

Job description

Post title:	Deputy Case Manager
Grade:	Band 7
Responsible to:	Case Manager
Responsible for:	<p>Supporting case management of patients within CAMHS mental health and specialised commissioned services.</p> <p>Taking a key role in monitoring quality within secure and specialised service providers.</p> <p>Providing cover for case managers when required to ensure service continuity.</p>
Remuneration:	£43,742 – £50,056 plus HCAS
Contract:	Permanent

Key relationships

- Senior Management team within the PC
- Clinical teams in the allocated CYP units
- Case Managers, community teams, wider social /mental health/ learning disability / autism networks
- Provider Collaborative Clinical Leads and Experts by Experience
- Evaluation Team

Job summary

As a Deputy Case Manager, the post holder will work as part of a dynamic team in delivering an effective service to ensure safe and appropriate care pathways are monitored and managed for all service users in the North West London CAMHS placed in secure mental health, and specialised care settings, within both the NHS and Independent Sector.

The post holder will be experienced in working within a busy health care setting and be skilled in quality and performance management as well as case management.

There will be a clear focus on monitoring and supporting the improvement of quality across North West London CAMHS secure and specialised providers. You will be expected to take a leading role in projects relating to quality assurance and will build

and maintain strong relationships with providers, other commissioners and support agencies as appropriate.

The Deputy Case Manager will also provide clinical support to Case Managers and Providers.

Key Responsibilities

Case Management and Quality Oversight

- Work with case managers on an allocated case load ensuring that young people are managed appropriately through the system providing facilitated support to providers in the pathway and discharge planning
- Ensure NCMS is updated regularly
- Take a lead on the organising of CETRs with the allocated case manager and team administrator
- Take a lead on data collection including delayed transfers of care, barriers from system stakeholders and case load reviews when required.
- Support bed finding and allocation when required linking directly with case managers and providers
- Provide clinical assurance of the quality of the care provided by specialised services within North West London CAMHS.
- Support the Specialised Commissioning Team in the assurance of secure and specialised services compliance to applicable specification and guidance.
- Maintain relationships with providers, CCG commissioners and other agencies to support the provision of high quality care for patients.
- Take action in respect of Safeguarding policies and procedures as required.
- Work with members of the team to investigate the causes of any variance from accepted practice/contracts, and proactively contribute to the implementation of solutions. This could include: quality assurance monitoring, a quality improvement project or service development.

Leadership

- Support clinical leadership being central to the delivery of all North West London CAMHS Provider Collaborative activity.
- Lead the development of North West London CAMHS Provider Collaborative quality review schedules for secure and specialised services in the North West London CAMHS.
- Act-up as Case Manager as required.
- Model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes.
- Work with providers to achieve national standards.

- Provide clinical advice and guidance to staff, managers and clinical leads from our provider organisations on topics such as quality improvement, outcomes, commissioning and clinical pathways

Enabling patient and public involvement

- Champion the interests of patients and their carers.
- Ensure all public and patient contact is of the highest professional standard.
- Monitor the mechanisms in place that services have for patient and carer involvement in their operational plans and individual care plans.

Partnership and cross boundary working

- Work across multiple providers within the NHS and Independent Sector.
- Support Case Managers in the management of individual cases, in particular, those which are complex or disrupted care pathways.
- Maintain relationships with CCG commissioned providers that provide the aftercare components of the secure pathway.
- Work in collaboration with local authorities, third sector and other statutory bodies (such as MAPPA, Police, NOMS, MOJ and CJS) to support the effective use of secure and specialised mental health services.

Using insight and evidence for improvement

- Support Case Managers to ensure that safe and effective care pathways are in place to facilitate the movement of service users through specialised services, including the identification and reporting of deficits within services.
- Advise on appropriate placements for service users.
- Analyse themes of quality audits and other reviews of patient pathways and services. Report findings to specialised commissioning colleagues; agree actions and feedback to providers.
- Understands data sources and complex intelligence relating to commissioning and quality.

Developing an excellent organisation

- Participate in clinical/professional and management supervision.
- Work in partnership with others and as part of cross directorate teams to deliver successful outcomes
- Support the organisation's ways of working, model its values and champion the NHS Constitution.

Key Accountabilities

- Providing clinical advice to the Specialised Commissioning Team.
- Lead the CeTR process for the PC
- Supporting effective care pathways, within the North West London CAMHS and across boundaries.
- Resolution of complex or disrupted care with support from Case Managers.

- Supporting the Specialised Commissioning Team to ensure that services within the North West London CAMHS are compliant with all specifications and guidance.
- Ensuring the delivery of high quality services that demonstrate good value for money.
- Ensuring case management systems and record keeping are maintained and kept up to date.

