JOB DESCRIPTION

JOB TITLE: Service Manager – (Access)

BAND: Agenda for Change Band (Band 8b)

HOURS AND: DURATION
As specified in the job advertisement and the Contract of Employment

AGENDA FOR CHANGE
(reference No)

REF NO:

CRB LEVEL: Enhanced CRB with Both Barred Lists Check

REPORTS TO: Head of Service

ACCOUNTABLE TO: Divisional Director

LOCATION: The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements.

JOB PURPOSE:

• The Service Manager is responsible for ensuring that the key principles of the Trust of focussing on clinical services, public involvement, service diversity and equality of employment are developed and embraced.

• The Service Manager is responsible for the management and co-ordination of person-centred, accessible, culturally appropriate adult mental health services in the area covered by the PCT’s in Leicester and Countywide Services that are hosted.

• As a member of the Adult Mental Health Services Management Team, the Service Manager will support the Head in the leadership and development of integrated adult mental health services. This includes effectively deputising for the Head in his/her absence and making decisions across the full range of responsibilities as required.

• The Service Manger will take delegated responsibility for budgetary management, all aspects of quality and performance management and provide advice and feedback to the Service Director on service specific issues.

• Responsible for the following services:-
  • Crisis Resolution Health Team
  • Acute Recovery Team
  • Day Care Services
MAIN DUTIES AND RESPONSIBILITIES:

Leadership
- To provide effective leadership ensuring a clear sense of direction and purpose
- Ensure that effective partnerships are developed with users, carers, professional and clinical staff so that their advice and expertise informs all aspects of decision making.
- Ensure multi-disciplinary team working across the service
- Contribute to the development of a learning organisation that supports the principles of lifelong learning, clinical audit and evidence based practice, including the learning of lessons from complaints and incident investigations.
- Demonstrate political sensitivity and effective relationship building.
- Demonstrate effective change management, innovation and solution focussed approaches to service improvement.

Performance Management and Governance
- Accountability for key targets in the Adult Mental Health NSF and the NHS plan.
- Accountability for key targets in the Social Services Performance Assessment Framework
- To contribute to local and regional service development processes to ensure the developmental needs and resource needs of the Service are truly represented in the appropriate forums.
- To manage clinical and social care services ensuring effective utilisation and distribution of resources.
- To identify resources that are required to provide the Service on a day to day basis and to develop plans for strategic development in the service and financial framework and over the longer term.
- To contribute to Service and corporate budgeting processes with delegated authority to manage financial and human resources to ensure the maximum benefit to service users and service delivery.
- To be responsible for the process of investigation and analysis or Serious Adverse Events identifying trends and actions.
- To contribute to Clinical Governance including ensuring appropriate representation and the development of systems.
- To develop appropriate processes for assessing, managing and monitoring potential risks as well as triggering appropriate actions whilst ensuring staff are clear about their roles and responsibilities.
- Accountability for personal development plans in the Service and contribution of information from these plans to assist in developing the Trust’s training strategy.
- Work within the Service and the Trust to ensure the professional standards are maintained and monitored to deliver quality in service delivery.
- Manage services in line with NHS statutory requirements including Health and
Safety.
• To interpret and take action on NHS Trust and Local Authority Policies, Procedures and Guidelines.
• Assist in the development and implementation of systems for monitoring performance and service governance in order to evidence progress.
• Support the development of systems for mentoring and succession planning.
• Management and Supervision of staff in line with agreed NHS policy and Procedures.
• On call management responsibilities as part of the out of hours rota.

Job Dimensions
• Budget, to be accountable for the cost centres for the Team/Units that are under delegated responsibilities. To effectively manage the delegated budgets under cost pressures.
• Staff, responsibility for the day to day operational management of Medical, Clinical and Professional Health staff including recruitment, performance, grievance and disciplinary.
• Modernisation, to deliver the modernisation agenda by changing organisational culture and service delivery.

Personal Qualities / Attributes
• Ability to work in partnership, within a team framework and provide leadership
• Resilience to take constructive action in the face of resistance and to act in the interests of the Trust, which may not have unanimous support.
• The ability to deal with performance issues on a one to one basis, to make appropriate decisions and to implement those decisions.
• To work openly and honestly and able to command the respect and support of colleagues and peers internally and externally
• Ability to take considered action after realistic and pragmatic assessment of risk.
• Commitment to diversity and anti-discriminatory practice in all aspects of the work.

COMMUNICATION AND WORKING RELATIONSHIPS:

Working Relationships and Partnership
• The continued development and maintenance of partnership working Local government, the PCT, the voluntary sector and independent sector and wider NHS and Social Care community.
• To work in partnership with the Lead Consultant and the Lead Clinician to ensure safe services and the improvement of patient care.
• Members of the Adult Mental Health Service Senior Management Team in the City and in the Counties.
• Members of the Trust’s Senior Management Team
• Service Managers in other services in the Trust
• Directors in the PCT’s and their management teams
• GP Mental Health Leads
• Voluntary Sector, User Representation and Advocacy groups.

PHYSICAL DIMENSIONS:
Predominantly office based, attending meetings and site visits over a wide organisational area on a frequent basis.

**EFFORT AND ENVIRONMENT**

**Mental Effort:** Mainly office or meeting room based, visiting clinical and other areas within a wide geographical area. Frequent Concentration required for analysis report writing and planning within an unpredictable pattern with interruptions

**Emotional effort required in the job:** frequent exposure to distressing and emotional circumstances, including disciplinary / grievance, including the termination of employment, redeployment/redundancy. Dealing with difficult service users / carers and complainents.

