

Job Description Template

Job Description

JOB TITLE:	AMHP Lead & Emergency Duty Team Manager
GRADE:	Grade M
POST NUMBER:	M060000099
DIRECTORATE:	Health, Adults & Community Services
SERVICE:	Mental Health
RESPONSIBLE TO :	Service Manager - Adult & Older Peoples Mental Health (Social Care)
RESPONSIBLE FOR:	<ul style="list-style-type: none"> • Management of the Borough's Centralised AMHP service • Management of the Emergency Duty Team • Line Management of the permanent AMHPs within the Boroughs Centralised AMHP Service • Line Management of the Emergency Duty Team AMHPs
	DBS Enhanced check required This post is not politically restricted
JOB SUMMARY:	<p>The post holder will be responsible for managing the Boroughs Centralised AMHP service and Emergency Duty Team and making sure that both services provide an effective 24/7 AMHP service on behalf of the London Borough of Tower Hamlets which meets all relevant legal requirements. The post holder will also need to make sure that the Out of Hours AMHP service effectively discharges the Councils responsibilities under the Care Act and Housing legislation out of hours. The post holder will also be responsible for representing the Council on the East London AMHP Course Consortium and promoting the</p>

	development of sufficient AMHP trainees within the Borough.
ROLE REQUIREMENTS:	
1.	Ensure delivery of an effective Centralised AMHP service on behalf of the London Borough of Tower Hamlets which meets all relevant legal requirements.
2.	To manage and provide high-quality monthly supervision to the permanent AMHPs within the Centralised AMHP Service and undertake an annual appraisal of the AMHP practice of the AMHPs rotated into the service.
3.	Provide professional leadership and advice to the AMHPS on all aspects of Mental Health law and practise
4.	Ensure that AMHPs receive adequate training and support to enable them to carry out their functions, including their annual mandatory refresher training.
5.	To manage the Emergency Duty Team for adults and ensure that regular, high-quality monthly supervision is provided to the staff.
6.	Ensure that staff receive adequate training and support to enable them to carry out the functions of an Out of Hours team on behalf of the London Borough of Tower Hamlets
7.	To participate in and contribute to the East London AMHP Course Consortium arrangements for AMHP training on behalf of the Council.
8.	To ensure rotas for both AMHP and EDT are in place both day and out of hours to ensure the rota is fully covered with replacements secured for sickness etc.
9.	To carry out AMHP assessments as required and necessary in a variety of settings.
10.	To participate in out of hours manager on call for AMHP / EDT and develop this rota.
CORPORATE RESPONSIBILITIES	
11.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
12.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the

	directorate strategic priorities are effectively implemented.
13.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
14.	Support organisational change and learning, following, and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
15.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
16.	To represent the Borough in multi – agency forums, including MAPPA
PEOPLE	
17.	To work closely with colleagues within the integrated mental health services, Council, Barts Health NHS, LAS and police and other agencies.
18.	To effectively manage the permanent AMHPs within the borough’s AMHP Service and Emergency Duty Team and to provide effective managerial and practice support to the rotated AMHPs.
19.	Ensure effective supervision of staff within the borough’s AMHP Service and Emergency Duty Team, including development and appraisal; induction; performance management; absence management; resolution of conflict; implementation of change. Take action as appropriate in accordance with council employment procedures and policies (e.g. disciplinary, capability etc). This may include observing practice or co-working cases.
20.	To provide effective leadership and direction on the management of high risk, complex cases balancing respect for service users autonomy with the avoidance of harm to the individual and to others.
21.	To provide support and guidance on risk management to AMHP’s and EDT as necessary.
22.	To identify and advise senior managers on any risks to service delivery, risks to service users and risk to AMHP’s or EDT staff.

	To ensure that appropriate steps are taken to assess, manage and minimise the risk to staff and provide debrief support following complex assessments.
FINANCE	
23.	To effectively manage the budgets for both the borough's AMHP Service and Emergency Duty Team and avoid these budgets becoming overspent. To complete the monthly forecasts and to highlight any issues with the relevant finance officers and the Service Manager – Adult & Older Peoples Mental Health (Social Care).
24.	To make sure that the AMHP Team and Emergency Duty Team take into account value for money when commissioning services (e.g. locksmiths and interpreters).
SERVICE	
25.	To offer high quality specialist advice and guidance to the AMHPs that adheres to Mental Health Act 1983 (Amended 2007), CoP, caselaw and other relevant legislation and guidance.
26.	To work closely with partner agencies to make sure that mental health Act assessments delays are kept to a minimum and that people being assessed under the Mental Health Act 1983 (Amended 2007) are assessed in a timely manner and, if appropriate, conveyed to hospital without delay.
27.	To undertake regular audits and make sure that AMHPs are completing AMHP Outline Reports and the full AMHP Reports in the required timeframe and to the required standard.
28.	Contribute to the development of new initiatives through representation on working groups or multiagency forums, training courses etc. and act as a lead for identified pieces of work that will shape current and new ways of working. Act as a resource in the development and delivery of training packages and presentations.
PERFORMANCE	
29.	Understand and adhere to Social Work England Professional Standards of practice in all aspects of their work; and to understand and be able to apply

	the Professional Capabilities Framework (PCF) in their own and others' practice. Be accountable for all aspects of your own professional work and the workforce to whom you provide leadership, support and supervision.
30.	To undertake regular audits and use these audits to improve performance within the AMHP Team and Out of Hour's Team ensuring professional oversight ensuring that assessments are fully documented and that the decision making process is clear, informative and based on analysis of complex evidence.
31.	To make sure that the AMHPs are performing to the required standard and take the necessary performance management action when issues with performance arise.
32.	To ensure that the AMHP and EDT service is efficiently managed in terms of workload and in line with service objectives with staff accountable for their work.
33.	
34.	

