



## JOB DESCRIPTION

<b>Job Title</b>	Service Manager and Approved Mental Health Professionals Lead for Approved Mental Health Professionals (AMHP's) and Out of Hours Service.		
<b>Directorate</b>	Adult Social Care		
<b>Reporting to</b>	Strategic Manager – Mental Health		
<b>Grade</b>	7		
<b>Evaluation ref:</b>	RP119	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
<p>As the service manager your responsibility is too direct, manage and lead the AMHP and Out of Hours Service to ensure that the work of the teams is undertaken in line with organisational requirements including any business/governance processes, and that the service response is delivered promptly, effectively organised and evidenced.</p> <p>This post holder will provide expertise and strong leadership and management to embed high quality Approved Mental Health Professionals (AMHPs) practice across the profession within adult social care. Providing clarity, management, and motivation in of advanced practice skills across our AMHP'S, AHMP Hub and Out of Hours Service.</p> <p>The postholder will oversee and ensure that Approved Mental Health Professionals across the whole of Somerset are fit to practise and adhere to the requirements as set out in the Mental Health Regulations 2008 for Approved Mental Health Professionals.</p> <p>You will be working in collaboration with health, therapy and community partners and experience of collaborating with our partner agencies is essential.</p>			
<b>Responsibilities</b>			
<b>Operational Delivery</b>			
<ul style="list-style-type: none"><li>• Responsible for the operational delivery, practice, and performance management of all aspects of services areas, providing high quality and positive outcomes for individuals.</li><li>• Effectively manage and co-ordinate Approved Mental Health Professional activity, including ensuring high-quality, effective, and efficient service delivery.</li><li>• Provide vision, inspirational leadership, and direction to effectively deliver agreed service priorities for AMHP's and Out of Hours service.</li><li>• Ensure Mental Health Act assessments are undertaken by those responsible within the team in line with evidence-based practice, legislation policies and procedures.</li><li>• Develop workforce plans for the service aligned to the overall service's Workforce Strategy. Ensure the effective review, management, supervision, and development of all employees, including the application of competency frameworks to support practice and quality improvement.</li></ul>			

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- Ensure that local systems are in place to understand and improve the quality of services, including responding to and learning from complaints, incidents, management information, audits and staff and customer surveys. Lead the implementation of Social Care Governance within the area.
- Be fully aware of Somerset's Safeguarding Policy and guidelines and be responsible for making appropriate decisions on the required actions. Chair safeguarding/adult protection meetings and ensure that timely and thorough investigations are conducted to protect a vulnerable person at risk.
- To participate in the AMHP rota to maintain professional practice.

### **Service Development**

- Work collaboratively with commissioners and senior operational managers across a range of sectors and organisations to strengthen existing services and create new opportunities as part of a whole system approach to social care delivery.
- Responsible for the development of practice and cultural change transforming services to achieve better outcomes for individuals and carers.
- Ensure the development and maintenance of respectful and trusting relationships between managers, practitioners, and individuals.
- Responsible for ensuring high quality and appropriate training for AMHPs and other professional groups relating to the Mental Health.
- Responsible for AMHP approval and re-approval process and ensure AMHPs meet the standards for re-approval.
- Act as a point of contact within the defined area to the public, the press and media, MPs, and Councillors, to ensure there are proper and regular communications with individuals and community interests relating to the provision of services.
- Continually improve the quality of practice and services, providing local leadership and contributing to and leading as appropriate the development and implementation of policies and processes across the continuum of social care delivery.
- Ensure demographic, performance and financial data is used to drive change and service improvement. Maintain an in depth understanding of local demographics, individual needs, performance, and service provision; review and analyse data, understand how the service performance compares locally and nationally and develop strategies and actions with partners to develop the services based on current and future demands and individual's requirements.

### **Team Development**

- Responsible for ensuring service delivery is consistent with legislation, national and local guidance and procedures and that standards and regulatory frameworks are understood and followed.
- Ensure best practise is embedded into service delivery throughout the service.
- Provide professional leadership, education, and support to the AMHP service.

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- Responsible for ensuring robust quality assurance practices, contributing to case file audits, and ensuring that the learning from audits is actioned by the service areas.

