** JOB DESCRIPTION – UCR Team Manager**

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|  | **JOB DETAILS** |  |
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|  | **Job Title:** | **Urgent Care Response Team Manager** |
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|  | **Grade:** | **Band 7** |
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|  | **Responsible To:** | **Community Services Manager** |
|  | **Accountable To:** | **Community Services Manager** |
|  | **Department:** | **Health and Social Care Delivery – Exeter** |

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|  | **Job Purpose:** |
|  | The Urgent Care Response Team Manager(UCR TM) will work within a designated Cluster providing integrated health and social care delivery. Working in close partnership with the Professional Practice Team, Devon County Council and the Royal Devon and Exeter the UCR TM will:   * Be responsible for the leadership and delivery of Urgent Care Response services within the Cluster through the operational management of NHS employed Occupational Therapists, Physiotherapists, Registered Nurses, ( and possibly Social Workers/ Social Care Assessors) and their support staff. * Ensure professional practice excellence through the provision of line management, supervision, casework monitoring, consultation and practice development which focuses on promoting excellence in both assessment, treatment and the attainment of care planning outcomes * Contribute to development and lead and implement the local delivery of fully integrated health and social care urgent care response services. * Be responsible for the delivery of agreed targets and key performance indicators, including budgetary responsibility for the urgent care response services * Carry management responsibility appropriate to the size of the Cluster, staffing establishment and skill mix * Provide appropriate professional advice to the Community Services Manager * Secure and maintain effective working relationships with key agencies |

**Key Working Relationships:**

Head of Professional practice

Patients and carers

Community Staff

Cluster Manager/s

Community Nurse Team Manager

ACS Practice Manager

Care Direct Plus staff

Devon Partnership Trust Manager

Health and Social Care Team staff

ACS Senior managers

GPs and Primary care teams

Voluntary and Independent sector, Devon County Council provider services

Acute Hospital staff

Community Equipment Services staff

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|  | **Dimensions:** |
|  | Management of more than one profession, including Therapy , Social Workers, and Nursing staff  Management of jointly appointed staff seconded from partner organisation  Lone working  Remote working without immediate supervision  Supervision, coaching, teaching and involvement of the development of relevant team members, carers and clients |

**Organisational Chart**

**APPENDIX 1 OPERATIONAL CHART**

Head of Professional Practice

COMMUNITY SERVICES MANAGER

Urgent Care Response Team Manager

Urgent Care Response Team & Urgent Care Community Support Workers

Direct line management \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Professional leadership

N.B. The UCRTM will work as part of the Health and Social Care Team alongside Community Nurse Team Manager/s , Therapists and ACS Practice Manager/s.

