

JOB DESCRIPTION

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| Job Title: | Mental Health Act Administrator / Care, Quality and Safety Compliance Officer |
| Grade: | Executive Officer |
| Division: | Mental Health Service |
| Responsible to: | Mental Health Lead for Care, Quality & Safety |
| Responsible for: | Line management of 2 administrative staff |
| Direct reports include: | 1 x Senior Secretary 1 x Admin Officer |

Overview

The Community Care Directorate provides health and social care services to the people of the Isle of Man across three service areas – Mental Health, Community Health and Adult Social Care. This role is based within the Mental Health Division of the Community Care Directorate. The Division provides a range of specialist community and inpatient services for people of all ages in the Isle of Man who are experiencing mental health problems.

The post holder is primarily responsible for the administration, monitoring and implementation of internal processes and statutory procedures required for the registration, admission and treatment of patients detained in accordance with the Mental Health Act 1998 (MHA), thus helping ensure the Department's statutory requirements are met in respect of patient's rights and legality of detention.

The post holder will support clinical staff by providing first line advice and guidance regarding process and procedure in respect of a range of matters directly related to the MHS / detained patients, including documentation requirements and reminders about section renewal and consent to treatment. The post holder will act as the designated point of contact for the Clerk to the Mental Health Review Tribunal and the Mental Health Commission.

In addition, the post holder will provide support to the governance programme and work schedule of the Community Care Directorate's Care, Quality and Safety Team, including audit and the analysis of data and production of management information.

CARE

In the DHSC we pride ourselves on being **Committed, Appreciative, Respectful** and **Excellent**. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

The post holder is responsible for the administration and monitoring of a range of activities required for the registration, admission and treatment of patients detained in accordance with the Mental Health Act 1998 (MHA98), demonstrating the Department's commitment to meeting its statutory obligations in respect of patient's rights and legality of detention.

The post holder will provide support to a range of initiatives within the Care, Quality and Safety Team, including incident reporting, audit, systems development and development / facilitation of management information.

Duties and Responsibilities

- Responsible for monitoring and maintaining accurate records for all detained patients to a high standard, ensuring such records are scrutinised and errors rectified as stipulated by the MHA98 Code of Practice
- Ensure all relevant documentation is provided to all relevant agencies as and when required in order to comply with statutory processes; for example, the Mental Health Commission, Mental Health Review Tribunal, Advocates, Social Workers and Psychiatrists
- Have an understanding and knowledge of legislative requirements arising from the MHA98 with the ability to advise colleagues regarding such matters or willingness to learn.
- Provide information to patients/clients/carers/guardians/relatives in compliance with s.128, MHA98
- Provide support and information as required about the MHA98 to patients in respect of their legal status and their rights to appeal
- Know when to refer on for legal advice if a detention is suspected of being illegal, carrying out further actions as advised
- Organising and attending Hospital Managers' Review Panels and Mental Health Review Tribunals. Ensure all reports and relevant documentation is completed in a timely manner and in accordance with legal requirements
- Ensure all detained patients are aware of their legal rights under section 132 of the MHA and that this is recorded appropriately
- Liaising with Psychiatrists and organising timely renewals of sections in accordance with MHA 1998 and guidance notes from the Code of Practice
- Ensure that all patients are receiving their medication legally by keeping up to date records of consent to treatment and second opinions
- Ordering of all MHA documents from approved supplier
- To ensure discharge of patients from section, according to relevant procedures
- To collate leave forms for all detained patients to allow lawful section 17 leave from the hospital
To assist the Mental Health Service (MHS) in planning, communication and correct implementation of the MHA98 across the MHS
- Demonstrate commitment to excellent standards of practice through compliance with Divisional, Departmental and Government policies and procedures
- Monitor and record changes to patients' legal status on RiO and appropriate documentation
- Request and monitor the attendance of Second Opinion Appointed Doctors via the Mental Health Commission
- Take responsibility for ensuring suitable written material is accessible for staff to issue to patients, which will advise them of their legal status and their rights to appeal
- Maintain accurate records in respect of Mental Health Act data, analysing and producing reports as directed

- Analyse data linked to the work programme of the Care, Quality & Safety Team; including incidents, and complaints, producing management reports as required / directed
- Participate in a range of compliance audits as directed by the Care, Quality & Safety Team's audit schedule

Communication

- Responsible for communicating effectively with a range of individuals and groups; including clinical staff, patients, managers, administrative staff and external organisations
- Act as the nominated point of contact for the Mental Health Commission, Clerk to the Mental Health Review Tribunal, and members of the Hospital Managers' Review Panel, ensuring effective communication with same
- Ensure compliance with Department/Directorate/Service guidelines, policies and procedures regarding confidentiality, disclosure of information and General Data Protection Regulations
- Highlight/report any potential compliance issues at the earliest opportunity
- Demonstrate advanced skills in the use of a range of IT systems, including Outlook, Word, Excel, Datix and RiO
- Produce statistical data as required for Directorate reporting schedules and for colleagues undertaking research relating to MHA98 activity
- Liaise with the Tribunal Service, other professionals and external agencies regarding a range of activities, including the facilitation of legal representation for patients and the coordination of report submissions
- Take responsibility for recording relevant information about contact with patients within their health care record ensuring that the entries comply with the Departmental standards

