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| JOB IDENTIFICATION |
|  Job Title: Team Leader (NHS) – Mental Health Practitioners Responsible to: Service ManagerDepartment: Adult Community Mental Health ServiceDirectorate: East Ayrshire Health and Social Care PartnershipBand: 7No of Job Holders: 1Last Update: February 2024 |

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| JOB PURPOSE |
| To lead in the development of the East Ayrshire Mental Health Practitioner (MHP) service ensuring it’s integration within the multi-disciplinary team in General Practice’s.To lead on service delivery to enable seamless and effective service user pathways.To take responsibility for leading on clinical and staff governance activity, which will include the setting and monitoring of standards of care and service, investigating complaints, providing staff support, clinical & line management supervision, continuous development and the implementation of policy and clinical guidelines.Provide operational oversight and positive leadership of the MHP’s, ensuring that all practitioners within the team work together to achieve the delivery of excellent, effective person centred care within the available resources.Provide operational line management and professional development support to all disciplines within the service.Facilitate an integrated MHP service across general practice teams, secondary partnership services and the community mental health network (including the third sector).Provide clinical advice and support to General Practice, partnership mental health colleagues and third sector colleagues.Demonstrate active participation in service development and/or project management.To have budgetary responsibility thus ensuring cost effective use of resources.To support the health and social care partnership integration agenda and to implement any agreed strategies and improvements.Ensure that a quality service, to service users, to ensure that the person is directed to the most suitable support first time. |

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| 1. **DIMENSIONS**
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| The East Ayrshire Community Mental Health Service integrates all aspects of community, in-patient and related support incorporating the following services:* East Ayrshire Mental Health Practitioner
* East Ayrshire Adult Community Mental Health Service
* General Practice
* Mental Health Officer Service
* Commissioned mental health services and support
* Business support
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| ORGANISATIONAL POSITION |
| Head of Wellbeing and Recovery Senior ManagerAdult Community Mental HealthService ManagerAdult Community Mental HealthTeam LeaderACMHS**(This Post)**Band 6 –  Mental Health Practitioners x ??(WTE) |

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| ROLE OF DEPARTMENT |
| The Mental Health Practitioner Service (MHP) is responsible for the assessment, review and onward referral of most mental health presentations to General Practice across East Ayrshire. The different aspects of this role within the service is:* To lead and direct the MHP team across general practices;, maintaining close links with the community mental health service areas ensuring the implementation of standards, performance and service improvements in order to meet agreed outcomes that support the integration and modernisation of services, Best Value, Performance Improvement and the National Quality Strategies.
* To lead the effective and timeous implementation of relevant legislation, national guidance or policy and inform the Service Manager on any implications to the performance of services or functions.
* Develop and effectively manage the implementation of professional mental health practitioner service and college wellbeing nurse role that delivers effective assessment and assessment of risk, and where appropriate refer or signpost to the most suitable service to meet the individual’s needs.
* Manage a co-ordinated approach to the work of the services under the sphere of this role, and partner teams by fostering excellent working relationships across the Health & Social Care Partnership ensuring effective protocols are in place to promote and implement partnership and multi-disciplinary working as appropriate.
* Contribute to wider service agendas while maintaining productive and co-operative working relationships with Elected Members, NHS Non Executives, Heads of Service, senior officers and stakeholders across partner organisations.
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| KEY RESULT AREAS |
| **Strategic Leadership*** Support strategic development and implementation through leading and developing multi disciplinary and multi agency service to deliver seamless and integrated Service user assessment and referral within a defined geographical area.

**Transformation*** Provide clinical leadership to mental health practitioners, inspiring and challenging nursing and other professionals with a clear vision to develop a culture of excellence.
* Lead the development of a MHP and college wellbeing post team in collaboration with other professional managers and leaders to ensure integrated and collaborative working practices and to establish highly effective working relationships to underpin robust and integrated service.

**Operational Delivery*** Develop effective relationships across the East Ayrshire Health and Social Care Partnership including Primary Care, local authority and other partners to support assessment and care planning to underpin a seamless journey for the service user through the health and social care system.
* Develop effective and integrated working arrangements between community, inpatient and other mental health services, to support streamlining of the service user journey.
* Lead development of the nursing team in conjunction with the service manager and professional leads to support a culture where risk management and clinical governance are integrated within the MDT roles through empowerment and accountability, supported by robust and effective evidence based protocol and procedures.
* Review and develop systems to support the production of high quality service user records in accordance with best practice guidelines and evidence based protocols.
* Contribute to the development of service and directorate policies and procedures, and lead implementation within area of responsibility to support high quality and effective services.
* Lead the investigation of complaints and adverse incidents in accordance with Mental Health Services and organisational policies and procedures, and support delivery of service improvement action plans to integrate effective learning within the multi-disciplinary team and thereby underpin delivery of high quality and clinically safe interventions.
* Supported by professional leads and Service Manager, to review and develop nursing practice and role development to deliver as high quality a service across both MHP’s and college and wellbeing roles to ensure the service users’ needs are met.
* In conjunction with the professional leads and Service Manager, to establish effective arrangements for professional and caseload supervision, objective setting and continual professional development review to develop and motivate the current and future mental health service and support clinical governance priorities.
* Ensuring a quality service is provided to service users by supporting staff to develop and update knowledge and experience in providing the highest quality assessment and skills to engage the person in whatever service they may be signposted onto.

**Performance Management*** Implement local systems to support performance management of department and service indicators e.g. sickness absence, staff backfill, complaints, enquiries and adverse incidents to deliver efficient and effective use of community mental health resources.
* Contribute to and monitor outcomes from department and governance audit processes, implementing improvement programmes to underpin delivery of high quality care.

