

Job Title:	Integrated Neighbourhood Team Manager 8A Senior Nurse/Therapist
Reports to (job title):	Head of Integrated Neighbourhood Teams
Line Manager to:	Team Leaders

## Role Summary

The INT Manager is:

- Responsible for ensuring services are integrated around the development of Integrated Neighbourhood teams alongside primary and social care
- Accountable for implementation of robust systems and processes that ensure there is a continuing improvement in the integration and quality of the service provided to our patients.
- Responsible for evaluating pathways of care and implementing new pathways where required
- Responsible and accountable for the delivery of the Clinical Governance agenda working within the HCRG framework of Clinical Governance ensuring associated clinical services deliver quality, performance and operational objectives.
- Responsible and accountable for Leadership of the Team, ensuring the delivery of a high quality and timely service
- Accountable for the provision of safe and effective workforce requirements to meet patients needs and to develop a future workforce in line with the workforce strategy

## Job Purpose

To ensure provision of good quality services and effective integration between health and social care through collaboration with stakeholders and partners across the system to deliver better outcomes for the people of West Lancs.

This is a key role to support the development of integrated working across health and social care in West Lancs through the development and management of the Integrated Neighbourhood Teams.

The main purpose of this role is to develop, directly manage and lead one or more of the Integrated Neighbourhood Teams (INT) in West Lancs reporting to Senior management. Responsibility for leading the teams which will include the setting and monitoring of standards, responding to complaints, staff support, learning, development, supervision, and the implementation of policy and clinical guidelines.

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The post holder will also work to ensure provision of good quality services and effective integration between health and social care through collaboration with stakeholders and partners across the system to deliver better outcomes for the people of West Lancs. Managing alongside key partners, will engage with, inform and adapt to changing contexts that shape practice, operating effectively across organisational frameworks.

## **The post holder will:**

- Be a role model for developing bespoke and creative solutions to address people's needs and avoiding unnecessary hospital admissions.
  - The post holder will be a key driver for change and transformation to deliver the new service model and will be accountable for the overall human resource management of the service ensuring effective clinical supervision and management is in place.
- Lead and manage the INT, ensuring effective operations in planning, , human resources and staff development, and financial oversight across organisations.
- Ensure timely and appropriate triaging and referral management across the teams. To ensure sufficient information is collected to demonstrate compliance with each service's key performance indicators and stakeholders' requirements
- Ensure all stakeholders are aware of the INT's and how to access the service representing the team at appropriate forums and meetings.
- Ensure a comprehensive training and development programme is in place to support team development for both organisations and facilitate all team members to attain the appropriate competencies to practice within the team
- Effectively manage the relevant budgets.

## **Communication/Relationship Skills**

- To communicate highly complex, sensitive contentious information effectively with the multiple agencies directly involved in the provision of the INT service to ensure all organisations continue to be actively involved and signed up to the developing model of provision, performance and development of the service. This will be through a number of different communication methods i.e. use of email, verbal communication, presentations, report writing and internal / external audits.
- To maintain open communication requiring negotiating and persuasive skills with wider stakeholders effected by the service either through group forums/meetings, presentations or on a one to one basis to ensure the service is understood, respected and utilised appropriately

## **Analytical/Judgmental Skills**

- On a daily basis oversee the management of highly complex decisions across clinical boundaries using analytical and interpretation skills to compare a range of options to service delivery. This may involve making operational decisions outside of the post holders' field of professional expertise.

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- Demonstrate the ability to assess risks and agree actions that ensure services are maintained while risk is mitigated/minimised.
- Overall requirement to deliver a collaborative, Integrated Outcome Based Service that takes account of National Performance Standards , Statutory and Local Performance plans . ' Ensuring that all statutory services and operational obligations (Care Act , Mental Health Act, Mental Capacity Act) are fulfilled to agreed standards and Quality Frameworks.
- To understand the whole health & care system to establish priorities for the services and address these on a constant basis to ensure high quality outcomes for the patient and system. This will require analysis of complex information from different systems taking account of the conflicting organizational policies, interpreting and comparison of a range of options to establish the most appropriate course of action.
- Apply critical reflection and analysis to inform and provide a rationale for professional decision making

## Personal and People Development

- To identify and behave as a professional registrant, committed to professional development.To identify and behave as a Lead nurse/Therapist
- To be responsible for the high quality service delivery and foster a culture of interdisciplinary, multi-agency working to deliver bespoke care solutions.
- To lead the development of the local workforce plan to respond to changing demands and needs.
- Encourage a culture of openness and engagement that ensures staff retention, positive staff survey results, and a culture of continuous learning and improvement where staff feel encourages to raise concerns and suggest service improvements
- To complete the full recruitment process for team members ensuring organisational process and procedures are complied with.
- To maintain your own personal development, undertake training as required including compliance with mandatory training and your own professional registration.
- To provide management/operational supervision to members of the INT either directly providing or contributing to the team members performance review and personal development planning
- To act as a role model to support and enable others to promote equality and diversity and a nondiscriminatory culture whilst upholding the trusts core values. • To facilitate an environment conducive to high standards of care and team morale
- Monitor staff sickness and absence, engaging with Occupational Health providers , supporting staff , as appropriate.

