

Team Manager AMHP Hub (Approved Mental Health Professional)

Role Profile

Service: Adults Services, Mental Health
Band: Band 10
Reporting to: Service Manager for Mental Health (*Social Work*)
Responsible for: Senior Practitioner/s/ AMHP's/ AMHP trainee's



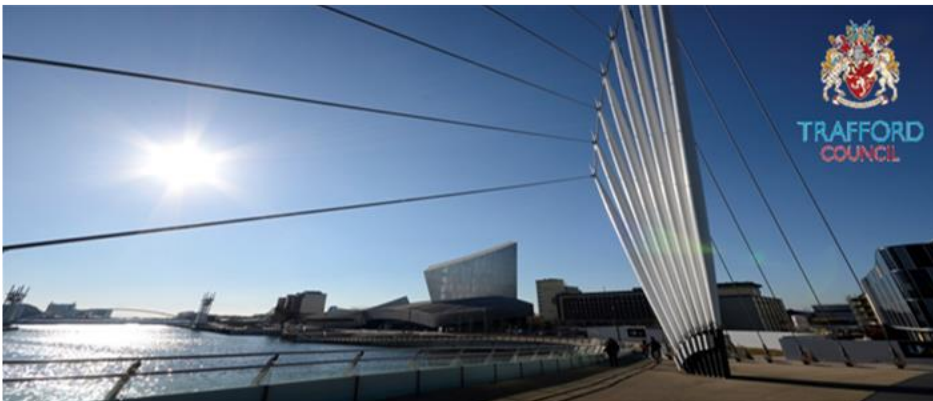
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

As the AMHP Team Manager you will be primarily based at Sale Waterside. You will provide professional line management and professional leadership for the safe, effective and efficient delivery of the Approved Mental Health Professionals (AMHP) service in accordance with professional standards across Trafford. Whilst reporting into the Service Manager for Mental Health, you will also be expected to work in conjunction with the Head of Service for Mental Health, LD and Autism, in collaboration with the broader leadership teams within Adult Social Care, to ensure the delegated statutory functions are well delivered within Trafford Council.

Your Main Priorities

- Operational management of the weekday AMHP Hub ensuring the local authority maintains its statutory responsibilities under the Mental Health Act, 1983/2007, The Mental Capacity Act, 2005, and the Care Act, 2014 (not an exhaustive list).
- Management of the duty rota and to ensure arrangements are in place to provide a seamless interface between daytime and the Emergency Duty Team (EDT) Out of Hours Service that can respond to people's needs in a timely way. Working in collaboration with service users, members of the service and wider health and care system to ensure that the service is responsive, responsible, accountable, and flexible to the evolving needs of people who use the AMHP service.
- Professional support to AMHPs/ Social Workers and trainee AMHP's in conjunction with the Service Manager (MH). This will involve providing AMHP supervision and continuous professional development to the AMHPs for Social Workers based within Trafford GMMH and other AMHPs across Adult Services and ensuring access to post qualification training in accordance with the statutory regulations and monitoring the required levels of training.
- Lead role in driving the National AMHP standards at a local level and attendance and contribution at the National AMHP Leads Steering Group.

Key duties

- Embedding high-quality professional AMHP practice across the AMHP profession, including supporting the review and implementation of policy and procedures, with particular emphasis on advanced practice, the role of the social work supervisor, competence, and confidence in line with the Statutory Regulations.
- Ensuring the team undertake assessments in line with strengths and evidence-based practice, legislation, policies, and procedures; identifying and planning preventative measures to avoid unnecessary delays in the Mental Health Act process. To have oversight of the health and safety of the team's AMHPs whilst they are undertaking assessments.
- Embedding quality assurance processes and the required approval, re-approval, and removal procedures across the AMHP service.
- Maintain the performance of the team, specifically in relation to the National and Local Performance targets. To contribute to the development of processes and practice for the Service/Directorate. To ensure all Member queries and Complaints about service delivery are investigated promptly and effectively.
- Performance management and reporting; contributing to monitoring the quality and integrity of data, reporting on KPI's and utilising management information to ensure the effective delivery of service, maintaining operational systems and ensuring all training and development needs are met.
- Represent health and social care partners with regard to the specialist areas of Mental Health Act, work at local and national partnership forums and provide technical advice to senior managers as a result of these and working collaboratively with partner agencies including Police, ambulance service, and Mental Health Law administrators through established forums and other forms of communication as required.
- Update and adhere to the Guardianship policy according to The Code of Practice 30.16.
- Participate in quality assurance for the service by undertaking regular case file audits of Mental Health Act assessments and provide data reports on Mental Health Act activity across the system to ensure continuous improvement in practice.
- Identify operational issues, resolution, escalate to the DASS and the relevant NHS trusts any unresolved organisational risk they need to be aware of with the AMHP service.
- Contribute to the development, training and shaping of social work practitioners practice, varied AMHP practice, and participation in the AMHP Training Program, and establish effective links with the AMHP training providers including the coordination of AMHP student placements and overseeing the supervision of Practice Educators.
- Establish and participate in local, regional and national networks and forums with other providers and organisations regarding opportunities for AMHP practice, development, sharing best practice, and disseminate information and learning to maintain a competent and skilled AMHP workforce.
- Attend North-West ADASS Mental Health meetings to ensure local, Greater Manchester, North-West and national policy and legal updates are cascaded in AMHP forums and escalated to the DASS and Principal Social Worker when required.
- Undertake other duties commensurate with the role and salary band as required.

