

Job Description and Person Specification

Role: Community Mental Health Team Manager



Job Description

Job Title	Team Manager, Mental Health
Grade	G9
Service	People – Mental Health
Reports to	General Manager, Adult Social Care Mental Health, Locality Manager, Coventry and Warwickshire Partnership Trust
Location	Swanswell Point
Job Evaluation Code	Y5377D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

- To manage the multi-disciplinary team
- To be responsible and accountable for the efficient and effective management of the Team
- Ensure the services provided are responsive, flexible and to quality standards to meet the needs of service users
- To liaise with General Practitioners and other professionals in Secondary Mental Health Care and Adult Social Services to promote Mental Health Services in the Community
- To liaise with the General Manager, Adult Social Care and on professional social work matters and Locality Manager for Coventry and Warwickshire Partnership Trust for Mental Health

Main Duties & Key Accountabilities

Core Knowledge

- The postholder will be responsible and accountable for carrying out the duties and responsibilities of the post with due regard to the City Council and Health Trust's Equal Opportunities Policy
- To be responsible and accountable for the management of the Team and to delegate as appropriate to the Deputy Manager or Senior Practitioner in accordance with their service management/practitioner responsibilities.
- To provide managerial support and supervision to the Deputy Manager and Senior Practitioner within the Team
- To provide professional supervision to the Senior Practitioners, as necessary and/or as requested within the Mental Health Services
- To be overall responsible for the management and allocation in respect of all devolved budgets to postholder. To undertake full monitoring and reviewing processes in respect of same
- To assist in the co-ordination of the city-wide AMHP function
- To be overall responsible for ensuring accuracy of actual and predicted expenditures are reported and appropriately acted upon
- To contribute to service developments working with colleagues and other agencies to maximise service planning initiatives.
- Chair the Referral and Allocation Meetings and Safeguarding Meetings as required.
- To be accountable for ensuring accurate data is contained within the Carenotes and Care Director (Or it's replacement) and Resource Link systems as required. Ensure the requirements of the Data Protection Act are complied with and audited as necessary.
- To contribute to charter standard requirements and national statistical information requirements as necessary
- To establish, monitor and evaluate audit service requirement, including the setting of acceptable standards of performance for service provision.
- To liaise with and establish effective working relationships with multi-disciplinary agencies, departments and the independent sector group and providers.

- Promote partnerships with the Coventry and Warwickshire Partnership Trust , joint and interagency working partnership arrangements and other initiatives with statutory and independent sector organisations, including Clinical Commissioning Groups, Housing Department, Police, Probation, etc, participating in statutory and third sector initiatives as appropriate
- To promote evidence, strength based and promoting independence practice within the work of the Team and professional excellence
- To assist and ensure the effective implementation of the Guardianship policy and to assist in the co-ordination of the Departmental Process in accordance with the Guardianship procedure.
- To foster and maintain partnership links with the Commissioning Team with the specific aim of contributing to the mapping of future service needs; commissioning services and assessing service requirements.
- To contribute to the development of service planning process for the Team
- To participate in the AMHP Rota as necessary
- To participate in the Deprivation of Liberty Safeguards Authorisations rota as required.
- To contribute to the development of new services, the re-framing of services and the seeking of views of service users in moving services forward, to meet the needs and demands of the users.
- To provide professional advice, guidance and support to AMHP's across the City as necessary
- To establish a performance assessment programme, e.g. gaining the views of service users via satisfaction surveys of service provision, and responsible for ensuring the quality of service offered is to pre-described standards.
- To utilise the resources available to provide a flexible range of services and individual tailored packages of support and care which are sensitive to the needs of individual adults (particularly those from black and minority ethnic communities and with special needs) in partnership with other Adult Social care Teams, other agencies and independent sector providers.
- To direct and advise staff within the Team on the proper interpretation of their role and practice in accordance with their position and level of accountability, including advice on prioritisation, risk assessment and risk management.
- To manage staff in the Team to include recruitment and selection, induction and probation; identification of training and development needs, supervision; disciplinary and grievance matters, and performance assessments.
- To ensure effective communication is established and maintained within the Team. Convene regular staff meetings; ensuring the briefing of staff is efficiently undertaken and that Policies and Procedures are also effectively communicated.
- To investigate complaints, disciplinary and grievance matters and contribute towards positive employee relations, taking advice from and advising appropriate Adult Social Care and Health Trust Senior Managers of issues in these areas as they arise.
- To investigate Serious Untoward Incidents and prepare reports for Immediate Management Reviews.
- To maintain a working knowledge of all relevant legislation, statutory instruments, codes of practice and departmental policies and procedures, ensuring that these are adhered to and communicated within the postholder's area of responsibility.
- To be responsible and accountable for ensuring a safe working environment. Team compliance for Health and Safety at Work Regulations, Risk Assessment both personal and management, and to have responsibility for the safety and security of the accommodation.
- To provide cover for other Team Managers in their absence as and when necessary
- The postholder will be required to undertake any such duties as necessary in accordance with their level of responsibility and accountability
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

- Team Leaders
- Approved Mental Health Professionals
- Social Workers,
- Community Care Workers

Person specification

Job Evaluation Code	
Knowledge	
Knowledge of Equal Opportunities Policy and how to ensure service provision which is sensitive and relevant to all service users	
Knowledge of relevant legislation, policy and guidelines in relation to adults with mental health problems (including the 1983 Mental Health Act, (revised 2007) Code of Practice, The Care Act 2014, The Mental Capacity Act 2005	
Knowledge of factors relating to a positive industrial relations climate	
Knowledge of procedures relating to the investigation of grievance and disciplinary matters	
Comprehensive understanding of the range of Social Services and Health provision to meet need	
Awareness of procedures in relation to personnel, financial, budgetary and other support functions	
Knowledge of the principles of sound financial management and budgetary processes and controls	
Knowledge of computer-based systems operating in the service area	
Skills and Abilities	
Skills in managing a team's workload including the establishment of initial referral taking, assessment, allocation and workload management systems in line with departmental and policy priorities	
Skills in working with service users to identify need and arrange services to meet need	
Skills in anticipating and responding appropriately to situations of conflict	
Skills in effective communication, verbally and in writing	
Skills in numeracy in order to understand statistical and financial data related to service provision	
Skills in chairing meetings	
Skills in leading, motivating and supporting staff	
Skills in assessment and management of risk	
Ability to work in an anti-discriminatory way with service users, carers and colleagues	
Ability to develop effective working relationships with service users, carers, colleagues, other agencies, elected members and NHS Trust/managers	

Ability to work to service standards and set objectives, monitor performance against relevant indicators and demonstrate a commitment to quality in service provision
Ability to organise and manage disciplinary and complaint matters
Ability to contribute towards the development of services in Coventry
Ability to manage budgets including the monitoring and projection of expenditure
Ability to participate in the recruitment and effective induction of new staff
Ability to provide professional development and performance
Ability to manage change positively and constructively
Experience
At least 2 years post-qualification experience, having attained CW2 status or equivalent
Experience of assessment and care management work with people with mental health problems
Experience in supervision of staff
Minimum of two years experience as an Approved Mental Health Professional
Qualifications
Dip SW, CSS or CQSW or a SW England validated equivalent from another country
Approved Mental Health Professional Qualification
Special Requirements
For posts that are subject to Protection of Children Regulations the following statement must be annotated: * "This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.A Criminal Record Disclosure will be required prior to appointment

Date Created	2011	Date Reviewed	August 2024
---------------------	------	----------------------	-------------