

Job Description

Post:	Service Manager CYP Rapid Response Team
Band:	8a
Location/Base:	Greater Manchester Wide
Responsible to:	Service Lead
Main Contacts:	Greater Manchester CAMHS Tier 4 providers (NHS and Independent), CAMHS, GM CYP Tier 4 Inreach Outreach assessment Centre, A&E, Paediatric staff, GPs, Adult Mental Health Services, All age mental health liaison, children, young people and families, medical staff, wider children's network and agencies, commissioners within NHS England and local CCGs..

Job Summary

This is an exciting opportunity to transform the way in which crisis care is experienced by children, young people (CYP) and those who care for them across Greater Manchester. This role is a key element of a new GM wide Crisis Care Pathway which is child centred, needs led, responsive, accessible and flexible. You will be responsible for providing operational leadership and coordination across two of the newly formed teams in GM. Key to this will be managing referrals, coordination of the multi-disciplinary team, allocation processes, contributing to team capacity / job planning and prioritisation of resources in response to need. You will respond rapidly to requests for assistance when a young person is presenting in crisis. You will offer assessment and management within a clear and structured Risk Assessment and Risk Reduction framework. You will refer on to specialist in-patient services as necessary and work alongside services and partner agencies to achieve the best outcomes for children and young people. You will develop holistic and recovery focused care plans and mobilise support around the child and family to promote resilience and reduce the likelihood of future crisis episodes. As a member of the multi-disciplinary team the service will intensively support young people and families for up to 72 hours. Direct work with young people will take place in clinical environments, including emergency care settings and community settings as well as home environments.

Main Duties and Responsibilities

Clinical and Professional

- Deliver an effective service to ensure there are safe and effective care pathways in place for all CYP referred to RRT
- Maintain and oversee the referral process into the service
- To ensure the provision of a 7 day, high quality clinical service to children and young people and families before, during and following crisis by working collaboratively with partner agencies and ensuring referrals are made to appropriate services
- Offering community based assessment, de-escalation and risk reduction interventions when children and young people are presenting in crisis.
- Supporting families to offer containment and care during periods of high expressed emotion and crisis.
- Working intensively with children, young people and those who care for them for up to 72 hours.
- Liaising with emergency services and primary care to assist them in their work with risky young people
- Manage the provision of a 7 day, high quality clinical service to children and young people referred in crisis, overseeing the day to day activity and allocation of work
- Participate in any telephone helplines for CYP; families and other professionals in managing crisis out of hours
- To manage and register all referrals into the team and coordinate full and timely responses offering support to CYP and families with the aim of reducing unnecessary delays and admissions to hospital where possible
- To promote and maintain partnerships and interface with other professionals and agencies that work within mental health, social care, VCSE and emergency services
- To contribute to care planning and advise on signposting to other services where clinically appropriate to reduce admissions and/or to facilitate a more rapid discharge
- To manage the provision of advice and guidance to families through various means both verbal, written and electronic
- To coordinate with other staff members in clinical decision making and referrals through relevant clinical meetings and ad hoc contact as required

- To improve and positively develop clinical practice in relation to the assessment and formulation for CYP by providing consultation, appropriate training and education for multi-disciplinary personnel across children's and urgent care services
- To use expert clinical knowledge and awareness of national guidance to support practitioners in the service offered to CYP and their families
- Undertake direct work with CYP and their families and maintain an agreed level of clinical activity as agreed through job planning
- Manage individual CYP pathways to ensure high quality services and care planning outcomes are achieved.
- To provide direct assessment, risk management, formulation and case management for CYP and lead on developing safety plans for CYP where inpatient care is not indicated
- Ensure services work in collaboration with children's and adults' community mental health teams to provide safe transfer of care pre and post crisis episodes
- To ensure safeguarding practices are routinely followed and managed and action taken in relation to Child Safeguarding policies and procedures, as required
- To undertake risk assessment and risk management for individual CYP and provide general advice to other professionals on psychological aspects of risk assessment and management
- To provide specialist advice, guidance or consultation to team members and other professionals contributing directly to children and young people's formulation, diagnosis and treatment plan
- To communicate in a skilled and sensitive manner, information concerning the assessment, formulation and treatment plans to service users and their multidisciplinary professional team
- To ensure user, parent and carer views are accessed routinely in relation to service review and development
- Comply with requirements for professional registration, standards, codes of conduct and continuous professional development
- To be actively involved in CPA and other statutory meetings where required
- To offer and participate in clinical and professional supervision
- Provide education and support for others in the care of CYP working to reduce stigma, misconception and alienation of service users.
- To work in collaboration with local authorities, third sector and other statutory bodies (e.g. police, YOT) in the shared understanding of risk formulation and the development of risk management plans

- To model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes

Staffing / Management

- To ensure that safe and effective pathways are in place to facilitate the movement of CYP through services, including the identification and reporting of deficits within service provision
- Operate effectively in a flexible and demanding environment and proactively engage stakeholders within the NHS, Social Care, Education, VCSE and urgent care working on a variety of topics
- Proactively involve stakeholders, respond to and resolve conflict between different stakeholders when this arises through facilitation and or other appropriate mechanisms.
- Contribute to effective bed management for CYP particularly out of hours
- Directly manage the team of staff and responsibility for the day to day work assigned to the team
- To support and motivate the team to ensure they are able to deliver the new responsibilities of the service.
- Responsible for the recruitment, line management, development and evaluation of staff working within the service, including IPDR's
- To monitor the performance and development of team members
- To provide day to day management of the RRT, referral process and allocation systems
- To provide clinical leadership within the RRT
- Liaise with and develop close partnership working with CYP rapid response teams in other clusters to ensure resource can be flexed to meet demand for CYP in crisis
- To support development of a supervision structure for staff within the RRT
- To supervise and support the assessment, formulation and case management provided by practitioners within the team
- Whilst working across multiple providers within NHS and beyond maintain close working relationships with Tier 4 units across Greater Manchester as well as CAMHS and other relevant services
- Work alongside service managers and SMHP's in RRT's and mental health services across GM in the management of cases who are specifically complex or have disrupted care pathways
- Support the development of a peer support network within the RRT's across GM

- To offer and co-ordinate specialist advice, support, education and training to all members of this team and wider services as required
- Ensure case management systems and record keeping are maintained and kept up to date
- To participate in the on-call and duty rota
- Maintain a flexible approach to service delivery
- Responsible for budgetary management of all resources within the team
- Manage complaints and compliments within the service

Information / Performance

- To provide timely reports on the service provision, activity and monitoring as required by the commissioners
- To participate in regular service reviews, audits and evaluations
- To evaluate clinical practice and outcomes using appropriate evaluation tools
- To ensure the collection and inputting of appropriate data within the service
- Maintain accurate records and information for the purpose of statistical returns
- Lead on service evaluation and service relevant research as required
- Lead on policy development for the service
- Monitor and review equity of access for CYP and agree improvement actions
- Deliver projects to comply with key performance indicators
- Complete service or contract reports as indicated
- Coordinate research and development initiatives, delegating as appropriate.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process.

General Duties of all Post Holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.

- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunity

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.
- All staff should refer any safeguarding issues to their manager and escalate accordingly in line with the Trust Child and Adult Safeguarding Policies.
- All staff should familiarise themselves with the NICE Guidelines “when to suspect child maltreatment 2009.”

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal IPDR/KSF review with his or her manager at least every 12 months. Once performance / training objectives have been set, the staff member’s progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust’s discretion and in line with national rules on exemption.

- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must ensure compliance with the Data Protection Act 1998.

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.