

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

Job Description

Title:	Team Leader – Mental Health Support Team
Directorate:	East & North Strategic Business Unit
Pay Band:	Band 7
Base:	Teams will be based in Schools and there will be an expectation to cover all school sites within the locality area.
Accountable To:	CAMHS Service Line Lead
Responsible to:	CAMHS Community Manager
Hours:	37.5 hours per week. Requirement to cover shifts, including evenings and weekends as required by the service

Hertfordshire Partnerships University NHS Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health.
- Acute and Rehabilitation Services including inpatient services and crisis team.
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit.
- Learning Disability and Forensic Services.

Our Mission

“We support people to live their lives to their full potential by enabling them to keep mentally and physically well.”

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing.
- Keeps people safe from avoidable harm.
- Is effective and ensures the very best clinical and individual recovery outcomes.
- Provides the best possible experience.

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”.

We will achieve our vision by:

- Putting the people who need our care, support, and treatment at the heart of everything we do – always.
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them.
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’.

Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality care.

Values and Behaviours



Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values, we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise, and develop our staff.

JOB SUMMARY:

In conjunction with other members of the management team, to lead in the development and implementation of the Mental Health Support Teams providing a high quality service to meet the needs of children and young people in an educational setting and their parents/carers. To ensure the continued efficient and effective management of the team, providing leadership and supervision to a multi-disciplinary staff group.

The postholder will act in support of the CAMHS Community Manager, deputising and carrying out delegated roles, duties and responsibilities as required, as part of the Management structure. The postholder will be responsible for the overall management of a locality MHST and for supporting the implementation and mobilisation of the National Trailblazer for the HPFT CAMHS Service.

In addition to providing specialist skills and experience to delivering interventions in an educational setting you will provide formal and informal education and training to other members of the team, other disciplines and teams as well as line management and clinical supervision.

The MHSTs will deliver evidence based interventions supporting emotional wellbeing, primarily in an educational setting. Under your supervision and support staff will be delivering full assessments of care needs, risk assessment and evidence based interventions.

The service will be available Monday to Friday 9-5pm, though there may be times when workshops or community work are required in evenings or at weekends and it is essential that the postholder is flexible. The post holder will maintain managerial responsibility for the team caseload, overseeing referrals and the allocation of clients S/he will also maintain a clinical role and/or a caseload dependent upon locality need.

Furthermore the post holder will be responsible for establishing and maintaining team systems and processes for the effective operation of the team, including outcome measurements, audit and annual service policy review.

The postholder will act in support with fellow Team Leaders in providing clinical Leadership and advice across the MHST Service.

All staff should comply with the Trust's Open Culture within a Responsibility Framework.

KEY TASKS

1 Operational Management

- 1.1 Provide Operational Management of locality MHST.
- 1.2 Establish and maintain effective inter-agency and inter-team communication and liaison systems including protocols relating working within educational settings and links to other early help provision. Maintain effective joint working with the CAMHS Quadrants and other community-based teams according to local circumstances.
- 1.3 Provide operational and clinical caseload supervision to team members. Where appropriate make arrangements for additional professional supervision to be available to team members.
- 1.4 Develop, establish and monitor operational policies and protocols which reinforce the nature of collaborative and 'best practice' service provision. Establishing and maintaining quality care standards and procedures which support the aims of Hertfordshire Partnership NHS Foundation Trust.
- 1.5 Ensure the service meets the strategic needs of the Hertfordshire Partnership NHS Foundation Trust.
- 1.6 Monitor the service caseload ensuring the team's activities are targeted to meet clients/patients, fulfilling the agreed criteria.
- 1.7 Ensure the continued professional development of all team members through the annual individual performance reviews.
- 1.8 Maintain one's own professional registration and development.
- 1.9 Be part of the recruitment selection, appointment and induction of team members.
- 1.10 To manage aspects of the team budget with respect to operational and service delivery costs.
- 1.11 Effectively manage all aspects of the team's time i.e. Duty Rota, time worked and annual leave.
- 1.12 Monitor and manage all staff sickness and absences.
- 1.13 Act for, or on behalf of, the CAMHS Community Manager as required from time to time.
- 1.14 Where the post holder is an Approved Mental Health Practitioner to participate in local AMHP rota.