About You

Qualifications and Professional Development

- A recognised Social Work Qualification (CQSW, CSS, DipSW, Degree in Social Work)
- Must be registered with Social Work England
- To be currently approved as an Approved Mental Health Professional (AMHP)
- Evidence of continued professional development and the development of others
- Evidence of leadership/ management qualification or willingness to work towards this

Experience and Knowledge

- Significant experience as an approved AMHP and be able to plan, assess and allocate the work of AMHP's
- Experience of working in partnership with NHS Trusts, police and other providers and with local and National AMHP networks
- Have familiarity of the details of the National AMHP Workforce Plan (2019) and clear understanding the importance of developing and maintaining regular reporting structures from frontline AMHPs to the DASS and back again
- Proven experience and knowledge of performance management, quality improvement and risk management
- Experience of leading and managing teams to achieve high performance and capturing evidence-based outcomes
- Experience of representing the Local Authority in external and internal forums
- Detailed knowledge and understanding of the Mental Health Act, Mental Capacity Act 2005 and AMHP role, responsibilities and procedures to ensure their consistent application in practice
- Detailed understanding of current safeguarding policies and procedures for adults at risk and children in order to ensure their consistent application
- Experience of connecting to wider mental health systems and exploration of connecting and influencing the development and functioning of both generic and specialist services to raise awareness around the AMHP role and function in our communities
- Experience of developing service development plans and systems support to capture AMHP demand and issues and solutions

Skills and abilities

- Excellent leadership, supervisory and motivational skills; sharing knowledge and best practice and managing and creating a culture of high-level performance and continuous service improvement
- High level communication skills (verbal and written), able to advocate and present complex information and provide specialist advice to a range of stakeholders at all levels, adapting personal style depending upon the audience
- Ability to engage with others at a regional and national level, recording discussions and disseminating outcomes to others
- Ability to work within the principles and values underpinning social work and AMHP practice and use professional assertiveness to justify decisions and uphold social work practice, values and ethics
- Experience and knowledge of managing conflict, developing solutions to problems and challenging others constructively
- Sound understanding of the use of data in managing performance and raising standards
- Able to establish and retain effective working relationships with services, colleagues, partners and other agency personnel to achieve high-quality service delivery and performance standards
- Ability to lead, manage and support teams and individuals through significant change processes including promoting cultures of open communication with AMHPs and ensure their contribution is heard to ongoing service development and promotion of individual wellbeing and safety being at the forefront of operational considerations
- Ability to make sound judgements within a risk management framework, remain solution-focussed and manage challenging/complex situations in a time critical, efficiency driven environment
- Able to use digital tools/IT equipment proficiently, produce management reports and present recommendations to senior managers and strategic boards
- Effective administration and organisational skills

Special Conditions

- Enhanced DBS and Adults Barred List check required
- Maintain approval as an AMHP, completion of mandatory 18 hours annual evidence
- Willing and able to travel to sites within the Trafford Borough and Greater Manchester area and further if/when required
- Commitment to working outside of normal hours from time to time

Date prepared/revised	March 2024 / Minor updates 15.10.26
Prepared/revised by	PM/DL/GM/TS
Job Evaluation	28.5.24

--	--

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.