

Team Manager

Department: Health and Community Services

Division: Mental Health Care Group

Reports to: Lead Social Worker

JE Reference: HCS621

Grade: CS13

JE Date: 23/06/2020

Job purpose

Overall responsibility for managing a team of Capacity and Liberty Assessors (“CLAs”) and Authorised Officers (“AOs”). The team manager is responsible for ensuring that statutory functions in respect of both the Mental Health Law (“MHL”) and Part 5 of the Capacity and Self-Determination Law (“CSDL”) are undertaken. This management includes day to day provision, including policy formulation and implementation, the development and provision of services and staffing and budgetary controls.

In addition to managing the team, the Team Manager participates in the development of a Capacity and Mental Health Law network in order to gather information on the implementation of the two laws, utilising shared intelligence to develop local policy and best practice.

As a member of the Health and Community Services Corporate Management Team, contribute to the development and implementation of policy and strategy for Social Services overall.

Job specific outcomes

1. Identify changing needs, project future demands, and plan service responses accordingly to support the effective delivery of a service to fulfil statutory functions under the MHL and CSDL to safeguard vulnerable individuals, their families and carers, and members of the public.
2. Develop strategies and guidance and provide specialist expertise and oversight to all staff, colleagues and stakeholders to ensure the robust assessment, care planning and review of service users’ needs on a day to day basis and high standards of practice and care for vulnerable individuals, their families and carers.
3. Appraise and monitor the performance of the team, identifying individual staff training and development needs as well as developing an annual team business and training plan, to achieve optimum outcomes for service users within defined and agreed budgets.
4. Provide mentoring, on the job coaching, and evaluation of Authorised Officer and CLA trainee’s portfolios to ensure an adequate number of AOs and CLAs to deliver statutory services to the community.

5. Provide coaching, mentoring and evaluation to Authorised Officers undergoing re-approval to ensure delivery and continuity of service to people who are supported by the teams.
6. Lead the Authorised Officers' Forum and identify issues and concerns related to barriers to safe practice and communicate these to senior managers to deliver safe practice from staff and appropriate interventions and outcomes for service users.
7. Establish policies, procedures and professional practices in line with statutory requirements, and implement practice development and staff training courses, to ensure that all staff are aware of their individual responsibilities in line with the relevant legislation and, (as applicable), Social Work England, Nursing and Midwifery Council, Health Care Professions Council, and Jersey Care Commission codes of practice and to enhance best practice and skills development in all staff.
8. Deliver a first line response to all queries, complaints, data protection and subject access enquiries, ensuring appropriate advice and guidance is obtained from lead officers, legal advisers, information governance or appropriate senior colleagues where necessary, to deliver excellent customer service and maintain and build confidence in social services.
9. Working with and reporting to the Care Group Leads, including highlighting any developing areas of operational risk that require prompt response or political awareness.
10. Control quality and levels of service in line with Key Performance Indicators and co-ordinate the collection of statistical data and research into international developments in best practice in order to contribute to service developments and the strategic and business planning process.
11. Directly supervise Authorised Officers, Capacity and Liberty Assessors, Capacity and Liberty Officer, and Mental Health and Capacity Law Administrator, with particular regard to professional practice and standards across all aspects of the service, in order to ensure the highest standards of care for service users and their families/carers, and accurate regard to the relevant legislation.
12. Develop and maintain an effective communication network, liaising with the people who use our services, their carers, appropriate professionals and professional groupings, to develop and manage effective joint working protocols across agency and professional boundaries. Representation of the Service at relevant implementation networks in order to develop business plan objectives for delivery within the structured governance framework.
13. To coordinate the in-hours and out of hours rotas associated with the Authorised Officer and CLA roles.
14. Using data intelligence to anticipate business need, annual leave, flexi-time policy, CLA CPD, sickness absence and a rota, when required, to meet service demand.

Statutory responsibilities

- The postholder will have to comply with all relevant States Laws, such as the Health and Safety at Work (Jersey) Law 1989 and any other associated legislation, [Including Mental](#)

Health Law, Capacity and Self Determination Legislation and Long Term Care Legislation, Standing Orders, Financial Directions, and other relevant Codes of Practice, in respect of managing the key project deliverables of programmes and costs through the active management of procurement, approval, financial and administrative procedures.

- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work (Jersey) Law, 1989
- To work in accordance with the Data Protection (Jersey) Law;

Organisational structure

ONE GOVERNMENT

Office of the Chief Executive

Customer and Local Services

Children, Young
People, Education
and Skills

Health and
Community Services

Justice and
Home Affairs

Treasury and
Exchequer

Growth, Housing
and Environment

Strategic Policy,
Performance and
Population

Chief Operating Office

Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>A professional qualification – social work or other relevant professional qualification</p> <p>Evidence of post graduate level study with “AMHP” (England and Wales), “ASW” (Northern Ireland or Guernsey), or “MHO” (Scotland) qualification</p> <p>BIA/CLA qualification or willing to undertake</p> <p>Registered with the appropriate UK professional governing body and locally, must also register under the Health Care (Registration) (Jersey) Law 1995.</p>	<p>Post-graduate training or CPD in Mental Health</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Specialist knowledge of the application of the Mental Health (Jersey) Law (2016) and its Code of Practice (2018).</p> <p>Specialist knowledge and understanding of the interface between the Mental Health (Jersey) Law (2016), Capacity and Self Determination Law (2016) and the Criminal Justice System</p>	<p>Comprehensive knowledge of the range of services provided both within CYPES, Health and Community Services, by other States Departments and by private and voluntary sector providers</p> <p>Knowledge of the interface between the Mental Health (Jersey) Law (2016), and its counterparts in England,</p>

	<p>Specialist knowledge of all other relevant legislation including: Human Rights (Jersey) Law (2000); Children's Law (2002); Long Term Care Law (2012); Social Security Law (1974); Housing Law (1949).</p> <p>A detailed understanding of the CSDL with a focus on capacity assessment, best interests decision-making and significant restriction on liberty, and an understanding of the operation of civil courts.</p> <p>Specialist knowledge of the relevant international conventions: European Convention on Human Rights and United Nations Conventions on the Rights of the Child</p> <p>Specialist knowledge of the different models of mental disorder</p> <p>Specialist knowledge of the pharmacological and psychosocial interventions available for the treatment of mental disorders.</p> <p>Excellent knowledge and understanding of Health and Community Services policies and procedures</p> <p>Excellent knowledge and understanding of the principles of safeguarding and the relevant policies and procedures for both adults and children</p> <p>Excellent knowledge and understanding of public</p>	<p>Scotland, and Northern Ireland.</p>
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	<p>protection responsibilities relevant to the role, and the relevant multi-agency forums, i.e. J.M.A.P.P.A. and J.M.A.R.A.C.</p> <p>Excellent knowledge and understanding of the role of the Mental Health Review Tribunal</p> <p>Knowledge of a range of risk assessment tools in the assessment and treatment of mental disorders.</p> <p>Knowledge of services for people with mental health problems in Jersey</p> <p>A good understanding of children's & adult Safeguarding issues. Good understanding of the management of risk and supporting vulnerable children and families in the community.</p> <p>Understands how to assess and manage risk when making complex decisions that may be disputed in court.</p> <p>Practical knowledge of maintaining records according to confidentiality and data protection protocols.</p> <p>Knowledge of quality and governance agenda.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Specialist and highly developed mental health assessment skills Specialist and highly developed risk assessment skills.</p>	<p>Safeguarding certificated.</p>

	<p>Excellent analytical skills and ability to understand and interpret complex information, reports, and assessments.</p> <p>Advanced knowledge MS Office suite and other role specific ICT applications.</p> <p>Full Driving Licence</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Highly motivated and conscientious, exhibiting the capacity for independent, responsible professional decision making, often whilst under considerable pressure and whilst directing the work of professionals undertaking statutory functions of the Law.</p> <p>Well-developed management, organisational and administrative skills.</p> <p>Ability to develop interventions that are reliant upon effective inter-professional and inter-agency communication and co-operation and the building of effective professional relationships with staff, other agencies, carers and service users.</p> <p>Excellent communication skills, including an ability to effectively communicate at all levels with a wide range of individuals, groups and organisations some of whom may have issues which impact upon their ability to easily engage and communicate.</p>	

	<p>Able to quickly take on board complex facts or situations requiring analysis, interpretation and comparison of a range of options in order to arrive at a complex judgement.</p> <p>Provides highly specialised advice to social workers, medical staff, allied health professionals, police, and other stakeholders in relation to client safety and care, and maintains and ensures quality standards.</p> <p>Leads and facilitates the involvement of a range of stakeholders (public and private sector) to deal effectively with complex issues relating to vulnerable service users.</p> <p>Assesses risk, develops management strategies and provides advice and direction to team members when dealing with a range of complex cases.</p> <p>Develops and implements policy and understands the implications and ramifications for areas outside of their own area of responsibility.</p> <p>Highly resilient – good coping mechanisms for dealing with challenging, stressful and emotional situations involving vulnerable children and adults.</p>	

<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>A minimum of five years post-qualifying experience, including as an AMHP, ASW, or MHO.</p> <p>Leading a team in a multi-disciplinary setting, including managing discharging statutory functions on behalf of the organisation.</p> <p>Considerable experience and confidence in prioritising and managing their own and others' diverse caseloads based upon urgency, assessed level of need and risk.</p> <p>Leading and developing statutory services and advising carers and families.</p> <p>Providing clinical supervision and management support to a team of professionals. Organising and allocating team workloads.</p> <p>Negotiating services for vulnerable service users, including issues involving child protection, vulnerable adults, mental and physical health issues and bereavement.</p> <p>Experience of leading and undertaking clinical care audits, using a range of research methods.</p> <p>Managing budgets.</p>	
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Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities, attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.