

JOB DESCRIPTION

Band 7 Team Coordinator

Reviewed

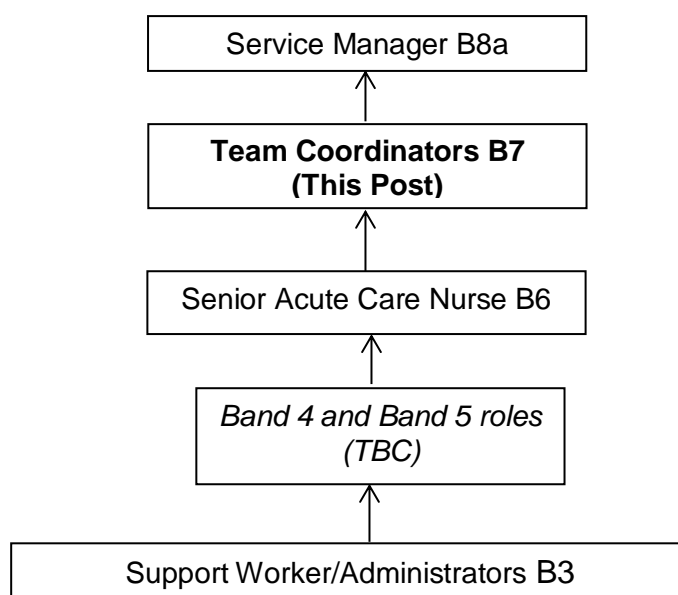
August 2023

LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

Job Description

1. Job Details
<p>Job Title: Team Coordinator, Mental Health Access Teams</p> <p>Pay Band: 7</p> <p>Reports to (Title): Service Manager</p> <p>Accountable to (Title): Service Manager</p> <p>Location/Site/Base: Home based/hybrid</p>
2. Job Purpose
<p>The post holder will have management responsibility for the Single Point of Access Team (SPA), the Lincolnshire Mental Health Adviser Helpline (LMHAH) and the 111 option service. The post holder will support the Service Manager in providing effective frontline management of the Mental Health Access Teams while supporting the development of processes and strengthening the current provision. In agreement with the Service Manager, the post holder will provide leadership and, in working in partnership with users will ensure access to the full range of services. They will support the team with complex clinical decision making and strengthening working relationships both internally and externally.</p>
3. Nature of the Service
<p>The Mental Health Access Teams sit within the Adult Inpatient and Urgent Care Division.</p> <p>SPA Team The SPA service is delivered from The Sycamore Centre in Grantham and supports all services within LPFT. The SPA team is supported by the LMHAH practitioners and senior staff within Grantham Crisis Team.</p> <p>LMHAH The LMHAH is delivered by Band 6 practitioners. They provide mental health advice and guidance to those supporting people with mental health issues within statutory and non-statutory agencies. They cover the CAMHS Here4You Helpline outside of core hours and take relevant calls directly from the Tier 1 mental health Helpline, providing clinical triage and onward referral as necessary.</p> <p>111 Option 2 TBC</p>

4. Organisation Chart



5. Duties

- To provide a high standard of clinical care in one's own practice and the team's practice.
- To work flexibly across a 7-day-a-week service.
- To delegate aspects of the role to other members of the team, whilst maintaining overall responsibility for team delivery, where appropriate.
- To manage service delivery in accordance with and in order to contribute towards the attainment of Service/Trust productivity requirements.
- Work with individuals to assess their mental health, recognise mental illness and identify their related needs and circumstances; and enable them to understand, manage and where appropriate change their behaviour.
- To assess carers' and families needs and develop, implement and review programmes of support for carers and families.
- Protect people from abuse, neglect and harm.
- To contribute to the development of the service, participating in management discussions and decision making through attendance at individual briefing sessions and group management meetings as required.
- Promote direct supervision to specified staff delegated by the Service Manager.
- Receive and participate in staff development and performance appraisals.
- To recruit to posts within their locality.
- Support the development of the professional practice in the service, ensuring the provision of clinical supervision.
- Management of team budgets, staff hours and nominal rolls
- Authorising orders via NHS Supply Chain and E-Financials
- Authorising expenses
- Responsibility for overall performance of the team, including mandatory training, supervision and appraisals, and outcome rating scores.
- Oversight of envoy and communicating feedback to team
- Collection of feedback and using this to analyse and improve service delivery
- Oversight and management of staffing and sickness levels
- Completing audits and acting on results
- Management of Health Roster, including approval and final lockdown
- Promote the mission and values of the Trust.

