

**OLDHAM COUNCIL**

**JOB DESCRIPTION**

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| **Job Title:** Mental Health Service Manager  |
| **Directorate:** Community Health and Social Care  | **Division/Section:** Adult Social Care |
| **Grade: SM3** |

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| **Job Purpose:** Responsible for the operational delivery of the integrated Mental Health Teams in adult and older adult Mental Health. Working in partnership with the service managers in Pennine Care NHS Foundation Trust  |

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| General Responsibilities:* Offer professional leadership for a range of staff within the post holders’ profession
* Take responsibility for the day to day management, development and co-ordination of the activities of the multi-disciplinary teams across adult and older adult mental health services.
* Ensure the delivery of a high quality, effective and efficient service which is responsive, flexible and meets the health and social care needs of the service in line with locality demographics.

To ensure that the Councils statutory duty with respect to responding to requests for assessments under the Mental Health Act 1983 (MHA) are met.* Participates in the development and delivery of the services objectives. This involves the delivery of all operational performance targets, including managing patient flows, finance and the quality of services.
* Act as the Professional Lead for Social Care within the service line.
* Work in partnership with Lead Clinicians/AHP advisors and other Senior Managers in partner organisations in order to achieve Integrated Health and Social Care Strategic objectives.
* Work closely with Integrated Health and Social Care Services, Primary Care Lead and Business Support Team to implement the Integrated Health and Social Care Plan and achieve the set objectives, making a positive contribution through the delivery of services.
* Across adult and older adult Mental Health services strategically plan and develop sustainable new models of care and take the lead on integrated care programmes with partners, linking with the cluster model across Oldham.

Provide AMHP leadership, motivation and effective supervision ensuring these are in line with policy.* To be responsible for improving and maintaining the council’s governance arrangements, ensuring that all policies and processes are evidence based and lead on the monitoring of compliance.
* To develop and facilitate close working relationships with partner agencies, from both the statutory and voluntary/community sector exerting influence to ensure that integrated support is being provided to adults and their families to achieve defined outcome measures

To lead on AMHP performance, including quality assurance of MHA assessments in line with the MHA and local policy and procedure.To represent the Council at GM / local AMHP groups.* Deputise for the Head of Service for Mental Health and Learning Disability.

**Communication and Leadership*** Provide professional leadership for social care within the service.
* Provide leadership for AMPHs within the service.
* Maintain excellent communication with all staff, service users and stakeholders, ensuring organisational information is accurate and up to date.
* Manage processes to enable a range of effective communication methods within and between teams, including coordinating performance meetings on behalf of the Council and Pennine Care as appropriate.

To encourage Social Work practitioners in mental Health and where appropriate other service areas to apply for the Approved Mental Health Professional training to ensure operational numbers are sufficient to efficiently fulfil the Councils statutory responsibility.To develop strong relationships with local AMHP training providers to ensure the needs of the service are represented in the development of AMHP training.**Knowledge, Training and Experience*** To undertake other general duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service.
* Provide expert leadership, advice and support to peers and senior colleagues within and outside of mental health services.
* Works autonomously and takes management decisions without direction. Work is largely self-driven and directed by interpretation of the goals of the post and relevant policies.
* Adheres to guidelines of good management practice.
* To maintain competence as an Approved Mental Health Professional where qualified and engage in continuous professional development.

**Analytical and Judgmental skills** * To act in accordance with the Code of Conduct for NHS Managers/ Local Authority Managers
* Take lead responsibility for all projects as delegated by the Head of Service.
* Monitor, evaluate and manage all service processes and protocols to ensure all staff comply with them.
* Work with management team to formulate new policies and processes and formulate systems for implementation.

**Planning and Organisational Skills*** Work with the management team and staff to ensure that service capacity meets demand
* Complete regular audits of demand and capacity
* Adopt Quality Improvement methodology to achieve service improvement
* Play a lead role in planning and implementing changes within ,mental health services in partnership with Pennine Care and coordinate administrative and managerial processes, e.g. complaints, critical incidents and safety alerts and ensure systems are in place to provide all statutory, regulatory and other information as required.
* To participate in meetings, committees and working groups as appropriate and act on behalf of the Head of Service when required
* Participate in the on-call rota, taking responsibility for ensuring the coordination and performance of effective service delivery within the period of on-call.

**Physical Skills*** Working knowledge of Microsoft office with intermediate keyboard skills
* To maintain the highest quality of patient care and work with a strong customer service ethos at all times
* Deal with complaints in accordance with Complaints Procedure.
* Ensure patients are involved in the planning and improvement of services.