Planning and Organising

- Responsible for ensuring all work is processed promptly and accurately
- Assist in implementing systems linked to the work programme of the Care Quality & Safety Team, with focus on improving service efficiency and the meeting of required targets
- Plan and prioritise own daily workload, using tools in Outlook (including Calendar and Tasks), ensuring service delivery standards are met
- Manage areas of responsibility autonomously and be responsible for appropriate decision making; for example, identifying deadlines for submission of MH Act reports and escalating to operational management with regard to non-compliance.
- Compose, quality check and coordinate the submission of high quality documents and reports as and when required; for example, to the line manager (e.g. quarterly statistical report concerning MH Act activity), to the Mental Health Commission (e.g. response to inspection reports) and to the Mental Health Review Tribunal (e.g. quality checking)
- Attend clinical and service wide meetings as directed / required
- Take the lead role in gathering and coordinating reports from Psychiatrists, Approved Social Workers and Registered Nurses as appropriate for patient appeals to the Mental Health Review Tribunal and Hospital Managers Review Panel, ensuring they are delivered to the correct personnel within the legal time frame and often at short notice

Partnership Working

- Liaise and develop supportive, working relationships with clinicians/practitioners, administration



staff and service managers

- Develop and establish positive working relationships with the Mental Health Commission, the Clerk to the Mental Health Review Tribunal and members of the Hospital Managers' Review Panel

Training and Development

- Demonstrate commitment to achieving excellence by actively participating in continuing professional development, ensuring all mandatory training requirements are met
- Participate in Performance Development Planning (PDP) and Review (PDR), including the identification of and participation in training based on needs analysis
- Participate in regular management supervision as directed by Divisional Policy, both in terms of providing management supervision for direct reports and with line manager
- Provide training on the key points of the Mental Health Act at planned events such as the MHS Induction Programme

Financial Responsibility

- Demonstrate commitment to value for money by ensuring all processes and systems of administration are efficient and effective
- Process invoices for Doctors (including GPs and s.12 Doctors (including GPs) undertaking Mental Health Act Assessments

Competencies

All staff of the Department of Health and Social Care are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of DHSC, the role holder represents the Department in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Mental Health Lead for Care, Quality & Safety.

The Mental Health Lead for Care, Quality & Safety, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer, will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- Review and assessment of the job holder's performance and competency/behaviours is made,



and

- Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements

Health & Safety

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Safeguarding

The Isle of Man Government is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment. Staff must work in accordance with all health and social care policies relating to safeguarding.

Management Authorities

The delegation of Management Authority for the roles within the Department of Health and Social Care has been granted by the Chief Officer as follows:

All 'Reporting Officers/ Line Managers/Supervisors

| Civil Service | Authority of the Post Holder |
|------------------------|---|
| Disciplinary Procedure | Penalties up to and including First Written Warning |
| | Appeals up to First Written Warning |
| Capability Procedure | Up to Stage 2/ formal warning stage |
| Grievance Procedure | Up to Stage 1 |

All Countersigning Officers' Middle Managers

| Civil Service | Authority of the Post Holder |
|------------------------|-------------------------------------|
| Disciplinary Procedure | Up to Final Written Warning |
| | Appeals up to Final Written Warning |
| Capability Procedure | Up to Stage 2/ Formal Warning Stage |
| Grievance Procedure | Up to Stage 2 |

All Senior Managers (Senior Executive Officer or equivalent)

| Civil Service | Authority of the Post Holder |
|------------------------|--|
| Disciplinary Procedure | To hear cases involving alleged gross misconduct |
| | Dismissal |
| | Suspension |
| | Up to Final Written Warning |
| | Appeals up to Final Written Warning |
| Capability Procedure | Up to Stage 3 – Dismissal |
| Grievance Procedure | UP to Stage 3 |

Competency Levels For This Post Are:

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| Leading and Working Together | Level C |
| Communicating and Influencing | Level C |
| Achieving Results | Level B |
| Delivering a Quality Service | Level C |
| Changing and Learning | Level C |
| Showing Commitment and Resilience | Level B |



**Isle of Man Civil Service
Person Specification**

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| Job Title: | Mental Health Act Administrator |
| Department: | Health and Social Care |
| Division: | Mental Health / Community Care Directorate |
| Grade: | Executive Officer |

| Attributes | Essential (E) or Desirable (D) | Method of Assessment |
|---|--------------------------------------|----------------------------|
| Credibility A minimum of 5 GCSE passes at grade C or above, one of which must be English Language or equivalent ILM Level 3 in Management and Leadership or equivalent | D | Application |
| | D | Application |
| Capability Advanced skills in the use of all packages within Microsoft Office e.g. Word, Excel Knowledge of the MHA 1998 or willingness to learn Experience of dealing with distressing situations tactfully and diplomatically Experience of dealing with highly sensitive issues and complex information Previous experience in writing procedures/ protocols Ability to evaluate and make informed decisions based on the information available Ability to prioritise own workload Proven track record of problem solving and innovation Previous experience of working with databases Knowledge of patient flows and administrative processes Understanding of confidentiality as it is | E | Application/Interview |
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| | E | Application/Interview |



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| applied in a health care setting | | |
| Character Proactive and professional individual Confident and persuasive with an ability to listen to others Proven interpersonal skills/communication skills with all levels of staff Reliable and flexible Deals with difficult situations effectively with tact and diplomacy | E E E E E | Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview |
| CARE Committed, motivated and driven to deliver quality services Excellent interpersonal skills, respectful and professional approach with colleagues and customers Innovative and proactive, with a solution orientated approach and the tenacity to solve problems | E E E | Interview Interview Interview |
| Circumstances and Interests IOM Worker Status Full valid driving licence and own vehicle Satisfactory Police Check | D E E | Application Application/Interview Pre-employment Checks |