- Support the Service Manager in planning and managing the overall expenditure of the team of staff, supplies equipment, etc, within the budget.
- Keep up to date on current practices in mental health, including participation in departmental training programmes and professional development education.
- To attend relevant regional and national contributing professional development activities to maintain up-to-date skills and knowledge in meeting the needs of service users.
- Assist the Service Manager by monitoring performance and activity targets.
- Promote equality and ease of access to Services.
- To support the development and use of systems to monitor and review the Service Provision against national and local standards as a means of initiating and implementing change and ongoing improvement in services content, quality and delivery.
- To support the Service Manager on service improvement following internal case review, complaints and incidents.
- Play an active role in relevant professional and service improvement groups, within the service and Trust-wide.
- Attend countywide groups for service area in health and/or social care and other agencies and to support their activities and the development of integrated and inclusive provision to ensure effective pathways of care.
- Develop and deliver information to enhance professional awareness of issues related to the emotional and mental needs of service users in other services and/or agencies.
- Support the development of new ways working within the service and the Trust.
- To advise the Service Manager of any undue occurrence reported or witnessed or complaint received.
- To observe and oversee adherence to all Health and Safety at work policies and contribute towards safe working practices.
- Work within Lincolnshire Partnership Foundation Trust agreed policies and procedures, protocols, Guidelines and standards at all times and promote competent working practice within and integrated, multi - disciplinary setting.
- Be aware of, understand and comply with the relevant professionals guidelines. The Mental Health Act 1983 and other relevant legislation at all times. Conform to the organisational Clinical Governance and Patient's Charter Standards.
- Promote and support the participation of service users in developing local services, information and guidelines through effective communication, consultation and to promote opportunities for service users and their families to contribute at all levels.

6. Skills Required for the Post

Communication and relationship skills

- Provide and receive complex, sensitive information regarding patients medical condition, requires persuasive and reassurance.
- Understand the possible barriers to communication.

Analytical and judgment skills

- To analyse, interpret and compare a range of options for complex facts and situations.
- Awareness of budgetary constraints in the planning and delivery of care

Planning and organisational skills

- To plan and organise complex activities or programmes, requiring formulation and adjustment
- Organise team workload, staff meetings, rotas and adjust as necessary.
- Co-ordinate activities with other professionals and agencies.

Physical skills

- Standard keyboard skills

7. Responsibilities of the Post Holder

Responsibilities for direct/indirect patient care

- Responsible for delivery of service for a geographical area.
- Promote and support the participation of service users in developing local services, information and guidelines through effective communication, consultation and to promote opportunities for service users and their families to contribute at all levels.

Responsibilities for policy and service development implementation

- Promote the mission and values of the Trust.
- Take responsibility for the policies in the service area.
- Propose any policy or service changes and awareness of the effects of these on the other services/areas.

Responsibilities for financial and physical resources

- Authorise payments for supplies and expenses.
- Support the Service Manager in planning and managing the overall expenditure of the Team of staff, supplies equipment, etc, within the budget, determined by the General Manager and in accordance with the Trust's standing orders, standing financial instructions, budgetary rules and other financial policies

Responsibilities for human resources (including training)

- Line Manage a Team within a single function or department.
- Play an active part in the induction and in-house training programmes within the service.
- Promote direct, supervision to specified staff delegated by the Team Leader.
- Recruit to posts within your locality.

Responsibilities for information resources

- Record all self generated information within the service users' clinical notes and/or using the Trust's clinical information system.
- Record all staff records (i.e. sickness) in the correct process set out by the Trusts policies and procedures.

