
JOB DESCRIPTION

Job Details

Job Title:	Employee Health and Wellbeing (EHW) Service: Psychological Wellbeing and Mental Health Team Manager
Division:	Corporate
Base:	Wythenshawe, Cobbett House, Trafford, North Manchester General Hospitals
Full Time:	37.5 hours
Band:	8a

Organisational Arrangements

Reporting to:	EHW Head of Operational Services
Accountable to:	Assistant Director of EHW

Job Purpose

Senior management responsibilities for leading, developing and managing psychological wellbeing services as a specialist service within MFT's Employee Health and Wellbeing Service. Having overall management responsibility for the Psychological Wellbeing and Mental Health Team, whilst being clinically accountable for service development and clinical effectiveness. Working within a multidisciplinary EHW team, the role will have senior responsibility for providing strategic approaches which address psychological wellbeing and mental health issues impacting on employees. They will lead and manage innovative employee health and wellbeing programmes across MFT hospitals and for external clients. This involves using evidence based research to develop, coordinate, deliver and evaluate specialised programmes that embrace key employee health issues/risks, provide appropriate support services and maximise employee engagement.

The role will ensure that service provision is an enabler for MFT's Health and Wellbeing agenda, using specialist knowledge and clinical best practice to develop, implement and manage a range of clinical services. Using complex data to review the impact of services, whilst auditing/evaluating/analysing specific benefits to employees and the organisation. Using specialist knowledge and sensitivity to deal with the complexities of addressing, motivating, and educating people on behavioural change programmes in relation to psychological and mental health and wellbeing. Gain senior management sponsorship and

engagement to achieve strategic objectives in relation to psychological and mental health wellbeing.

Main Duties and Responsibilities:

- Working strategically to lead, manage, develop, and implement innovative psychological wellbeing and mental health programmes that provide a range of support services for employees. Deliver targets in line with internal and external requirements e.g. service performance targets, CQUIN and DoH targets. This involves the interpretation of national policy to ensure that MFT applies this appropriately.
- Having overall management responsibility for the Psychological Wellbeing and Mental Health Team requiring the ability to manage potentially complex and sensitive HR issues, undertake appraisals, attendance management, recruitment, and performance reviews.
- Manage and oversee the delivery of commissioned mental health services and practitioners ensuring EHW standards and delivery methods are maintained. Oversee quality assurance and contract review.
- Working autonomously, escalating issues to other senior managers where appropriate.
- Undertaking research to develop evidence based psychological wellbeing and mental health programmes.
- Review existing service provision to audit clinical and operational effectiveness whilst considering how psychological wellbeing and mental health services are delivered in line with the EHW service delivery model. Use high level specialist knowledge to propose new modes of service delivery and work collaborate to introduce innovative and effective programmes.
- Manage clinical audit processes to monitor standards of professional practice and compliance with local protocols and procedures.
- Responsible for complex clinical and managerial caseloads providing specialist care pathways whilst maintaining professional registration and ensuring that clinical governance and professional standards are met.
- Sitting as part of the EHW Multidisciplinary Team (MDT) providing specialist advice and support in complex case management
- Developing and managing team objectives and work plans which meet EHW service objectives and support the EHW service delivery model.
- Analysing complex workforce, health and environmental data (e.g. staff survey results, absence data, EHW service data) to assess key trends, correlations and develop pro-

active specialised strategies to address known issues. This may involve the interpretation of and comparison of a range of options.