Key Working Relationships

- Operate effectively in a demanding environment, showing willingness to engage with NHS and Independent Sector staff, clinical teams and contractors.
- Participate in relevant internal and external groups/initiatives to support improvements in quality.
- Provide and receive highly complex, sensitive and contentious information,
- present information to a wide range of stakeholders in a formal setting as required.
- Manage self effectively during potentially aggressive/antagonistic situations as required.
- Nurture key relationships and maintain networks internally and externally.
- Act-up for Case Managers as required, expanding on knowledge, skills and experience supported by a personal professional development plan.

Key Working Relationships

Operational

- To deliver requirements listed above and engage and liaise with key stakeholder.
- To support the delivery of day to day activities and projects
- To support the identification and sharing of best practice
- To operate in a highly political and sensitive environment.
- Review, analyse and report on national and local projects to ensure care is provided to national and local standards.
- Demonstrate awareness of providing value for money services whilst not compromising on quality.
- Respond to queries and provide advice in relation to commissioned services in response to complaints, significant events, referral pathways etc.

Project Management

- Participate in the delivery of project plans, undertaking specific tasks as appropriate, identifying risks, issues and dependencies, considering best practice and current options and contribute to the decision-making process in the best interest of the project.
- Participate in pro-actively managing stakeholders, respond to and resolve conflict between different stakeholders when this arises through facilitation or other appropriate mechanisms.

- Contribute to a high standard of work supporting the delivery of projects on time, to quality standards and in a cost effective manner.
- Ensure the flexibility of the project if required to meet conflicting/changing requirements.
- Take responsibility for the planning and organisation of events/meetings as required
- Ensure communication tools are used to their maximum value for circulating the minutes, agenda and presentations in a timely manner.

Financial and Physical Resources

- Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of any budget management responsibilities allocated.
- Identify products, equipment, services and facilities for assigned activities, achieving stakeholder buy-in as required
- Responsible for making recommendations, providing advice and able to prepare strategic reports/briefings as required.

Information Management

- Draft reports; summarising status on issues, appraising outcomes, and providing progress reports as required.
- Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust action plans to support quality improvements.
- Analyse, interpret and present data to highlight issues, risks and support decision making.

Policy and Service Development

- Contribute to drafting changes, implementation and interpretation to policies, guidelines and service level agreements (SLA's) which may impact on services.
- The post holder will need to maintain a good knowledge of emerging policies from government departments for example; Transforming Care, changes to CAMHS services, change management. This will assist in the thinking and implementation of policy and strategy discussions within the team and with stakeholders.

Research and Development

- Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information.
- Contribute to the development of key quality indicators and quality schedules for the successful assessment of the providers' quality of care and service utilising a complex stream of quality information.
- Deliver projects to comply with key performance indicators.
- Provide detailed analytical reports on quality assurance and outcomes utilising an agreed improvement methodology.

Planning and Organisation

- Contribute to the strategic planning of team projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary.
- Contribute to the development of performance and governance strategies and the development and implementation of improvement programmes.
- Contribute to short, medium and long term business plans, and achieving quality outcomes.

General

The post holder may be required to work at any of the Trust's sites in line with the service needs. All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 2018, the Caldecott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

Data Protection Act

All staff have a responsibility to ensure that their activities comply with the Data Protection Act. Staff should not disclose personal data outside the organisation procedures or use personal data held on others for their own purposes. All staff has an obligation to ensure that care and/or personnel records are maintained efficiently and that confidentiality is protected.

Continuous Improvement

The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of service users.

Health & safety

Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Professional registration

If you are employed in an area of work that requires membership of a professional body in order to practice, it is a condition of your employment to maintain registration of such a professional body and comply with its code of practice. You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment.

Risk management

All Trust employees are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All

managers have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

Infection Control

Post holders employed to work in a role where entry to a care home setting, are required to demonstrate they have received the full course of COVID vaccination including any recommended booster doses. This will be a conditional requirement of employment which will need to be satisfied ahead of employment commencing.

In addition, it is an expectation that all staff will voluntarily receive the annual flu jab and other vaccines relevant at the time, to protect staff and patients from infection. All Trust staff are responsible for protecting themselves and others against infection risks and comply with infection control policies and procedures.

Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the Trust and its stakeholders.

