Job Description: Personality Disorder Service

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| **Job Title:** | Upping Ward Service Manager |  |
| **Ward** | Upping Ward |  |
| **Hours:** | 40 hours per week |  |
| **Location:** | Cygnet Hospital Beckton |  |
| **Reports to:** | Clinical Services Manager |  |
| **Prof Accountable To:** | Hospital Manager |  |

Job Purpose:   
This new post focuses on clinical management and leadership to develop and deliver outcome based high quality service for women with Personality Disorder and complex mental health needs. The post holder would be responsible for ensuring service users have a positive experience through the Personality Disorder Care pathway from the point of referral through to discharge. The post holder would be a core member of the MDT in a leadership capacity to ensure clinical resources are used effectively and there is meaningful participation in treatment. The post holder will also work with other service managers across the hospital as required to provide advice and support in relation to the care needs of service users with personality disorder on other wards.

The post holder will ensure appropriate pragmatic risk management support procedures are developed and routinely applied from assessment, admission and treatment phases.

Responsible for managing clinical performance and manage operations within the service, in accordance with Company policies and procedures. To manage administrative and operational resources in a cost-effective manner, evaluating & ensuring the standard of service delivered is commensurate with the company’s vision and regulatory standards.

To co-ordinate multidisciplinary working, maintaining excellent communication and working relationships with all team members, and other services within the hospital, to ensure effective interface and continuity of care between disciplines and services.    
  
Key Relationships:   
COMMUNICATION WITH    
Service users and carers -Daily    
Nursing team- Daily    
Other professional colleagues - Daily    
Bleep holder - Daily      
Clinical Services Manager – As required   
Other wards/departments - As required    
Referring agencies –As required   
Police, probation, forensic services - As required    
Support services - As required

Hospital Manager – As required

**Key Results Area**:

* Provision of visible clinical leadership with a focus on patient-centred care ensuring partnership with service users in their care and treatment.
* Contribute to the planning & delivery of sustained productive, measurable, high quality care within the service.
* Development and implementation of pragmatic visible risk management structures for the service
* Implementation of a Service Operational policy.
* Development and implementation of a performance management structure for nursing staff with clearly defined measurable objectives to underpin service improvements
* Evidence that the security & safety of the service is established and maintained.
* Management of information and communication to ensure effective flow of information and communication across the MDT
* Effective management of financial and personnel resources
* Achievement of identified performance measures for the service
* Cover the senior nurse bleep on a rota basis

**Key Responsibilities**

**Resource Management**: Management of Financial and Personnel Resources ensuring the ward finances are managed within allocated PPD. Staff attendance, bank and agency cost are managed within budget and Company guidelines.

Communicate to all staff how they can contribute to the efficient management of financial and material resources and ensure individual staff objectives/appraisal supports this.

Identify and deal with cost pressures which may have an impact on the financial expenditure of the ward. The post-holder will be expected to notify any such situations to the clinical service manager and take proactive steps to address concerns at a local level. Utilise existing technology to support and improve efficiency   
  
**Governance & Performance:** Set, monitor and evaluate overall standards of care and practice within the service in liaison with the Clinical Practice Leaders, members of the MDT, and Clinical Service Manager

To ensure risk management systems are regularly reviewed to meet the needs of individual service users.

Ensure relevant processes for CQUINs are established and working effectively

To ensure lessons learnt from complaints and incidents are routinely used to influence and improve practice within the service.

Provide report on key aspects of governance and performance through local governance processes.

**Clinical**: Ensure that all practices and interactions on the unit are based on the preservation and respect of service users' dignity; individual and cultural identity /wishes and are in accordance with the recovery principles

In conjunction with other members of the MDT plan and implement DBT and other psychological treatment programmes for clients and ensure interdisciplinary practice and collaboration.

Evaluate the quality of the service/ effectiveness of the treatment program in relation to the program goal/objectives.

Provide leadership and supervision to members of the MDT

Maintain close liaison with the Clinical Service Manager and RC when dealing with challenging situations.

**Management of Human Resources**: Maintain the efficient use of staffing resources on the ward, ensuring that staffing levels are safe, appropriate and contain the necessary skill mix on each shift, but recognising and supporting Improving Working Lives within the confines of a safe service.

To ensure that each member of staff is fully aware of their responsibilities and has a personal development plan which is based on a balance between the needs of the individual and the service.