## Policy & Service Development

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- To implement national and local policies relevant to integrated services.
- To interpret national policy and organizational policies and interpret these for local application within the INT
- To evaluate the service at a minimum on a monthly basis, recommend required service developments and link with the appropriate stakeholders directly involved.
- Identify opportunities for cross organisational working between health and social care colleagues to minimize duplication of work.

## Freedom to Act

- To independently manage the team, resolving operational issues on a day to day basis.
- The post holder has a high degree of autonomy and responsibility for anticipating problems, proposing and implementing solutions. **Planning and Organisational Tasks/Duties**
- To operationally plan and deliver the service including business planning duties
- To have a high level of autonomy and time management skills and ensure own time as well as the team's time is used effectively
- Ability to plan and organise a broad range of complex activities whilst being able to analyse and focus on the objectives required.
- To ensure the INT maintains clear, legible and accurate records of contact with patients/carers in line with the organisations requirements, policies and procedures.

## General responsibilities

- To be responsible for complying with HCRG Infection Control policies and clinical guidelines.
- To prepare and actively participate annual performance appraisal process.

Note: This job description is issued as a guide to your principal responsibilities. It may be varied from time to time to meet new working requirements and does not form part of your Contract of Employment

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day, but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

## Care

- Inspire
- Understand
- Communicate

## Think

- Challenge
- Improve
- Learn

## Do

- Accountability
- Involve
- Resilience

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.

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- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make 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 recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.



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## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.



## Personal Specification

Dimension	Essential	Desirable	Method of Assessing Criteria
Knowledge/Qualifications	<p>Educated to Degree level or equivalent in health or social care.</p> <p>Postgraduate qualification to master's level or equivalent demonstrable experience.</p> <p>Knowledge of the needs of service users from a health and social care perspective</p> <p>Significant evidence of personal development and managerial experience</p> <p>A knowledge of how statutory services and third sector organisations are arranged and how they work together to meet the needs of service users.</p> <p>Knowledge of current legislation and policy.</p>		<p>Certificates</p> <p>Professional registration Pin number</p> <p>Application form interview</p> <p>Application form</p> <p>Interview</p> <p>interview</p>
Experience	<p>Substantial experience as a manager in a Health / Social care environment.</p> <p>Excellent managerial leadership and</p>	<p>Experience of managing and leading of staff in a multi-professional/multi-agency context</p>	<p>Application form interview</p>

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	<p>organisational skills with ability to motivate and develop a multi professional approach.</p> <p>Service development and design</p> <p>Partnership working with a range of statutory and third sector agencies.</p> <p>Management of waiting lists and performance</p> <p>Experience of working in a multiagency context, developing collaborative working relationships</p> <p>Experience of change management</p> <p>Experience of business planning, developing operational plans and performance standards</p> <p>Experience of managing budgets</p> <p>Ability to analyse complex systems and processes and data, and implement changes where required</p>		
Communication	<p>Advanced verbal and written communication skills, and the ability to respond according to the needs of the situation.</p>		Application form interview

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	<p>Able to negotiate successfully.</p> <p>Advanced interpersonal skills and collaborative working approach to inspire and motivate.</p> <p>Advanced ability to facilitate, influence and shape service/situations and developments.</p> <p>Ability to organise and respond efficiently to complex information.</p> <p>Well-developed skills in Computer literacy, including Word, Outlook, Excel and PowerPoint.</p>		
Personal and People Development	<p>Demonstrable skills in development of staff at all levels.</p> <p>Extensive experience of dealing with all areas of operational line management, including appraisals, recruitment and performance management</p> <p>Effective planning and decision-making skills.</p> <p>Ability to work under pressure with competing deadlines.</p> <p>Experience of workforce development</p>	Experience of representing service at a strategic level, and within a multi-agency context	Application form Interview

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	<p>Ability to identify, define and achieve organisational, service and personal goals.</p> <p>Ability to work autonomously and set own priorities.</p>		
Health, Safety and Security	<p>Health and Safety awareness and experience of dealing with risk management.</p> <p>Knowledge and understanding of Safeguarding policies and procedures.</p> <p>Knowledge and understanding of audit and quality issues.</p>		Application form Interview
Service Improvement	<p>Ability to undertake project management/leadership using recognised methodology and tools.</p> <p>Advanced knowledge of current best practice and application of legislation/ policies within the health and social care service and ability to interpret their influence on service delivery/development.</p> <p>Experience of using service development tools i.e., process mapping, service re-</p>		Application form Interview

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	<p>design, demand and capacity analysis etc.</p> <p>Commitment to promoting and integrating principles of practice into service developments.</p> <p>Effective leadership skills.</p> <p>Ability to develop innovative practice with clear vision for future developments</p>		
Quality	<p>Advanced knowledge and application of principles of clinical governance</p> <p>Knowledge and understanding of audit and quality issues.</p>		Application from Interview
Equality and Diversity	<p>Knowledge and understanding of equality and diversity, including relevant legislation.</p>		Application form Interview

Employee signature

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Manager signature

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