**Working conditions of the post (Environment):** Office Based.
ADDITIONAL INFORMATION:

The organisation is in a period of rapid change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes subject to consultation, at any time throughout the duration of their contract.

MOBILITY:

The person specification for the role will detail the mobility requirements of the post.

However, employees may be required to work at any of the other sites within the organisation subject to consultation.

HEALTH AND SAFETY:

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times.

Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description.

All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

- To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare.

These duties apply to all staff whenever and wherever they are engaged on Trust business.

DATA PROTECTION:

In line with national legislation, and the Trust’s policies, you must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and Access to Health Records and know how to deal with a request for personal information.

The post holder must be familiar with and comply with the Eight Data Protection Principles contained within the Data Protection Act 1998.

Personal Data must be:

- Processed fairly and lawfully
- Processed for specified purposes
• Adequate, relevant and not excessive
• Accurate and kept up-to-date
• Not kept for longer than necessary
• Processed in accordance with the rights of data subjects
• Protected by appropriate security
• Not transferred outside the EEA without adequate protection

CONFIDENTIALITY:

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.

Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data.

Due to the importance that the organisation attaches to confidentiality disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

All employees should be mindful of the six Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

FREEDOM OF INFORMATION (FOI):

The Trust is committed to openness and accountability. Under the Freedom of Information Act 2000 individuals are entitled to request official information held by the Trust.

POLICIES AND PROCEDURES:

All staff should comply with the Trust’s Policies and Procedures. It is the employee’s responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements.
SMOKING AT WORK:

The Trust has a “Smoke Free Policy”, which applies to:

- All persons present in or on any of the Trust grounds and premises
- All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
- Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
- When wearing an NHS uniform.

EQUALITY AND DIVERSITY:

All employees must comply with the Equality and Diversity Policy and must not discriminate either directly or indirectly on the grounds of race, colour, nationality, religious belief, ethnic or national grounds, sex, marital status, sexual orientation, disability or any other grounds which cannot be shown to be justifiable.

INFECTION CONTROL:

All employees have a responsibility to protect themselves, as well as making all reasonable effort to reduce risk of infection in their working environment and to other people whether they be patients, other staff or visitors.

All staff have a duty to make themselves familiar with and comply with Infection Control Policies and Procedures, carry out duties required by legislation such as the Health Act 2008 (and subsequent legislation), and to attend mandatory training relating to infection control.

CLINICAL SUPERVISION:

It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development. Clinical Supervision will be monitored via agreed review and appraisal mechanisms.

SAFEGUARDING CHILDREN AND ADULTS:

The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by:

- attending mandatory training on Safeguarding children and adults
- being familiar with individual and the Trust’s requirements under relevant legislation
- adhering to all relevant national and local policies, procedures, practice guidance and professional codes
- reporting any concerns to the appropriate authority

COUNTER FRAUD:
Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.
# Person Specification

## Job Title:

## AFC Ref No:

<table>
<thead>
<tr>
<th>Person Specification Selection Criteria:</th>
<th>3. Essential/ Minimum</th>
<th>1. Desirable</th>
<th>Stage measured at: i.e. application form/interview/test/presentation</th>
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<tr>
<td>Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)</td>
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<tr>
<td>1.1 Graduate or Equivalent</td>
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<td>1.2 Management Qualification</td>
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<td>1.3 Professional Qualification relevant to the NHS</td>
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<td>1.4 Evidence of CPD</td>
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<td>Experience (both work and ‘life’ related)</td>
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<td>2.1 Minimum of 3 years exp in management</td>
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<td>2.2 Minimum of five years exp within a mental health setting</td>
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<td>2.3 Recent experience in the strategic development of services</td>
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<td>2.4 Experience of Information Technology</td>
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<td>2.5 Experience of partnership working and in promoting and developing a multi-professional environment</td>
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<td>2.6 Recent experience of utilising constrained / limited resources to meet strategic service objectives</td>
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demands.

2.7 Proven Managerial experience in areas of budget, business planning, staff management and resource management

2.8 Successful initiation, implementation and management of service changes.

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<th>Knowledge and Skills</th>
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<td>3.1 Detailed knowledge of the NSF and NHS plan</td>
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<td>3.2 Detailed knowledge of current issues and developments in adult mental health services</td>
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<td>3.3 Detailed knowledge of legislation that applies to the NHS for mental health and community care services.</td>
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<td>3.4 Leadership, communication and influencing skills</td>
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<td>3.5 Knowledge of clinical governance, quality and best value.</td>
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<th>Personal Attributes</th>
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<td>4.1 Ability to work in partnership, within a team framework and provide leadership</td>
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4.5 Ability to take considered action after realistic and pragmatic assessment of risk.

4.6 Commitment to diversity and anti-discriminatory practice in all aspects of the work.

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<th>Interpersonal Skills</th>
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<td>5.1 Excellent communication skills both written and oral</td>
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<td>5.2 Negotiation skills</td>
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<tr>
<th>Trust Commitments all Applicants are Expected to Demonstrate</th>
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<td>Awareness of Equality &amp; Valuing Diversity Principles</td>
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<td>Understanding of Confidentiality &amp; Data Protection Act</td>
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<td>Understanding of the Trust’s service user group (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides)</td>
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<th>Mobility</th>
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<td>own transport or suitable alternative.</td>
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