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|  | **Key Result Areas/Principal Duties and Responsibilities:** |
|  | **Communication and Relationship Skills**   * Provide operational advice and expert opinion to managers and staff regarding Urgent Care Response services in liaison with Head of Professional Practices. * Ensure effective communication takes place at all times, promoting a team approach to patient care and service needs * Lead / Attend /Chair multidisciplinary meetings and case conferences as required * Maintain effective communication links with senior managers, clinicians and internal and external partners * Provide data and reports relating to service delivery as required * Communicate effectively with patients/service users and their carers, to include complex and sensitive information * Lead / Attend/ meetings to communicate service related information to managers, staff and external agencies * Write comprehensive reports regarding patient assessment, treatment outcomes and recommendations * Liaise closely with members of partner agencies in all matters regarding patient care, discharge and future care management   **Analytical and Judgement Skills**   * Work with the Community Services Manager to:   + lead and contribute to the development of integrated Health and Social Care Team   + prioritise, lead and participate in the operational planning and implementation of policy and service development   + propose, lead and implement changes to improve practice and service delivery in line with local and national guidelines * Monitor the service and work in collaboration within and across Health and Social Care teams to deliver a consistent and equitable service * Undertake risk assessments, and provide accurate feedback to teams as necessary eg in relation to lone working policy * Alert the Community Services Manager to serious cases of high risk and/or safeguarding issues, and ensure appropriate actions are taken * Investigate and respond to complaints within agreed timescales   **Planning and Organisational Skills**   * Manage and organise staff to deliver the highest quality urgent care services within the resources available to meet needs * Be responsible for risk management, practice standards and casework outcomes * Ensure Urgent Care Responses service deliver commissioning specification/s, meeting operational and financial targets and key performance indicators * Lead workforce planning in partnership with the Professional Practice Team and Community Services Manager * Contribute to and promote the development of integrated services * Work with other service managers and Professional Practice Teams to share best practice and ensure equity of service * Contribute to organisational development, health improvements and service development as required * Manage the clinical care of patients / service users effectively and efficiently   **Physical Skills**   * The post requires a range of physical skills in line with the KSF outline * Regular IT use   **Responsibility for Patient and Client Care**   * The post includes management responsibility appropriate to the size of the Health and Social Team staffing establishment and skill mix. Urgent Care Response management includes shadowing, coaching and supporting staff and chairing/attending case conferences, complex care meetings etc. Responsibility includes professional and legal accountability for all aspects of own work   The post has overall responsibility for the delivery of Urgent Care Response services including Health and Social Care to ensure that:   * National professional and organisational standards of conduct and practice are met by all registrants * Statutory responsibilities, national directives and guidance requirements are met * Accurate and timely patient/user records, reports and care plans are maintained using the agreed standard formats * Staff training is evaluated to ensure delivery of evidence based, high quality practice * Incident reporting processes are followed using Datix or other agreed systems - to include follow up, shared learning and monitored action planning * Safeguarding processes and systems are followed to include identification, reporting and monitored action planning * Risks to patients/service users, carers and staff are identified, reported and appropriately managed to support clinical care and health and safety issues * Specialist advice, instruction and teaching to relatives, carers and other professionals is provided * Health and wellbeing is actively promoted   **Responsibility for Policy and Service Development**   * Work within Royal Devon and Exeter (RDE) policies and procedures, and ensure team compliance * Provide assurance/evidence that RDE standards and clinical governance arrangements are in place and maintained * Maintain high personal professional standards of practice * Work closely with Head of Professional Practice with regards to professional standards and clinical practice developments. This is particularly important where there is a need to liaise with leads outside the post holder’s own clinical profession * Produce, monitor and review Urgent Care service plans in support of Health and Social Care Team planning processes * Contribute to policy and service development as appropriate. * Keep abreast of professional and related NHS/ACS developments in liaison with the Community services Manager and Professional Practice colleagues   **Responsibility for Financial and Physical Resources**   * Manage the Urgent Care Response service budget to ensure effective use of allocated resources in liaison with the Community services Manager * Work with the Community services Manager, to plan and monitor the best use of Urgent Care resources within the Health and Social Care Team, including budgets for staff, equipment and stock to meet patient need * Authorise resources, including the prescription of equipment from the Community Equipment Service within delegated limits using agreed electronic procurement systems * Monitor skill mix within teams to ensure the most effective service, clinically and financially * Ensure safe and efficient use of stock and equipment, including appropriate checks and Safety Alert reporting as required. * Understand and apply agreed eligibility criteria for services and equipment   **Responsibility for Human Resources**   * Directly line manage senior Urgent Care Response /Community staff within the Health and Social Care Team. * Recruit and manage Urgent Care staff in the Health and Social Care Team in accordance with HR policies, terms and conditions to maintain an effective workforce capable of meeting the objectives of the service * Undertake the full range of ‘people management’ tasks including communication, staff involvement, workforce planning, appraisal, training and development, and performance management including disciplinary/grievance * Work with Professional Lead to ensure that all Urgent Care staff have access to appropriate professional supervision * Ensure that annual appraisals and Personal Development Plans are in place and monitored in accordance with RDE/DCC policy for all Urgent Care Response/Community staff * Ensure appropriate induction, supervision and training is provided to new staff, students, NVQ candidates, work experience students, support workers. * Work with other managers to ensure management cover across Health and Social Care Team is maintained, especially at times of service pressure * Monitor standards, ensuring staff are aware of and follow professional, national and local standards in partnership with professional leads   **Responsibility for Information Resources**   * Input, analyse, monitor and report information and statistical data to contribute to the monitoring and development of the service and/or team activity   **Responsibility for Research and Development**   * Foster and encourage the development and use of evidence based practice, and the use of RDE/DCC policy and procedural guidance * Contribute to and participate in evaluation, clinical governance, audit and reviews and ensure that recommendations are implemented * Maintain an up to date knowledge of appropriate areas of clinical practice and evidence based practice and maintain a CPD portfolio * Ensure the active involvement of patients/service users and carers and members of the public in planning and delivery of services * Take a lead role in professional development e.g. journal clubs, special interest groups, peer review groups and other activities to share and expand specialist knowledge across the service   **Freedom to Act**   * Work autonomously, managing own time and clinical caseload * Adhere to professional and organisational standards of practice with professional and legal accountability for all aspects of own work * Direct management of senior Urgent Care Response /Community staff within the Health and Social Care Team   **Physical Effort**   * Daily work includes driving * Regular and sustained use of IT   **Mental Effort**   * Capacity to balance demands of leadership and clinical role * Read, decipher and interpret patient information. * Read, decipher, interpret, summarise and disseminate complex information * Work pattern is unpredictable and subject to frequent interruption * Frequent mental effort in assessment and treatment programmes * Long periods of concentration, particularly when using a VDU * Responding to requests for information/action within short time scales   **Emotional Effort**   * Ability to manage complex areas of resistance, conflict, grievance or dispute * Work with patients/service users and carers who have a poor/life limiting prognosis, including the communication of distressing news * Occasional work with people who have mental heath problems, learning disability and/or occasional challenging behaviour   **Working Conditions**   * Driving hazards * Use of IT * Travel across Devon |