Safeguarding & Duty of Candour

All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines. All Trust staff have a Duty of Candour to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthProvider Collaborative to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

Standards of Business Conduct

We expect the highest standards of corporate behaviour and responsibility from our staff. All staff have a responsibility to respect and promote the Trust values and vision. When speaking as member of West London NHS Trust to the media or any other public forum, employees should ensure that they reflect the current policies or views of the organisation. Staff should ensure that they do not engage in any behaviour that can cause reputational damage to the Trust.

Valuing Diversity & Human Rights

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability and part time working status.

Agile/Flexible working

The Trust recognises that Agile Working brings a number of benefits to the organisation. Not only does it support more cost effective workplace utilisation but it also enables us to attract and retain the best talent whilst increasing productivity and efficiency. The Trust is committed to supporting Agile working and empowering our staff to work in a manner that provides maximum flexibility and minimum constraints.

The Trust also continues to support staff via its flexible working arrangement options. These options enable staff to work in a way that suits their personal needs whilst also meeting the needs of the service.

No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds. Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

Trust Policies

All staff are required to familiarise themselves with Trust policies and comply with them at all times. Policies are reviewed regularly and may be revised from time to time.

Person specification

	Criteria	Essential	Desirable
Qualifications	Registered Mental Health/Learning Disability Nurse or other registered health or social care professional.	x	
	Registered Mental Health/Learning Disability Nurse or other registered health or social care professional.		x
Knowledge and Experience	Detailed knowledge of legal issues pertaining to the specialist service, including MHA 1983, after-care under supervision, sex offender legislation, probation orders and life licence, Ministry of Justice procedures and child protection legislation.	x	
	Detailed operational knowledge of secure services, including risk assessment/management.	x	
	Extensive knowledge of specialist areas, acquired through post graduate diploma, or experience or training plus further specialist knowledge equivalent to Degree level.	x	
	Evidence of post qualifying continuing professional development.	x	
	Must have an understanding of the background to and aims of current healthcare policy and appreciate the implications of this on engagement.	x	
	Should have an appreciation of the relationship between the Department of Health and individual provider and commissioning organisations.	x	
	Member of relevant professional body.	x	
Skills, Capabilities and Attributes	Development and maintenance of therapeutic alliance with service users and their families /carers	x	
	High-level management skills, able to perform to high level in clinical setting, holding services to account and ensuring effective use of North West London CAMHS Provider Collaborative resources.	x	
	Case management skills, focussing on the needs of the individual and the context of their pathway in relation to all clinical and legal processes.		x
	High-level communication in particular skills across a range of agency and professional boundaries at a national level.	x	
	Must be able to provide and receive highly complex, sensitive or contentious	x	

	information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups.		
	Ability to negotiate on difficult and controversial issues including performance and change.	x	
	Problem solving skills and ability to respond to sudden unexpected demands.	x	
	Ability to analyse complex facts and situations and develop a range of options	x	
	Takes decisions on difficult and contentious issues where there may be a number of courses of action.	x	
	Strategic thinking – ability to anticipate and resolve problems before they arise.	x	
	Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly.	x	
	Comprehensive experience of project principles techniques and tools such as Prince 2 and Managing Successful Projects.		x
	Must be able to prioritise own work effectively.	x	
	Working knowledge of Microsoft Office with intermediate keyboard skills.	x	
	Previously responsible for a budget, involved in budget setting and working knowledge of financial processes.		x
	Demonstrates a strong desire to improve performance and make a difference by focusing on goals.	x	
	Experience of managing and motivating a team and reviewing performance of the individuals.	x	

Values and Behaviours	Must be able to use initiative to decide relevant actions and make recommendations to Sponsor/ Manager, with the aim of improving deliverables and compliance to policies.	x	
	Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales.	x	
	Experience of identifying and interpreting National policy.	x	
	Experience of researching best practice (globally, private and public sector), interpreting its relevance and processes/ practices which could be implemented successfully to achieve system reform (advising on policy implementation)	x	
	Needs to have a thorough understanding of and commitment to equality of opportunity and good working relationships both in terms of day-to-day working practices, but also in relation to management systems.	x	
	Used to working in a busy environment.	x	
	Adaptability, flexibility and ability to cope with uncertainty and change.	x	
	Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions.	x	
	Effective organiser, influencer and networker.	x	
	Completer/Finisher.	x	
	Ability to travel across multiple sites in the North West London.	x	
	Car driver with clean driving license.		X
Other	Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient Outcomes.	x	
	Demonstrably involves patients and the public in their work	x	
	Consistently puts patients at the heart of decision making.	x	
	Values diversity and difference, operates with integrity and openness.	x	
	Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others.	x	
	Uses evidence to make improvements, seeks out innovation.	x	
	Actively develops themselves and others.	x	