**Responsibility for Policy/Service Development.*** Lead on designated improvement projects and will work with the Business Support Team to embed quality improvement methodology to achieve service improvement in line with local and National Policy Directives They will proactively influence and work collaboratively with other colleagues across clusters to collectively improve quality of care.
* Contribute to the strategic planning of new and review of existing services, identifying future resourcing requirements and ensuring that the service meets contractual and other requirements
* Ensure the delivery of a responsive, high quality, value for money service within mental health services. .
* Monitor and take action to ensure that all quality and productivity measures are achieved.
* Develop services that fit and are aligned with the Council and Pennine Care vision, aims and objectives and strategic direction for mental health services.
* Develop best practice, service modernisation and improvement plan for the Integrated Health and Social Care mental health teams to enhance experience, deliver value for money and create efficiencies.
* Facilitate change within and across practices.

**Responsibilities for Human Resources*** To lead, manage, motivate and develop staff so as to maintain the highest level of staff morale and to create a culture of learning, sharing good practice characterised by high standards of openness.
* Take a responsible and lead role in all human resource issues relating to capability, sickness absence and disciplinary matters for staff in conjunction with the integrated CMHT managers.
* Monitor staff performance; ensure training and development needs of staff within the area are identified and co-ordinated with the Workforce Lead.
* Take responsibility for all administration and support staff and ensure that all staff receive regular management and clinical supervision, appraisal and annual PDR’s.
* Ensure all staff have up to date and relevant Job Descriptions
* Work with management team in the recruitment and selection of new staff
* Ensure all new starters complete Pennine Care NHS Foundation Trust’s/Local Authority induction programme, undertake mandatory training and receive the staff handbook and new starter pack.
* Ensure the contributions and perspectives of all staff are heard, valued and are able to influence management decision making – creating cohesiveness.
* In conjunction with the Head of Service develop local workforce plans, employee engagement and workforce productivity plans to ensure delivery of the Trust’s Workforce Effectiveness Strategy, focusing on enhancing the commitment of staff and optimising workforce productivity and performance.
* Utilise workforce efficiently and effectively to ensure the structure and skill mix reflects the activity demands and to implement skill mix, staff deployment/changes as appropriate to meet the changing needs of patients within the financial budget.
* Promote equal opportunities for staff and patients in accordance with the Trust’s and Councils policies.

To develop an AMHP training plan for current AMHPS and future candidates.**Responsibility for information Resources*** To monitor, evaluate and manage all service processes and protocols to ensure all staff comply with them.
* Work with Operational Management Team to formulate new policies and processes and set-up systems for implementation
* To support and deliver and monitor performance against set targets (activity, finance, outcomes, utilisation) across the service and address variances should they occur to ensure effective delivery of service and standards.
* Ensure the utilisation of management information systems to support the efficient and effective management of resources against agreed financial and activity targets.

**Governance*** Support the development and delivery of the Governance agenda including clinical and non-clinical aspects of care and service; this will include establishing systems to monitor clinical standards ensuring high standards of care that are evidence based.
* Undertake regular user consultation analyse, interpret and implement the results in service development and recruitment processes.
* Carry out regular reviews of incidents, complaints, risk assessments and other multidisciplinary audits across the service , ensuring that appropriate follow-up is taken to address and reduce risk and that learning is disseminated across the organisation.
* Investigate and resolve patient concerns and complaints within a designated time frame and where appropriate ensuring duty of candour.
* Ensure that all standards of care delivery are asset based and in line with the local demographics of the population.
* To monitor actions identified in complaints, compliments, incidents IR’s, compliance with mandatory training audits, service reviews/ development and implement action plans in order to continually improve standards of care in line with stretch targets.
* To be responsible for ensuring that the performance of services accountable for are monitored, evaluated and reported to the Head of Service and other agencies/organisations as required.
* To produce comprehensive reports and statistical information regarding the designated services to the Head of Service as requested.
* To manage waiting times, patient flows referrals and discharge efficiently and advise of any untoward movement which adversely affects reducing targets set.
* Ensure all staff have an understanding of safeguarding and protect patients / service users from harm and neglect by following the multi- agency safeguarding policies and procedures.
* To ensure staff practise within the legal and ethical boundaries as determined by the Health Care Professions Council/NMC or other professional regulatory bodies.

**Finance and Performance Management.*** Hold accountability for the management of a Multi-agency budgets for the service through close working with the management group, ensuring that delegation of resources meet the demographic needs of the local population through risk stratification.
* Remain accountable to the Heads of Service to implement Standard Financial Instructions of the organisation within a specific financial envelope.
* To ensure funding decisions are made within the financial envelope and in accordance to relevant organisational policies. For local authority resources eligibility and charging policies must be taken into account.
* To work closely with Management accounts to provide regular updates on changes to the budget and locality resources.
* To oversee and be responsible for the procurement of supplies and equipment for the service following tendering guidance; supported by the Head of Service
* To oversee and ensure that equipment and other resources required for the safe delivery of the service are purchased, delivered, secure, maintained and replaced.
* In collaboration with the Senior Management Team develop, monitor and measure patient outcome metrics in order to provide assurance that service delivery is efficient and effective.
* To work with the Head of Service to develop and agree contracts and relevant service specifications for new and existing services, in conjunction with the appropriate corporate support services.
* Work with the Head of Services and the appropriate corporate support services to identify the potential for income generation and cost improvement schemes
* To be an authorised delegated financial signatory.