### Stakeholder Engagement

- Work with senior managers within partner agencies (e.g. NHS & Police, ICB, independent incident reviewers) to ensure best practice around AMHPs and application of the Mental Health Act.
- Provide expert advice and support to senior managers and elected members regarding professional guidance and implementation of local and national policies as they relate to adult services.
- Establish and maintain effective communication and relationships with individuals, internal and external stakeholders and promote a lesson's learned approach.
- Work collaboratively with public health colleagues in areas of mental health to improve and inform good practice.
- To work in partnership with the Mental Health Trust and other key partners such as the Police, Ambulance Services, Acute Trusts and GPs.

### Performance Management

- Produce and present reports providing updates on performance trends to the DASS, senior leaders and elected members to support internal strategic and performance review processes.
- Develop and support processes that inform reporting of service and team, performance metrics and service outcomes.
- Ensure compliance with policies, procedures and professional guidelines for self and others by continually monitoring standards of AHMP practice delivered by the service.
- To contribute to the development of processes and practice for the service.
- To ensure all Member queries and complaints about service delivery are investigated promptly and effectively.

### Impact

- Provides supervision to Qualified and Trainee AMHPs.
- Links with other out of our services including police, health authority including GP's psychiatric services, general hospitals, nursing services, ambulance service as well as care providers and agencies, benefits agencies, organisations and charities for homelessness, women's refuges etc.
- Through their leading contribution ensures jointly the effectiveness of the Adult Social Care spend of £90,378,200.
- Manage the delivery of Social Care services to a population of up to 545,000.

### Knowledge / Experience / Skills

	Essential	Desirable	
<b>Knowledge</b>			



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Extensive and up-to-date knowledge of the Mental Health Act and case law	x		
Specialist knowledge of social work practice in mental health.	x		
Extensive and up-to-date knowledge of the Ministry of Justice requirements for social supervisors.	x		
Knowledge of relevant legislation Care Act 2014, Mental Capacity Act 2005, Human Rights Act 1998, and deprivation of liberty safeguards.	x		
Sound understanding and practice of multi-disciplinary working.	x		
<b>Experience</b>			
Substantial managerial experience and skills gained at a senior level, including contributing to the corporate management of an organisation where required.	x		
Experience of practice or leadership within mental health services.	x		
Demonstrable experience of partnership working including the ability to influence and, where appropriate, lead multi-agency groups and projects to deliver services and initiatives.	x		
Demonstrable experience of engagement with communities and customer feedback channels to shape and inform improved customer services.	x		
Demonstrable experience of operating equality and diversity measures in the local commissioning and delivery of services.	x		
Track record of the flexible use of financial and other resources (including the service commissioning framework and opportunities for income streams) in the delivery of services on time and within budget.	x		
Demonstrable experience of the effective deployment, continuing development, and supervision of professional and other staff resources.	x		
Sound understanding and experience of the use of information and communication systems to inform operational decision making and recommendations/actions concerning service improvement.	x		
Significant experience of the operation and achievement of performance management and quality assurance models.	x		



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Change management experience.	x		
<b>Qualifications / Registrations / Certifications</b>			
Social Work professional qualification	x		
Registered with Social Work England	x		
Qualified AMHP	x		
Evidence of continued professional development	x		
<b>Skills</b>			
Ability to interpret relevant legislation and apply it to practice while adhering to the local authorities' statutory responsibilities.	x		
The ability to analyse information and assess risk and levels of need in line with eligibility criteria.	x		
The management and organisation of workload including the ability to appropriately prioritised tasks and manage competing demands.	x		
Ability to work in effective partnership with multiple agencies.	x		
Ability to effectively lead, manage and motive experienced practitioners.	x		
Excellent communication skills	x		
Exercise professional judgement to manage risk, including positive risk-taking, especially in complex and unpredictable situations, and support others to do so.	x		
Advocate for, and facilitate the creation of, a culture in which everyone is encouraged to reflect and learn (including from mistakes), to receive and give constructive feedback and to learn from and with each other.	x		
<b>Working Conditions</b>			
This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:			
<ul style="list-style-type: none"><li>• <b>Work Hours:</b> Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.</li><li>• <b>Location:</b> The primary work location is County Hall, with opportunities for remote work as per organisational policies.</li></ul>			

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- **Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

### Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

### Corporate Responsibilities

- Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the Adults and Health Services teams.
- Lead Adults and Health teams with a clear identity in terms of flexible and responsive ways of working, inclusive, and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Adults and Health service teams.
- Ensure that Adults and Health services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Adults and Health service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.

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- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: 18/10/2024