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

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Requirements	Person Specification for the Post of	Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<ul style="list-style-type: none"> • Thorough knowledge and understanding of the Mental Health Act and Code of Practise and other relevant legislation. 	E	A, T, I
	<ul style="list-style-type: none"> • In-depth knowledge of the Care Act and Mental Capacity Acts 	E	A, I
	<ul style="list-style-type: none"> • An understanding of the arrangements for managing patient care in secondary mental health services 	E	A, I
	<ul style="list-style-type: none"> • Thorough knowledge of the role and responsibilities of Approved Mental Health Professionals 	E	A, T, I
	<ul style="list-style-type: none"> • Understanding of the professional supervision and support needs of AMHPS and Out of Hours Workers. 	E	A, T, I
	<ul style="list-style-type: none"> • Thorough knowledge of severe and enduring mental illness and its implications for service users and carers. 	E	A, I
	<ul style="list-style-type: none"> • Knowledge of risk assessment relating to suicide and violence to self or others. 	E	A,I
	<ul style="list-style-type: none"> • Ability to assess and manage complex risk with appropriate decisions to support 	E	A,T,I

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	<p>and guide others in their work.</p> <ul style="list-style-type: none"> Ability to develop and maintain services standards inline with service objectives and national standards. 	E	A,I
Qualifications & Experience	<ul style="list-style-type: none"> CQSW/DIPSW or other recognised Social Work Qualification Current Social Work England registration Supervisory experience as a Social Worker Senior Practitioner / Manager Substantial AMHP experience Current warrant as an AMHP Operational management experience Experience of working with users and carers to develop responsive services 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A,I</p> <p>A,I</p>
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	<p>Demonstrate leadership qualities in the development of staff</p> <p>The ability to appraise and action the learning and support needs of the workforce to enhance user outcomes and service standards</p>	<p>E</p> <p>E</p>	<p>I</p> <p>A, I</p>

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	<p>Is able to lead, plan, programme, deliver, and review service development initiatives in line with agreed timescales and outputs, and to be able to do this across organisational boundaries</p>	E	A, T & I
<p>We are OPEN and transparent</p>	<p>Communicate to a high level, both verbally and in writing with a range of internal and external colleagues, people requiring support, and their families/carers</p> <p>An ability to present complex issues clearly and concisely</p> <p>Able to establish positive working relationships, and work closely with elected Members, chief officers, external agencies, and community organisations</p> <p>Communicates and acknowledges good work, celebrating team and individual achievement</p> <p>Able to use a range of techniques to successfully influence or negotiate with others in a variety of situations</p>	<p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p>	<p>A, T & I</p> <p>T & I</p> <p>I</p> <p>I</p> <p>I</p>

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<p>We are WILLING to challenge, innovate and be accountable</p>	<p>Demonstrate a commitment to continual professional development, reflective practice, and learning from others</p> <p>An ability, and willingness, to provide periodic support to the Out of Hours Service (subject to an additional payment) and to other Localities</p> <p>Willing to travel and work flexibly across various sites and locations in response to service demands</p>	<p>D</p> <p>E</p> <p>E</p>	<p>A, I</p> <p>I</p> <p>I</p>
<p>We empower each other to be EXCELLENT and go the extra mile</p>	<p>Ability to make decisions within own area of responsibility</p> <p>Proven ability to promote positive outcomes with challenging situations, and bring creative solutions to meet these challenges</p> <p>Possession of effective leadership and communication skills motivating others to achieve</p>	<p>E</p> <p>D</p> <p>E</p>	<p>I</p> <p>I</p> <p>A, I</p>

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	<p>Utilise reflective practice and peer learning to enhance supervisory skills and exemplify high standards of professional practice</p> <p>Ability to measure and manage team performance against the relevant standards and quality assurance frameworks</p> <p>To demonstrate a sufficient level of IT competence to work with complex statistical, financial, and performance information</p>	<p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>A, I</p> <p>A, T</p>
<p>We RESPECT all communities, they are the heart of everything we do</p>	<p>Experience of promoting fair access to services and a commitment to ensure high quality of services which are relevant to the diverse communities within Tower Hamlets</p> <p>Able to promote and implement policies and procedures relating to equality and diversity within the workplace and ensuring adherence to these policies</p> <p>Handle confidential information with respect and</p>	<p>D</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p>

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	integrity, and also in line with GDPR framework		
Additional Requirements	<p>(Examples provided below)</p> <p>Subject to the provision of adequate notice, the ability to accommodate reasonable requests to work outside the usual working pattern relevant to the professional role.</p> <p>This will include participating in out of hours manager on call for AMHP / EDT</p> <p>Requests to work evening and weekends will be subject to the general terms of the LBTH Single Status agreement.</p> <p>To comply with the requirement to carry out a DBS check on this role.</p> <p>Willing to travel to various sites and locations</p> <p>This role may require visiting care homes and is in scope of the Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021. Candidates applying for this role must be able to provide evidence that they have completed a course of an authorised coronavirus vaccine or that they should not be vaccinated for clinical reasons.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>I</p>

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