- Working with the psychological wellbeing and mental health team to provide ward/department-based interventions; providing assessment and appropriate interventions which support their issues and needs.
- Developing business cases for funding (internal and external) to support programmes and maximise resources. Have delegated responsibility for budget management.
- Seek to generate new income opportunities, broadening clinical networks with key clinicians, GM partners and other NHS services.
- Evaluating the clinical and operational effectiveness of current services to establish if improvements can be made.
- Analysing complex data to determine the key health issues affecting employees and develop specific psychological wellbeing programmes to address and reduce their impact on the organisation.
- Developing, planning and delivering preventative ill-health programmes and core training, whilst working with other health professionals to deliver effective referral care pathways e.g. Critical Incident Programmes, Therapeutic Support Services and Case Management (considering the biopsychosocial model of care). This may involve the interpretation of and comparison of a range of options.
- Working with other EHW specialists to provide fitness for work advice and support (following management referral) with respect to mental health issues.
- Using high level specialist knowledge to develop and deliver training programmes to address specific psychological wellbeing and mental health issues.
- Understanding the cultural, language and psychosocial barriers to change, focusing programmes/initiatives that meet the needs of a diverse workforce.
- Having a high profile within the organisation to build confidence in the EHW Service and develop relationships to enhance engagement with services. This will involve giving formal presentations at key committees and meetings.
- Developing and delivering health programmes aimed at reducing organisation costs associated with sickness absence and poor health.
- Ensuring that appropriate support services are accessible to all employees/clients (e.g. 24 hour, 7 days a week working).
- Working with key stakeholders within the Hospitals e.g. HR Director, Operational Managers, Clinical Leads to ensure that service provision will support and address

psychological wellbeing issues and risks. This will involve negotiation, persuasion and reassurance skills to ensure the success of key strategies and programmes of work.

- Working with key MFT stakeholders to positively change the 'mind-set' of the organisational, managers and individuals in relation mental health and emotional resilience, by using persuasion, reassurance and negotiation skills.
- Taking a proactive approach to work with colleagues across the organisation e.g. management teams, union representatives, workforce and Learning and Development to gain support and commitment to the psychological wellbeing agenda. This will involve negotiation, persuasion, motivational and reassurance skills to ensure the success of key strategies and programmes of work.
- Working with the wider EHW team to develop and deliver targeted and cost effective health programmes.
- Responsible for Leading the development and implementation of specific EHW policy development and projects. Taking an active lead on various EHW issues ensuring that local operation policies and protocols comply and reflect Trust policy and professional guidelines. Raising any concerns regarding compliance issues with the Assistant Director of EHW.
- Play a key role in maintaining the Safe, Effective, Quality Occupational Health Service (SEQOHS) Standards Accreditation (Faculty of Occupational Medicine accreditation scheme which all NHS and commercial OH Services are required to achieve). Producing data as required for SEQOHS Audit and ongoing revalidation.
- Assisting in the development of EHW IT systems to develop customer focussed management information reports that demonstrate EHW effectiveness and cost benefits.
- Able to use specialist knowledge to develop programmes and interpret both individual and generic results in order to audit the effectiveness and impact. Lead on clinical trials e.g. pilot studies and carry out audits to evidence effectiveness.
- Lead and/or facilitate key Trust initiatives including Mediation Services, Schwartz Rounds, Critical Incident Planning, Employee assistance Programme.
- Providing professional advice to the Trust on aspects of the Health and Wellbeing Agenda relating to psychological wellbeing and mental health.
- Keeping up to date on internal and external issues that could impact on employee health and wellbeing, using evidence based practice when determining health programmes whilst seeking specialist advice and support from other health professionals.

- Taking an active role in raising the profile at MFT in relation to Health and Wellbeing within the City of Greater Manchester.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff. The above indicates the main duties of the post which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post-holder.

Environmental Factors:

Physical Effort

- Standard Keyboard skills in order to undertake the role
- Occasional walking and lifting of office materials and equipment
- Regular travel across all MFT sites

Mental Effort

- Periods of intense concentration for analysing complex data, writing reports, preparing policy documents, interpreting national strategies and other documents.
- Facilitation of meetings, events or programmes to support achievement of strategic objectives
- Frequent interruptions from telephone and email communications
- Dealing with complex and sensitive HR issues whilst managing a team

Emotional Effort

- Dealing with sensitive issues requiring emotional support e.g. career counselling, competence/capability issues, complex case management

Working Conditions

- Office environment
- Occasional driving to meetings or events
- Long periods of looking at computer screen and desk work

General & Corporate Duties

Risk Management

It is a standard element of the role, and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management/ Data Protection

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work with the Trust. The records may be paper, electronic, microfiche, audio or videotapes, or x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust Data Quality and Clinical Record Keeping Policies.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998, Caldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.

Health and Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust's undertakings.

Infection Prevention

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006(all measures known to be effective in reducing Health Care Acquired Infections).

Trust Policies

The Trust operates a range of policies, e.g. Human Resources, Clinical Practice (available on the Trust's intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.

Organisational Chart

