

## Job description

<b>Post title:</b>	Clinical Bed Manager (NWL CAMHS Provider Collaborative)
<b>Grade:</b>	Band 8A
<b>Responsible to:</b>	NWL CAMHS Provider Collaborative Operational Lead
<b>Responsible for:</b>	<p>Coordinate with internal and external Stakeholders around emergency admission and discharge arrangements for CAMHS Tier 4 beds.</p> <p>Making decisions and escalating appropriately the bed position to the Lead provider and other Stakeholders as appropriate.</p> <p>Providing support to case managers when required to ensure service continuity.</p>
<b>Remuneration:</b>	£50,952 – £57,349 plus HCAS
<b>Contract:</b>	Permanent

### Key relationships (internal & external)

- CAMHS T4 Clinical Lead
- Case Managers
- MDT CAMHS Alliance, UCT & ACTS colleagues/NWL CAMHS colleagues
- Safeguarding Leads
- Inpatient Unit Managers and Clinical Leads
- Social Care & Education Colleagues
- Provider Collaborative Transformation and Commissioning Teams
- External Stakeholders, providers, third sector partners
- Service users & Carers

### Job summary

As a CAMHS PC Clinical Bed Manager, the post holder will work as part of a dynamic team, supporting managers and staff across the NWL CAMHS Provider Collaborative in delivering an effective service to ensure safe and effective care pathways are in place for all service users from their locality in specialised mental health care settings, within the NHS and Independent Sectors providers.

The post holder will provide clinical support to the specialised commissioners in relation to the defined population which will include projected mapping of future service use and planning in terms of future service needs.

The role supports the business in driving transformation as well as value for money in planning, commissioning and service. The role is designed to build a combination of subject matter expertise and technical skills to develop a strong service delivery.

The Provider Collaborative is responsible for specialised services which are provided in relatively few hospitals, accessed by comparatively small numbers of patients but with catchment populations of usually more than one million. These services tend to be located in specialised hospital trusts that can recruit a team of staff with the appropriate expertise and enable them to develop their skills.

The Provider Collaborative takes a consistent approach to central planning of specialised services which is delivered locally. It works to raise the standards of care for all patients receiving treatment for rare and specialised conditions, ensuring that patients have equal access to services regardless of their location.

The specialised commissioned services within the Hub may include:

- Adult Secure Learning Disability & Mental Health services
- Child & Adolescent Mental Health inpatient services (CAMHS)
- Eating Disorder inpatient and day care services for CAMHS
- CAMHS Learning Disability and Autism services

## **Key Responsibilities**

### **General Duties & Responsibilities**

- The post holder will be responsible for the day to day co-ordination of work within their sphere of responsibility. The Bed Management service will operate 7 days weekly and be responsible for managing bed resources across the NWL collaborative. All requests for admission will be coordinated by the BMS
- To provide clinical leadership to the Bed Management Service.
- Provide clinical advice to all referrers from across the NWL collaborative regarding admission processes.
- To receive referrals from NWL clinicians requesting hospital admissions, to negotiate appropriate placement taking into account service user presentation, organisational policy and organisation resources. To take clinical responsibility for bed allocation decisions.
- To liaise with services across the collaborative to facilitate organisation of NWL resources to ensure the availability of beds for admissions. This will include supporting discussions and decisions regarding transfers between wards and to community services to facilitate new admissions as required.
- To work proactively with NWL services, social care services and other providers to support discharge, transition and contingency plans to ensure bed availability across services in scope.
- Jointly with Lead Consultant and Case manager, where clinically indicated, to develop repatriation plans for YP currently placed out of NWL area.

- Identify and organise the delivery of appropriate training, in order to ensure the highest standard of clinical decision making and interventions in relation to bed management.
- Demonstrate clinical excellence in contributing to the management of complex cases and to assist inpatient MDTs as appropriate in the management and treatment of delayed discharges and Out of Area Treatment processes (OATs).
- To ensure robust and timely clinical audit systems and the production of associated reports.
- To provide clinical supervision to junior staff within the BMS service as well as developing effective and efficient rosters for staff team.
- The post holder will regularly undertake QI and development activity as part of the role.

### **Management Responsibilities**

- To take responsibility for the operational management and leadership of the NWL collaborative BMS Service
- To provide leadership that ensures meeting the key objectives and priorities of the NWL collaborative
- To lead and assist in the continuous improvement of services through development and change management.
- To be responsible for ensuring that the BMS team delivers high quality and safe service consistent with vision of the NWL collaborative
- To be responsible for the management and control of designated budgets ensuring the effective use of finances and staffing resource.
- To manage HR issues in conjunction with own Line manager and HR officers and take remedial action where necessary.
- To lead on the recruitment and retention of staff within the BMS service.
- To analyse data from IT systems to inform and improve service delivery.
- To participate in associated on call rota as required or indicated.

### **Leadership & Staff Responsibilities**

- Ensure that all staff receive supervision in line with their professional codes of conduct.
- To ensure that all staff within area of responsibility have an annual performance review in line with the Trust Policy and have an up to date Personal Development Plan.
- Ensure that all staff meet statutory training requirements.
- Contribute to the delivery of training.
- To take responsibility for own continuing professional development.

### **Communication**

- To communicate with the Senior Management Team, senior clinicians, external agencies, staff, service users and carers both on an individual case basis and also regarding broader issues around both emergency admissions and discharge arrangements.
- This will require persuasive negotiating skills and the ability to work at an individual case level as well as presenting a more strategic approach both internally and externally.
- The post holder should be a visible and proactive clinical leader and role model within a multi-disciplinary team across NWL.

