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**LEEDS COMMUNITY HEALTHCARE NHS TRUST**

**JOB DESCRIPTION**

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| **Job Details**  **Job Title:**  **Clinical Team Manager**    **Banding: Clinical Band 7 (Team Manager)**    **Specialty/Department:** **Liaison and Diversion** |

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| **Service Description**  Liaison and Diversion and Reconnect are based within the criminal justice system and are based across custody suites and the prison estate within the north and south banks of the Humberside area. The services identify, asses, sign post and support those who enter the criminal justice system and on release from prison. Whilst not a clinical service, the services offer liaison, advocacy, signposting, and support to facilitate engagement with community- based health and support services.  The clinical team leader will be responsible for providing will hold overall clinical leadership responsibility for the team and will be responsible for the overall standards which will include assessment of need, risk and delivery of care within the organisations policy and procedures.  The clinical team leader will also support the Senior Reconnect and Liaison and Diversion Practitioners to establish and maintain effective working relationships with senior delivery partners within the Prison, Local Authority, Probation, Police, Adult Social Care, Mental Health Services, Substance Misuse providers and Accommodation providers to coordinate care plans which will support individuals to engage with local services. |

**Job Purpose**

The post holder will be responsible for delivery, leadership and management of a clinical team within a specialist service area. In doing so, they will assess, plan, deliver and evaluate team performance and delivery, ensuring that they practice within their sphere of competence and knowledge. The post holder will work to organisational, professional and regulatory body codes, standards and guidance at all times ensuring that their practice is grounded in evidence based theoretical and practical knowledge. They will be responsible for developing new and innovative service developments within their sphere of practice responding to emerging knowledge and techniques.

**Key Responsibilities**

1. **Clinical**
2. Maintain clinical credibility demonstrated through undertaking clinical practice at a frequency agreed with senior management team/head of service in the relevant field.
3. Practices as an autonomous clinician to support service delivery, responding to social, scientific, clinical and ethical issues in line with the values and agreed model within the service
4. Works to standards of proficiency identified by their professional and regulatory bodies

**2. Management**

1. Responsible for ensuring the delivery of the clinical pathways appropriate to field of work
2. Manage the allocated budget for the team and support senior managers/head of service to manage the overall service budget where appropriate
3. Responsible for the performance and management of a clinical team within a specific service area and within line management structure specific to service area
4. Delegate, organise and prioritise resources autonomously to ensure the safe delivery of the service and making judgements in complex situations e.g. unexpected service demands
5. Ensures that all team and individual objectives are clearly defined within the wider Directorate framework and in line with Trust’s objectives, using the appraisal process as a vehicle for this.
6. Takes responsibility for their own and others’ health and safety in the working environment.
7. Makes complex judgements by analysing and interpreting a wide variety of information and data sources to compare options and to take action as appropriate.
8. Ensures the effective and efficient use of resources e.g. staff, supplies to maintain the team establishment and comply with the service delivery model
9. Deliver information to the team and other services, teams or agencies using a variety of means
10. Promotes and represents service at a strategic and clinical level
11. To comply with the organisations’ Infection Prevention and Control requirements, including “bare below the elbows” dress code for staff with a direct care delivery role

**3. Leadership**

1. Ensures that a professional service and image is maintained at all time, thereby acting as a role model to all staff
2. Provides and receives complex, sensitive or contentious information where motivational, persuasive, empathetic, negotiating and reassurance skills are required whilst demonstrating an understanding of barriers to communication
3. Provides a leadership style which is underpinned by strongly held values around equality, diversity and openness; effectively builds and maintains relationships with direct reportee(s) and other key individuals across the organisation.
4. With senior managers/head of service, develops new and innovative service delivery models in order to meet current and future demand
5. Demonstrates leadership and innovation in contexts which are unfamiliar, complex, and unpredictable that require solving problems involving many interacting factors
6. Demonstrates resilience when responding to challenge, change and complex or difficult situations
7. Demonstrates clinical leadership, initiative and creativity in developing projects inspiring others to be positive in their contribution to continuous improvement
8. Clearly articulates the expected clinical standards of the service, monitors and identifies where standards are not met and takes action to address

**4. Learning and Development**

1. Undertakes any training required to develop and maintain their proficiency in response to changes in service delivery or new and emerging techniques and demonstrates competence within professional body requirements
2. Reflects on and evaluates own practice and identifies areas of development by setting appropriate objectives via appraisal and clinical supervision
3. Initiates and develops research and development programmes appropriate to clinical practice
4. Ensures appraisals for direct reportees are undertaken in accordance with Trust policy; actively manages performance which falls below standard in accordance with the appropriate HR policies and processes ensuring that a robust process is embedded within the team

**5. Partnership and Team Working**

1. Actively works towards developing and maintaining effective clinical and corporate working relationships both within and outside the Trust
2. Explores the potential for collaborative working and takes opportunities to initiate and sustain such relationships.
3. Actively contributes to the multi-disciplinary team supporting the patient; acting as a credible source of information for other agencies/professionals.