**General Duties of all post holders*** To undertake any other reasonable duty, which is appropriate to the band / grade, when requested by Heads of Service / Directors
* To be familiar with and comply with all the organisation and departmental policies, procedures, protocols and guidelines
* To be aware of and work towards the strategic goals as set out in the Locality Plan

**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 service users / patients, relatives and suppliers
* The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their professional 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 clients.
* 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 Local authority and NHS Trust aim 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 manager
* 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 adhere to these requirements and maintain their professional membership to the relevant body.

**Equality and Diversity & Equal Opportunities** * The post holder must carry out all duties and responsibilities of the post in accordance with the organisation’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 relevant policies and procedures
* The post holder is responsible for treating all staff, 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
* All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into 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 multi-agency child and adult Safeguarding Policies.

**Professional and Personal Development** * The post holder will be involved in a formal appraisal / 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 Council / Trust to achieve development opportunities as appropriate

**Confidentiality & 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 organisation and its service users and employees will remain the property of the organisation. Information may be subject to disclosure under legislation at the organisation’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 & 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 organisation 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 organisation Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public
* All organisation sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the workplace grounds or whilst representing the organisation in the course of their duty. While the organisation 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 staff.
* All staff have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing the organisation Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.
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| **Standard Duties:**1. To actively promote the equalities and diversity agenda in the workplace and in service delivery.
2. To uphold and implement policies and procedures of the council and directorate including customer care and health and safety policies.
3. To undertake continuous professional development (CPD) and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures, and to ensure the team are informed appropriately.

Undertake any additional duties commensurate with the level of the post. |

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| **Contacts:**Contacts are employees of the team, division, the council, partners, external organisations and the public. |

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| Relationship To Other Posts In The Department:**Responsible to:** Head of Service **Responsible for to:**  day to day performance of Mental Health Services in partnership with Pennine Care NHS Foundation Trust |

**PERSON SPECIFICATION**

Mental Health All Age Service Manager , (Oldham)

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| **Specification** | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualifications**  | * Qualified Social Worker registered with professional body
* Educated to degree level or equivalent significant experience
* Approved Mental Health Professional

Formal Management Qualification or equivalent significant experience* Evidence of continuing professional and management development
* Evidence of continued professional, managerial and personal development acquired through degree/diploma, specialist training, management qualification and/or equivalent
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| **Experience** | * Operational management experience working in adult social care and or Mental Health setting
* Post – qualifying experience of working with adults as a practitioner
* Experience of multi-agency working and networking
* Experience of quality assurance systems
* Of financial planning, budget and project management with the ability to resolve conflicting priorities and apply rigorous monitoring and control procedures
* Experienced in managerial supervision
* Experience of service redesign
* A proven track record of leading, motivating staff teams, leading through change and of developing a performance culture, working successfully and effectively as part of a management team and of formulating strategies, policies, objectives and targets
 | Ability to analyse, manipulate and interpret complex data |  |
| **Knowledge and Understanding**  | * Detailed Understanding of key legislation, regulations, guidance and frameworks in relation to the specific service delivery areas of Oldham
* Detailed knowledge and understanding of the legislation, regulations and guidance relating to own professional discipline and practice
* Excellent communication skills and knowledge of broad service provision and partner organisations
* Good understanding of the multi-agency roles and responsibilities in relation to adult services
* Knowledge of policy drivers
* Understanding of principles of service transformation
* Quality assurance and performance management systems and processes
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| **Skills and Abilities** | * Leadership skills – Ability to lead, influence and motivate people
* Ability to build partnerships with a wide range of professionals, external partners and stakeholders
* Manage change in a positive way and adapt quickly and flexibly to a constantly changing environment
* Conflict resolution skills
* Implementation Skills – translate strategy into implementa6tion plans with identified targets
* Operational Skills – Develop systems to plan and manage performance
* Governance – Develop and manage systems to oversee quality and safety service provision
* Influential and persuasive communicator, with high level of written and verbal communication skills and presentation skills engendering commitment across groups from all levels of organisations, to achieve shared objectives
* Ability to communicate effectively and represent the whole service
* Ability to provide clinical/professional governance/supervision to ensure the safe delivery of high quality services.
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| **Special Conditions****Rehabilitation of Offenders Act 1974** | Disclosure will be requested for this in the event of a successful application. | Criminal Records Bureau Disclosure RequiredNone / Standard / Enhanced |  |

**Method of Assessment**

A = Application Form, C = Certificate, E = Exercise, I = Interview, T = Test

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | 27th June 2022 | Jayne Ratcliffe  | Deputy Managing Director Community Health and Social Care Service. |
| **Reviewed** |       |       |       |
| **Reviewed** |       |       |       |

**NB. – As part of the Guaranteed Interview scheme, any candidate that is a care leaver, disabled or ex-military will be guaranteed an interview if they meet the essential criteria.**