**Partnership** * Work in partnership with General practices, local authorities, service users and voluntary groups to support effective multi-agency working within the service and thereby deliver effective planned discharge of service users.
* Support Patient Focus and Public Involvement objectives to deliver a systematic approach for service user/carer/family involvement in treatment and care planning, enabling informed choices to be made about care and treatment.
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| 7a. EQUIPMENT AND MACHINERY |
| Operation of a wide range of office machinery/equipment, including;1. Personal computer for production of relevant documentation and use of e-mail.
2. Laptop and data projector for delivering PowerPoint presentations.
3. Car for transportation between sites.
4. Telecommunications
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| **7b. SYSTEMS** |
| The postholder has primary responsibility for the security, maintenance and confidentiality of databases and information held on their own computer.* Health & Safety DATIX
* Risk Management
* SSTS Payroll System – authorisation of payroll
* Recruitment and Selection Systems
* Electronic data storage eg Word, Access, Excel, Powerpoint
* Budget Systems
* eEES
* Turas
* Personal Development Planning System
* Audit and monitoring reporting systems
* Intranet / Internet
* Performance monitoring, report writing and project management systems
* EMIS
* Care Partner
* Care First
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| ASSIGNMENT AND REVIEW OF WORK |
| The postholder is expected to function with a high degree of independence and autonomy with advice and guidance available from the Service Manager and professional leads as required.The workload is demand driven and generated through clinical, managerial and leadership activity with the postholder exercising discretion to prioritise and determine workload. In conjunction with the Service Manager, the post holder will set annual performance objectives and these will be reviewed in accordance with NHS Ayrshire and Arran’s performance management systems.The post holder will act up for Service Manager and peers as and when required. |

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| 1. **DECISIONS AND JUDGEMENTS**
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| * The postholder is expected to function with a high degree of independence, by anticipating and resolving problems and responding pro-actively to clinical and managerial issues.
* Required to make decisions and judgements which directly impact on service delivery across a defined area, through interpreting and ensuring consistent implementation of policies and protocols.
* Proactively support the development of nursing practice and role development to identify areas for improvement.
* Responsible for providing professional and clinical judgements and advice across a defined area.
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| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Influencing and facilitating change through leading and developing the multi-disciplinary team in a climate of integration and service re-design.
* Maintaining a balance between the sometimes competing demands of operational line management, service improvement and strategic leadership.
* Working in partnership to underpin a seamless service user journey through the health and social care system.
* To maintain consistently high standards of service delivery and service user care in a climate of change and redesign.
* Empowering all staff to develop a culture of excellence through development of robust professional guidance.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| InternalThe post holder will have key working relationships with staff at all levels within Mental Health Services and East Ayrshire Health and Social Care Partnership, for example:* Directors
* Senior Managers
* Clinical Directors
* Senior Professionals (nursing, social work, AHP and medical)
* Chief Social Work Officer
* Frontline staff
* Colleagues from Psychological services
* Finance Managers
* Health and Safety Advisor
* Department of O&HRD staff
* Bed Managers

ExternalThe postholder requires to participate in diverse communication process throughout East Ayrshire with a number of partner agencies, including:* General Practice staff – including practice managers, GP’s, ANP’s etc.
* Voluntary/Independent Sector
* Local Authorities
* Other NHS Scotland Boards including the special boards
* Scottish Government
* Patients/service users and carers
* Advocacy groups
* Central legal office
* Relevant Professional Councils/Bodies
* Complaints Teams
* Nursing & Midwifery Council

All communication within this post will involve verbal, written, formal and informal, individual and group contacts. Excellent communication skills are essential to the post, as it will involve communicating sensitive or highly contentious and complex information to staff groups, service user and the public. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL** * The post will involve office-based work, which will involve the use of a VDU but will also involve the postholder travelling between sites.
* Keyboard skills for production of paperwork and reports
* Walking between meetings.

**MENTAL*** Concentration required frequently when checking and analysing information to inform decision making.
* Constantly changing pressure and demands, dealing with regular interruptions and unpredicted events requiring effective decision making.

**EMOTIONAL*** Discussing highly sensitive and emotive issues with service users, carers and relatives.
* Investigating and managing service complaints, critical incidents, disciplinary, grievances and service changes relating to staff which are emotionally challenging and aregular occurrence.
* Regular exposure to hazards associated with community care settings e.g. challenging individuals.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Education*** Registered relevant professional qualification
* Degree or equivalent experience.
* Demonstrate evidence of continuous professional development.

**Professional Experience*** Experience of implementing significant changes in working practices.
* Experience of providing professional supervision.
* Experience of using a range of leadership and management skills.
* Experience of making complex decisions regarding the most appropriate therapy and mental health intervention for individuals.
* Experience of recruitment and selection of staff.
* Experience of working collaboratively with a wide range of professionals to develop a safe, effective and person centred service.

**Core Competencies*** Demonstrate sound competency in line management.
* Ability to align processes and systems to support service priorities.
* Demonstrate innovative approaches, seeking new or alternative methods of service delivery.
* Awareness and understanding of relevant National and Local initiatives, imperatives and factors influencing service provision.
* Demonstrates sound understanding of influencing and decision making protocols across all stakeholders and ability to shape stakeholder opinions.
* Promotes collaboration and team working across the service, cultivating network of relationships internal and external to the Mental Health Service and East Ayrshire Health and Social Care Partnership.
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