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| **GENERAL**   1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you. 2. We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care. 3. We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals. 4. Each registrant is expected to evidence as part of their KSF review the clinical audit and service level review activity undertaken by them individually or as part of a team in relation to the services they deliver. This can include a wide range of activity from more formal clinical audit activity to more routine evaluation of clinic activity or undertaking service user feedback exercises. 5. We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients. 6. The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business. 7. All employees must demonstrate a positive attitude to RDE/DCC equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect. 8. If the postholder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act. |

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|  | **HEALTH AND SAFETY AT WORK**  The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health and Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.  **INFECTION CONTROL - ROLE OF ALL STAFF**  It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.    All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:   * Attending mandatory and role specific infection prevention education and training. * Challenging poor infection prevention and control practices. * Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents   **CONFIDENTIALITY**  You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure. |

**Other Responsibilities:**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute to and work within a safe working environment

The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

### GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

**JOB SPECIFICATION**

**POST: UCR Team Manager**

**BAND: 7**

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| **REQUIREMENT** | **At Recruitment** | **At PDR** |
| **QUALIFICATIONS/SPECIAL TRAINING/EXPERIENCE**   * Degree or Graduate Diploma in a Social/Health study * HCPC/NMC registration * Management qualification * Evidence of continued professional development * Leadership experience within a health or social care setting | **E**  **E**  **D**  **E**  **E** | **E**  **E**  **E**  **E** |
| **KNOWLEDGE/SKILLS**   * Good understanding of aims and priorities of health and social care economies * Proven ability to deliver high quality services with good understanding of performance monitoring systems, quality measures and professional governance arrangements * Significant clinical knowledge * Proven ability of complex case management * Strong interpersonal skills * Excellent communication skills * Leadership skills and excellent decision making capability * IT skills * Ability to work effectively across organisations, cultures and systems to integrate services | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **EXPERIENCE**   * Extensive experience as a senior member of staff * Evidence of effective staff and resource management * Evidence of multi disciplinary team working across agencies * Experience of change management | **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E** |
| **PERSONAL REQUIREMENTS**   * Patient and quality focussed * Committed to the integration of health and social care services * Able to motivate and inspire others * Ability to effectively communicate complex information within a range of settings * Able to work under pressure and meet deadlines * Excellent organisational skills * Self awareness of strengths and limitations * Self motivated and able to use own initiative * Flexible approach to change | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **OTHER REQUIREMENTS**   * The postholder must demonstrate a positive commitment to uphold diversity and equality policies approved by Devon PCT * Willing to work across RDE/DCC boundary * Able to work in a range of settings appropriate to the post * Able to travel to meet the requirements of the post | **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E** |

**\* Essential/Desirable**

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| HAZARDS:- Updated 10TH of May 2018 | | | | | |
| Laboratory Specimens |  | Clinical contact with Patients | x | Dealing with violence & aggression of patients/relatives | x |
| Blood / Body Fluids |  | Dusty Environment |  | VDU Use (occasional) | X |
| Radiation / Lasers |  | Challenging Behaviour | X | Manual Handling | x |
| Solvents |  | Driving | x | Noise / Vibration |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in isolation | X |
| Cytotoxic Drugs |  | Electrical work |  | Night Working |  |