**6. Innovation and Quality**

1. Continually develops and improves the quality of services; responsible and accountable for the team performance within organisational governance frameworks and corporate objectives
2. Identifies, manages and minimises risks within the overall organisational risk management frameworks supporting other staff to contribute to the process. This includes understanding and applying knowledge of clinical role in safeguarding and incident management
3. Implements policies relevant to service area and ensures team members are aware of policy requirements
4. Initiates and leads clinical audit and ensures relevant action plans are completed.
5. Acts as an advocate for patients and their families/carers recognising the boundaries of their clinical knowledge; liaising and referring on to other services / agencies as required
6. Ensures that patient experience is core to all clinical and service development gaining support from the appropriate corporate teams as required
7. Establishes a clear compliments and complaints system within team in line and supported by Trust policy and guidance
8. Supports and develops innovation within the service.

**Health and Safety**

Responsibilities of ALL staff in relation to Health and Safety:-

* Take reasonable care of your own health and safety
* Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
* Co-operate with Trust, making sure you understand and follow the health and safety policies and procedures
* Attend all required training on Health and Safety related policies and procedure.
* Do not interfere with or misuse anything that has been provided for your health, safety or welfare
* Report and record any injuries, strains or illnesses suffered as a result of doing your job
* Inform your manager if something happens that might affect your ability to work safely such as suffering an injury or a new medical condition.

Additional for those with management responsibilities:

* Identify through documented risk assessment any risks that exists within the department or during the delivery of the service
* Investigate and manage incidents and near misses, ensuring actions are taken to prevent recurrence
* Support the Risk and Safety Team in ensuring suitable and sufficient up to date Health and Safety information and guidance is available to all staff at all levels and disciplines across the  organisation.

**In addition to these functions the post holder is expected to:**

* In agreement with their line manager carries out such other duties as may be reasonably expected in accordance with the grade of the post.

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| **Effort Factor Information** | |
| **PHYSICAL EFFORT**  What physical skills needed in the role require, speed, accuracy, dexterity and or manipulation of objects (includes both clinical and non-clinical posts)? Please provide specific examples.  Is the post holder required to lift equipment? If yes, please specify type of equipment, weight (approx kilos) and frequency of the requirement. Please provide specific examples. | Frequent requirement for combination of sitting for a long period  Occasional moderate effort for several long periods e.g. manoeuvring patients, delivering care/treatment |
| **MENTAL EFFORT**  Describe the amount of concentration required within the day-to-day job. What is it the employee will have to concentrate on? Please give examples of how often and for how long this concentration occurs. Please provide specific examples of when mental effort is required.  Is the post holder required to drive a vehicle? If so please specify duration and frequency. | Frequent concentration where there may be several interruptions; e.g. patient interaction, managing staff issues.  Prolonger concentration required occasionally e.g. in compiling reports, analysing data |
| **EMOTIONAL EFFORT**  Does any part of the job require any emotional effort? What elements of the role expose the employee to emotional effort?  How often does this happen? Please provide specific examples. E.g. exposure to child protection issues | Frequent distressing or emotional circumstances e.g. patients with complex or degenerative conditions, delivering distressing or unwelcome information; staffing issues  Occasionally highly distressing or emotional circumstances e.g. safeguarding issues |
| **WORKING CONDITIONS**  Is the post holder required to work in extreme heat or cold, with smells, noise or fumes which are unavoidable, even with the strictest health and safety controls? Does the post holder work with clients or patients who express aggressive verbal or non-verbal behaviour or similar. Please describe the requirement and the frequency with which this may occur. | Frequent unpleasant conditions and occasional highly unpleasant conditions  Dust, dirt, smells, body fluids, exposure to verbal aggression |