### **Analytical & Judgement**

- To monitor the daily use and allocation of beds within NWL including identifying appropriate alternative arrangements in the event that beds are not available within the collaborative.
- The post holder will convene and chair daily conference calls with all of the Inpatient wards for the respective services.
- The post holder will need to make complex judgements on a daily basis (sometimes hourly) regarding individual cases and be able to analyse and present strategically both the issues and solutions. This may result in analysing a range of options that are presented, and determining the appropriate course of action.
- The post holder will work with acute and community services to ensure that key data is recorded to enable evaluation/review of the pathway across different agencies so that areas of difficulty are speedily addressed.
- The post-holder will be required to run reports as requested by Exec, Senior Managers and Inpatient services to show trends and analyse the demand and capacity for inpatient admissions.
- The post holder will also be required to analyse the NWL performance in relation to acute and PICU bed use in liaison with the Bed Management Team and benchmark NWL with other organisations using relevant measures

### **Planning & Organisation**

- To advise senior management on issues of service delivery including shortfalls, service pressures and proposed remedial action.
- To lead, motivate and develop staff in all aspects of effective admission and discharge planning
- To escalate concerns regarding the lack of capacity to the senior management team in a timely manner, in order to enable appropriate decision making to be made regarding contingency plans.

### **Policy and Service Development**

- To ensure staff remain updated on developments in the field of child and adolescent mental health, helping to ensure evaluation of practice including outcome measures; and developing standards underpinned by theory and research.
- To participate in the development of the team and service policies and guidelines relating to the Trust's mental health service.
- To help develop care pathways in the Crisis Service in line with the overall strategic aims and objectives of CAMHS and the theory and evidence base.

### **Training and Development**

- To provide training to professional staff on children's wards, in A&E staff and others as appropriate.
- To facilitate, develop and provide student placements within the service.
- To establish and maintain effective links with educational establishments and identify learning needs of staff within the CAMHS team and partner agencies.
- To participate in the development and promotion of the professional discipline across the Trust.
- To keep up to date with appropriate legislation and guidance of relevance in the mental health field and CAMHS.
- To attend regular supervision with line manager and clinical supervisor, participate in annual appraisal, and have a personal development plan in line with Trust policy.
- To be responsible for personal development and education in line with statutory, mandatory and professional requirements.

### **Human Resources**

- To establish effective interpersonal channels of communication.
- To provide supervision for band 4 & 6 staff, students and trainees where appropriate as supported by the Team Manager.

### **Clinical Governance**

- To be aware of the up-to-date research and evidence relating to the care and treatment of children and adolescents with mental health problems.
- To develop systems for the dissemination and sharing of research and audit information.
- To be involved in audit and research projects undertaken by the Service. To evaluate and apply outcome measures to new clinical developments.
- To work within legal, professional and ethical frameworks established by national bodies such as the Department of Health, NMC, The Children Act and The Mental Health Act.
- To provide information to meet the requirements of the Trust and Department of Health.
- To maintain robust supervision structures that include reference to the MDT when necessary.

### **Performance Management**

- To ensure documentation and care plans are comprehensive and of the highest standard in line with NWL Collaborative Clinical and operational policies.
- To ensure recording of relevant information as consistent with NWL record keeping policy.
- To record relevant information and communicate areas of risk to appropriate staff consistent with principals of and limitations to confidentiality.
- To collate and report on clinical information across a specific area(s), on behalf of NWL Collaborative.
- To provide clinical information as required for input into local and Trust electronic information systems.
- To be responsible for monitoring and recording and reporting on clinical work and communicating complex clinical information to a variety of recipients e.g. service users, families and carers, other professionals orally and in writing.
- To provide service related information to senior managers and staff to aid day-to-day service management and future planning.

### **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
<b>Qualifications</b>	Registered Mental Health/Learning Disability Nurse or other registered health or social care professional.	x	
	Leadership & Management Qualification		x
	CIPD Certificate in Training Practice or equivalent		x
<b>Knowledge and Experience</b>	An appropriate level of post qualified experience to post graduate level.	x	
	Experience of Crisis and Risk Management.	x	
	Experience of promotion of the Recovery Model.	x	
	Experience of providing professional leadership within clinical services.	x	
	MDT working.	x	
	Clinical supervision and application.	x	
	Adherence to Health and Safety policies.	x	
	Caseload/workload Management.	x	
	Provision of clinical supervision	x	
	Knowledge of data systems and IT.		x
	Experience of Positive Risk Taking and WRAP.		x
	Experience of variety of clinical Areas.		x
	Facilitation of Personal Development planning in others		x
<b>Skills, Capabilities and Attributes</b>	Excellent communication skills and liaison skills.	x	
	Organisational and time management skills.	x	
	Leadership & Delegation skill	x	
	Excellent verbal and written communication skills	x	
	Excellent analytical skills	x	
	Ability to adapt to adapt working to changing programme need.	x	
	Flexibility and accountability.	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	
	High level of work organisation, self-motivation, drive	x	

	for performance and improvement, and flexibility in approach and attitude;		
	Regular requirement to concentrate and to work under constant pressure, high frequency of phone calls and the need to manage capacity and Excellent inter-personal and communication skills with good listening skills;	x	
	Ability to ensure robust governance processes are agreed and in place.		x
	Ability to produce structured work, and deliverables,	x	

<b>Values and Behaviours</b>	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
	<b>Other</b>	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	