Manage the overall development of the ward team, encouraging staff to contribute their views and ideas as appropriate.

Implement all Company policies and ensure staff are aware of how to access this information.

Delegate duties and responsibilities as appropriate to other staff to assist in the operation of the unit and to aid the development of individual.   
  
**Management of Information and Communication**: Develop and maintain procedures which result in good communication between the multidisciplinary team and other agencies.

Attend and where appropriate chair relevant meetings involving other agencies, patients and carers to facilitate good communication.

The post-holder will lead the team in setting, implementing and monitoring realistic and achievable objectives for the ward team in accordance with the aims and objectives of the service.

Attend meetings and forums, representing the ward at various levels both within the hospital and with external agencies.

Ensure all staff are kept fully briefed on any new developments etc. The post-holder may be required to participate in specific inter-agency work relevant to the service.

Ensure that all communication (verbal or written) between the ward and other departments or agencies is of a high standard both in its content and presentation.

Ensure that all written and electronically stored information is accessible only to authorised personnel and is stored in accordance with the Data Protection Act.

Ensure that administrative staff are aware of the importance of the collection of statistical data and ensure that this is collected and stored in an accurate and timely fashion.  
  
**Health & Safety Management of the Environment:** Ensure that the ward environment adheres to Health & Safety guidelines and PEAT standards at all times. This will involve monitoring the services provided by other departments in accordance with the adopted procedures and will involve liaison with the Hospital Maintenance Department and other relevant personnel.

Ensue that the Health and Safety at Work Act is adhered to by all staff. The post-holder will have particular responsibility for ensuring that all staff receives any training necessary in order to meet the requirements of the Act. (eg. fire training, first aid, food hygiene, etc).

The post-holder will be responsible for taking immediate action to deal with any problem which might affect service user, visitor or staff safety. This will involve liaison with the relevant Health and Safety Co-ordinator. Ensure local response in managing incidents by using the Company Incident and SUI Policy & implementation outcomes to change and improve practice.  
  
**Personal Development and Freedom to Act**: The post holder will have an awareness of contemporary developments in their clinical area.

Acknowledge their own limitations and discuss/identify their training and development needs with their line manager.

Make effective use of supervision with their line manager on a regular and agreed basis.

Be aware of the need to reflect on their practice both as clinician and manager.

Be aware of and adhere to all Company’s’ Policies and act as a role model to other staff. Meet & maintain professional requirements for registration.

Recognise emotional and mental effort required to fulfil the post.

Keep line manager informed of whereabouts during working hours

**Other Responsibilities:** The post-holder will also be required to deputise for the clinical services manager as required.

Fulfil the role of the Bleep holder on an ad hoc basis.

Establishing and building on excellent working relationships between other services within and external to the Cygnet Hospital Beckton.

Ensuring that systems are in place which invite service users and their carers to comment on the quality of services they receive.

Undertake investigations into SUIs, and complaints using RCA to ensure timely response, and resolution ensuring that lessons learned are disseminated appropriately.

Ensuring that their line manager is kept informed of all developments and changes within the service.

Ensure safe storage and administration of medications.

Create and maintain a learning environment to meet educational standards required by Educational Institutions for student placements.

Participating in projects within the Hospital as required by the Hospital management Team

**General:**

* To uphold the Company’s Vision and Values
* To highlight concerns in accordance with the company’s Whistleblowing Policy where it is felt poor practice or general wrong doing has not been dealt with appropriately (Staff may make such disclosures without fear of criticism or retribution),
* Take personal responsibility for your own Health and Safety at work in accordance with Policies and Procedures, in particular Security, Health and Safety and Risk Management
* This job description is not exhaustive as a term of employment you may be required to undertake such other duties as may reasonably be required.

The post holder is required to comply with all infection control policies and guidance, attend relevant updates and report issues of concern to their immediate line manager (if no action or explanation received, then it is the individual’s responsibility to escalate to Clinical Manager and Hospital Manager).

**Health and Safety at Work and Infection Control:** You are reminded that in accordance with the Health and Safety at Work Act 1974 you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities.

You will be notified where your post carries a requirement for immunisation.

You must co-operate with those in authority and others in meeting the statutory requirements and in following policies and procedures. A copy of the Health and Safety Policy is available from the HR department.

