

POST TITLE	TEAM LEADER MENTAL HEALTH OFFICER SERVICE
DIRECTORATE	HEALTH AND SOCIAL CARE PARTNERSHIP
SERVICE	MENTAL HEALTH OFFICER AND ADULT SUPPORT AND PROTECTION SERVICE
RESPONSIBLE TO	SERVICE MANAGER MENTAL HEALTH OFFICER SERVICE
NUMBER OF POST HOLDERS	3
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

The postholder is responsible for professional and workload oversight and on-going professional development of all City of Edinburgh Council appointed Mental Health Officers (MHOs) in a range of services and for directly managing the MHO teams in the Mental Health Officer Service.

The postholder will collaborate with Managers of MHOs in Mental Health Services, Assessment and Care Management Services and Children, Education and Justice Services and with Managers in services where MHOs have a major impact, including Primary Care, NHS Psychiatric, Acute and non-Acute Hospital Services as well as with external stakeholders in order to:

Ensure that the council meets statutory duties in relation to Criminal Procedures (Scotland) Act 1995; Adults with Incapacity (Scotland) Act 2000; Mental Health (Care and Treatment) (Scotland) Act 2003; Mental Health (Scotland) Act 2015, and all associated Codes of Practice and statutory guidance, ensuring that duties are executed in line with the National Standards for Local Authority MHO Services, and local practice and procedure guidelines.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Provide leadership, professional support, and supervision to Mental Health Officers in all areas. Lead the team in order to meet need, manage risk and operate in ways that are consistent with statutory duties and council policy and procedure. This includes appropriate allocation of workload to team members.
- Provide oversight of the MHO daytime duty rota, ensuring sufficient MHO capacity to fulfil statutory duties in response to psychiatric emergencies, through development of a robust duty rota.
- Will be a key member of the management team for Mental Health Officer and Adult Support and Protection Service, taking responsibility for a high quality of service delivery and outcomes. Report on outcomes to the Service Manager and take effective action in cases where performance is not being achieved.
- To work closely with Managers in areas where MHOs are managed who are not directly managed by the MHO Service including Mental Health, Childrens and Justice, Assessment and Care Management to ensure that appropriate and adequate MHO service is provided to these areas, including, but not limited to, the identification and support of mentoring arrangements for satellite MHOS.
- To contribute to MHO capacity planning and training, through participation in the selection of candidates for MHO training, identification of Practice Assessors for candidates undertaking MHO training, and identification and support of appropriate placement opportunities for candidates undertaking MHO training.

- To work closely with colleagues and business support ensuring implementation of appropriate business systems in the team, ensuring data accuracy and reporting to the Service Manager as required.
- To offer sound professional advice and consultation to team members and other managers, including advice on mental health act, adult protection and adults with incapacity matters.
- To contribute to team plans in order to continuously improve service delivery consistent with wider council and multi-agency service planning.
- To undertake additional tasks as directed by the Service Manager, taking into account the wider needs of adult services and the skills and strengths of the post holder.
- To manage staff within the policies and procedures of the Council, promptly advising the service manager regarding any issues which may require to be considered in relation to disciplinary procedure, absence management, fair treatment and grievance.
- To investigate and respond to client complaints and queries from stakeholders. To provide advice and guidance to the Service manager and Principal Social Work Officer in relation to issues raised by elected members.
- Each postholder will have a lead role for the service in either the Mental Health Act or Adults with Incapacity Act, acting as an expert for the service.
- In accordance with the City of Edinburgh Council and NHS policies and procedures for business continuity/resilience and major incidents, the post holder will require to manage and report on emergency responses to critical incidents, to manage risks to the safety and well-being of citizens, including the management of rest centres where required.
- To take a lead role for EHSCP in multi-agency public protection processes including attendance at public protection meetings such as but not limited to: Multi-Agency Public Protection Arrangements (MAPPA), Disclosure Scheme for Domestic Abuse (DSDAS), Domestic Abuse Risk Assessment Conference (MARAC), Adult Protection Inter-Agency Referral Discussion (IRD) Review Group, Anti-radicalisation strategy (PREVENT).

HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- A degree in Social Work or equivalent and continuing professional development must be demonstrated.
- A Mental Health Officer post-qualifying award and a post graduate management qualification or equivalent management experience.
- Registration with the Scottish Social Services Council.
- Previous experience of managing health and social care services is required to enable an in-depth understanding of operational issues and problem resolution.
- Extensive experience in mental health services and in-depth knowledge and understanding of legislative requirements and statutory roles in relation to MHO and assessment and care management functions.
- Responsible for supporting practitioners to deliver a service that meets need and manages risk, ensuring that the strategic decisions are implemented. They will support their staff on a range of operational issues and will draw the attention of the Service Manager to instance where they consider that systems and processes require to be improved, making recommendations about required improvement where appropriate.

- They will provide critical reflection to their supervisees and will help them think through and identify solutions in cases which are complex and challenging.
- Will have daily contact with members of their team. They will have regular contact with their line manager and other agencies including promoted colleagues in police, health and third sector. They will have significant contact with peers within the service and will be expected to use these relationships to contribute to debates about practice, policy and procedure in ways that help to improve services.
- Will take decisions involving protection of adults and deprivation of liberty. They will take decisions on allocation of work and will review and support work of their team, helping them to take appropriate decisions to meet need and manage risk.
- The Team Leader will take overall responsibility for adult protection and compliance with statutory mental health requirements, supporting the Senior Practitioners to manage and mitigate risk.
- Exercises sound professional judgement in relation to the management, performance and practice of an MHO service. Decisions made will directly affect the safety of adults at risk and in need and will involve compulsory care and treatment, including deprivation of liberty, balancing client expressed will and preferences with the need to manage risk, and ensuring clients are able to fully exercise their legal, economic, social, and cultural rights.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

Manages the delivery of a high performing team that meets performance indicators and takes management action when performance falls below what is required. This requires the management of competing priorities among a clientele characterised by high levels of risk and need.

Operates with a level of autonomy and will take a high level of personal and professional responsibility for standards of practice, performance and outcomes for adults.

Whilst the team leader will be based in an office environment within a team context, they may be called to manage emergency situations which may occasionally expose the post holder to complex and challenging working conditions.

The post holder will be required to manage a service which provides ongoing care and support but will also require an appropriate and timeous response to urgent and emergency situations.

The post holder will require excellent communication skills and political awareness.

SUPERVISION AND MANAGEMENT OF PEOPLE

Responsibility for the direct management of circa 10 FTE Mental Health Officers and Social Workers in multiple locations.

RESOURCES

The team leader will influence decisions by colleagues in other departments on allocation of resources to support people in need who are on the MHO caseload, will participate in discussions where resources are being allocated and make recommendations regarding changes in care provision.

The Team Leader will have authority to authorise small payments under Section 12.

The post will be responsible for a range of office equipment and will update and maintain data.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;

- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the Council Health and Safety Policy.