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 7 |
| **Hours:** | 37.5 hours per week |
| **Contract:** | Permanent |
| **Salary:** | £46,148 to £52,809 per annum |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following.  The full entitlement being 27 days for a full year and pro rata  for an incomplete year's service. An additional 2 days will be  awarded after 5 years service plus a further 4 days after 10  years service. This is in addition to 8 public and statutory days  holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or  are ineligible to join and your remuneration will be subject to  deduction of contributions in accordance with the National  Health Service Pension Scheme. In the event of you not  wishing to join the scheme you should complete form SD502  on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 8  weeks written notice of termination of your employment.  Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 8 weeks or your statutory notice entitlement whichever is the greater.    Statutory entitlement is:  For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION**  Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  **REHABILITATION OF OFFENDERS ACT 1974**  Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act, and, in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the Trust. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the Order applies.  **DBS CHECK (Formerly CRB)**  This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure & Barring Service to check for any previous criminal convictions.  The Trust is compliant with the Disclosure & Barring Service ‘Code of Practice’, a copy of which is available on request.  The Trust welcomes applications from a wide range of candidates including those with a criminal record. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed. A full Trust policy on the Recruitment of Ex-offenders is available on request.  **SECTION 11 COMPLIANCE**  **Safeguarding Children and Vulnerable Adults**  All employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.  **ORGANISATIONAL AND STATUTORY REQUIREMENTS**  All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.  **MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)**  This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health.  The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions.  Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf  **NOTE**  This job description does form a part of the contract of employment and indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the postholder.  **JOB SHARE**  This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.  **SMOKING**  The Trust operates a no smoking policy and is smoke free. | |

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**PERSON SPECIFICATION – Clinical Team Manager**

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| **Attributes** | **Essential** | **Desirable** | **Method of Assessment** |
| **QUALIFICATIONS**  **& TRAINING** | Professional degree or diploma in relevant field  If required, qualification specific to specialist field  Post graduate learning to Masters level or equivalent  Appropriate statutory professional body registration  Must be willing to participate in any relevant training identified to develop skills required to carry out duties  Maintains a portfolio of CPD in line with regulatory body standards | Specific CPD modules relevant to specialist field  Leadership and/or management qualification  Teaching, training or mentorship qualification or experience to an equivalent level | Application  Interview  References |
| **EXPERIENCE** | Experience in relevant clinical field  Experience in the management and supervision of staff  Experience of managing resources  Experience of analysing data, writing reports and presenting to various groups  Experience of leadership and team building in practice | Working in community or primary care based teams  Experience of change management  Experience of practical application of improvement and innovation techniques | Application  Interview |
| **KNOWLEDGE & UNDERSTANDING** | Theoretical and clinical knowledge appropriate to service area and profession  Highly developed knowledge of relevant current issues in health and social care.  Demonstrates awareness of limits to knowledge base  Knowledge of clinical governance principles, standards and quality measures  Knowledge of specific innovation techniques / initiatives e.g. Productive Community / Ward Series (Leeds Approach)  Knowledge of current research methodology | Evidence of research projects and/or clinical audit relevant to clinical area  Knowledge of people governance policies and procedures | Interview |
| **PRACTICAL & INTELLECTUAL SKILLS** | Highly complex analytical and creative problem solving skills in unpredictable situations  Workload management including delegation of tasks and team leadership  Competent IT skills in order to collect and interpret data, present reports and compile presentations in a range of contexts  Change management skills  Advanced verbal, non-verbal and written communication skills including communicating complex or potentially distressing information to patients / carers, staff and wider audiences  Risk assessment and conflict management skills  Reflective practice skills – able to give clear and effective feedback and support others to develop  Develop and lead clinical audit within clinical area  Lead / contribute to research activities relevant to clinical area |  | Application  Interview  Test |
| **ATTITUDE & BEHAVIOUR** | Able to demonstrate clear and inspiring clinical leadership internally and externally behaving as a role model at all times  Displays care, compassion, sensitivity and responsiveness to other peoples’ feelings and needs  Able to work as part of a team, co-operating to work together and in conjunction with others and willing to help and assist wherever possible and appropriate appreciating the value of diversity in the workplace  Able to develop, establish and maintain positive relationships with others both internal and external to the organisation and with patients and their carers  Able to work under pressure, dealing with peaks and troughs in workloadmanaging unpredictable service demands  Positive and flexible attitude to dealing with change; able to respond to the changing needs of the patient in an appropriate and timely manner;  willing to change and accept change and to explore new ways of doing things and approaches  Highly motivated and reliable  Has a strong degree of personal integrity; able to adhere to standards of conduct based on a culture of equality and fairness  Demonstrates values consistent with those of the Trust | Evidence of clinical leadership  Experience of change management theory and skills | Application Form  Interview  References  Test |
| Car owner/driver or suitable alternative transport to enable you to undertake the job (it is unlikely that public transport will meet this requirement). Reasonable adjustments can be considered in accordance to the Equality Act. | | | |
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