Cygnet Hospital is determined to eradicate healthcare-acquired infection and puts a great deal of emphasis on the responsibility of all staff to ensure their own personal and others compliance with Infection Control (including Hand Washing) Policies.

The Working Time Regulations apply to all employees of Cygnet Hospital.

**Research:** For clinical posts at bands 5 and 6, there is an expectation that engagement in research will be part of this role. Therefore, an awareness of the value and relevance of research is expected and the post holder should either support existing research within their speciality area as appropriate or identify opportunities to raise awareness of research possibilities. For clinical posts at band 6 and above, the post holder will be required to actively participate in complex audits using research methodology.

**Sustainability and climate change:** All staff are expected to take responsibility for the reduction of carbon emissions within their area of the organisation. In particular this may relate to reducing energy consumption, making low carbon travel choices, consideration of goods and services being purchased, and waste reduction.

**Risk Management:** In Accordance with the Risk Management Policy, employees will participate, whenever required, with the risk management process. They will support line managers by attending mandatory and statutory training, completing incident/accident forms for every adverse event or near miss that occurs, report all defects and complaints, and communicate any dangerous situation to individuals potentially at risk.

**Safeguarding of Vulnerable Adults**: All employees have a duty for safeguarding and promoting the welfare of vulnerable adults under their care and are required to act in such a way that at all times safeguards the health and well- being of vulnerable people. Familiarisation with and adherence to national and local Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.'

***NOTE:***

*This Job Description is not exhaustive and may change as the post develops, but such change will not take place without consultation between the post holder and his/her manager.*

*The post holder is required to conform to Cygnet Healthcare policies on health and safety, fire procedures and confidentiality and to attend any training sessions as required.*

*Cygnet Hospital Beckton has adopted NO SMOKING and NO ALCOHOL policies for staff, which applies to all posts. Details of the policy are available on request and will be included in the statement of main terms and conditions of service of staff appointed.*

**Role Profile Agreed In Partnership Between:**

**Job holder’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Manager’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Role Profile Agreed In Partnership Between:**

**Job holder’s name: Manager’s name:**

**Signed: Signed:**

**Date: Date:**

***PERSON SPECIFICATION***

**Job Title: Upping Ward Service Manager Location: Cygnet Hospital Beckton**

**Grade: AFC Band 8 equivalent**

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|  | **Essential** | **Desirable** | **Method Of Assessment** |
| **Training & Qualifications** | * Registered Nurse * Evidence of continual professional development relevant to the role * Leadership training * Mentorship training | * Specialty in Dialectical Behavior Therapy or any other therapeutic intervention * working towards a health related degree | Application Form |
| **Experience & Knowledge** | * Evidence of commitment to providing excellent clinical practice * Experience of working in a gender-sensitive way with female service users. * Experience of working with personality disorder * Minimum of 3 years’ experience at Band 6 in a ward setting * Application of NICE guidelines for personality disorder * Evidence of managing budget and resources in a cost effective manner * Experience in managing change through others * Working knowledge of all relevant legislation associated with acute mental health care, including MHA, CPA procedures, Human Rights Act, Safeguarding, Security guidelines | Experience of working with service users with Eating disorder  Experience of delivering practice initiatives and service improvements and developments  Understanding of the role and function of the interface between the PD service & other organisations referring to the services | Interview/ Application Form |
| **Skills** | * Organisational and leadership skills with the ability to enthuse other and motivate a team * Proven communication skills, both written and oral * Ability to manage & resolve conflict * Be able to manage diversity in the context of a large multi-ethnic service provision * Able to prioritise and meet deadlines and manage difficult situations effectively * Able to use initiative and work well within a team * Critical thinking skills and ability to analyse complex data and manage complex clinical issues utilizing assessment skills and protocols * Ability to delegate appropriately. * Good computer skills. | Ability to present ideas with clarity and in a persuasive and influential style  Proven ability to maintain a balance between strategic and operational management | Interview |
| **Personal**  **Qualities** | * Full commitment to equal opportunities * Ability to support junior staff * Well motivated and is able to motivate others * Committed to self-development * Innovative, creative and a willingness to try something new * Punctual |  | Interview |
| **Other** | * Reliable work record * Committed to providing the high standards of quality care through patient focused principles |  | Application Form / Interview |