2 Service Provision

- 2.1 Ensure the availability of an education based early help service to support the emotional health and wellbeing of children and young people, their parent/carers and education staff.
- 2.2 To provide an all age inclusive service, focussing on early identification, rapid response, that supports effective clinical decision making and education of education staff.
- 2.3 Ensure involvement in the co-ordination, liaison and integration of activities from other services or agencies in the provision of a support package.
- 2.4 Participate in risk assessment and risk management activities.
- 2.5 Maintain service activities in line with the agreed referral and assessment criteria.
- 2.6 Provide a flexible service, with occasional evening and weekend working

to facilitate parent psycho-education and community activities.

3 *Quality, Audit and Outcome Measurement*

- 3.1 Implement risk assessment procedures related to the working environment, tasks and client management.
- 3.2 Against agreed criteria, measure the effectiveness of the service.
- 3.3 To report on the activities and effectiveness of the team's interventions as required.
- 3.4 To adhere to the principles of Practice Governance.
- 3.5 Agree and implement quality standards which reflect both local and national requirements. Build and develop best practice initiatives.
- 3.6 Develop and implement systems of audit for:
 - Client records
 - Team activity
 - Outcome Measures
 - CYP experience Measures
- 3.7 Feedback from partner organisations. Monitor and respond to all reported accidents or incidents following agreed Trust procedures.
- 3.8 Ensure the effective and timely management of all complaints relating to the service.
- 3.9 Through the establishment of quality and audit process, assess trends, strengths, weaknesses and opportunities that may influence the further development of Acute and Community Mental Health services.
- 3.10 Develop a culture of service development.
- 3.11 Provide comprehensive, timely and accurate information relating to activity and/or performance as required.
- 3.12 To perform other duties as may be necessary for the development of other services and the requirements of the changing policy

Additional Information:

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

Approved outlines are available on the HPT e-ksf local library

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene. Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. Because of this Hertfordshire Partnership Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The postholder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

PERSON SPECIFICATION

The person specification must detail the level at which a person should have reached before you recruit them. You should use the dimensions and levels for the second gateway subset of the relevant KSF outline to assist with developing the person specification.

Successful candidates **MUST** have the potential to achieve the knowledge and skills requirements of their second gateway.

Job Title: Team Leader, Mental Health Support Team (MHST)

Grade: Band 7

CRITERIA	ESSENTIAL	DESIRABLE
Educational achievements, qualifications & training	<p>A registerable professional qualification in a relevant subject (e.g. psychology, social work, counselling, nursing, psychotherapy) from a UK university or equivalent</p> <p>Additional specialist courses relevant to providing mental health support to support emotional health and wellbeing of the child and young people and in relation to providing evidence based interventions.</p>	<p>Cert or Dip in Management</p> <p>MSc or equivalent</p> <p>Mentoring and assessing students qualification</p>
Experience e.g. work-related experience to be taken into account	<ul style="list-style-type: none"> • Significant and relevant experience of working with children or young people with emerging mental health needs • Extensive experience in the management and leadership of a clinical team • Relevant clinical experience • Multi-professional working/case management • Service development and Change Management • Contributing to Operational Policies • Understanding of educational 	<ul style="list-style-type: none"> • Experience of working within an education setting

CRITERIA	ESSENTIAL	DESIRABLE
	settings <ul style="list-style-type: none"> • Knowledge of social and educational contributions to mental health issues. • Significant experience of community-focused care • Experience of carrying out autonomous Mental health assessment. 	
Job related aptitude and skills	<ul style="list-style-type: none"> • An understanding of the needs of children and young people with mental health problems • The ability to provide and implement an appropriate needs-led assessment • The ability to lead a multi-professional team and provide ongoing operational, clinical and professional supervision • Budget and resource management • Complex knowledge of legislation and policy regarding the provision of Mental Health care/services and other relevant legislation • Ability to establish and maintain effective links with statutory and non-statutory agencies 	<ul style="list-style-type: none"> • Experience of service development/leading change
Personal qualities	<ul style="list-style-type: none"> • Ability to work collaboratively with external agencies • Holistic approach to service delivery • Flexible in service provision • Tenacious and self-motivated • Excellent communication – verbal and written • Balanced and objective 	
Physical requirements	Ability to access buildings with stairs and to work across a number of bases both within the Trust and education settings and the carrying of equipment to enable this	

CRITERIA	ESSENTIAL	DESIRABLE
Other requirements	Car driver (unless you have a disability as defined by the Equality Act 2010) which prevents you from driving	Car owner

A- Application Form

I – Interview

T – Test