Responsibilities for research and development

- Undertake and / or participate in Research and Development activities.
- Undertake and / or participate in surveys or audits as necessary to own work.
- Undertake and / or participate in clinical trials.

8. Freedom to Act

Organise own time and prioritise service user care in accordance with need.

Delegated caseloads (complex cases) to senior members of the Team and provide support as required.

Act as an autonomous practitioner making decisions about service user care as appropriate with the nursing and wider multi-disciplinary team.

9. Effort & Environment

Physical effort

- Ability to travel around the county independently without the use of public transport on a daily basis.
- In order to manage risk the post holder will be Breakaway trained.

Mental effort

- Able to concentrate when being frequently unpredictably interrupted by clinical staff with requests and problems, patients/relatives
- Able to concentrate, on occasion, for prolonged periods when checking detailed documents
- Team leadership

Emotional effort

- Dealing with patient complaints and staff grievances
- Occasional exposure to physical/non-physical violence, aggression and the impact of this on others

Working conditions

- Working flexibly between different bases as required
- Use of computer/VDU equipment more or less continuously involving word processing/data analysis for a substantial amount of time

10. Equality and Diversity

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

11. General

You must uphold the Trust's Purpose, Vision and Values:

Our Vision- To support people to live well in their communities.

Values

Compassion- Acting with kindness

Pride- Being passionate about what we do

Integrity- Leading by example

Valuing everybody- Using an inclusive approach

Behaviours

Treating people with respect, showing empathy and a desire to be helpful.
Paying attention to others and listening to them.
Responding appropriately, being mindful of the language we use to do this.

Challenging poor practise.
Being a patient and carer advocate.
Recognising and praising good care.

Doing what I say I am going to do.
Being honest.
Taking responsibility for my actions.

Supporting every person however different to me to achieve their best.
Challenging discrimination and supporting others to understand why it is everybody's business to do this.

Recognising and challenging my own assumptions.

Innovation- Aspiring for excellence in all we do

Using service improvement methodology.
Learning with people who use our services, research, best practise and evidence.
Sharing the learning internally and contributing to research where relevant.

Collaboration- Listening to each other and working together

Working in partnership to promote recovery, supporting and encouraging independence.
Working as one team.
Valuing lived experience as an equal partnership.

In addition you must:

- Highlight concerns in accordance with the Trust's Whistleblowing Policy where it is felt poor practice or general wrongdoing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
- Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.
- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post
- Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
- Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.

This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

PERSON SPECIFICATION

		JOB REQUIREMENTS	
	ESSENTIAL	DESIRABLE	HOW ASSESSED (E.g. Application Form, Interview Test, Reference etc.)
Qualifications	<ul style="list-style-type: none"> Degree in mental health and social care or equivalent: 1 st Level Registration (NMC, HCPC) Evidence of specialised continued professional training (degree level) in clinical practice. Evidence of specialised continued professional training (degree level) in management 	Management training Masters Degree	Application Form
Experience	<ul style="list-style-type: none"> Post- Registration experience of working with adults with mental health needs. Experience of managing staff and good leadership skills. Sound knowledge of the national agenda for mental health. Sound knowledge of clinical/ risk assessment and understanding of confidentiality. Sound knowledge of the Mental Health Act. 	Experience working with telephone based systems and services.	Application Form Interview
Skills & Competences	<ul style="list-style-type: none"> Highly developed clinical reasoning skills. Prioritisation and resource allocation, planning and organisational skills. Able to communicate complex and at times highly sensitive information to a variety of stake holders. Good negotiation skills for conflict resolution. IT skills- email, word processing, excel, systems use. Analyse and interpret data and/ or information. 		Application Form Interview

	<ul style="list-style-type: none"> • Budget management. • Statistics. • Self-motivated with excellent personal management skills. 		
Special Requirements	<ul style="list-style-type: none"> • Ability to travel independently throughout the county without the use of public transport 		Interview Application