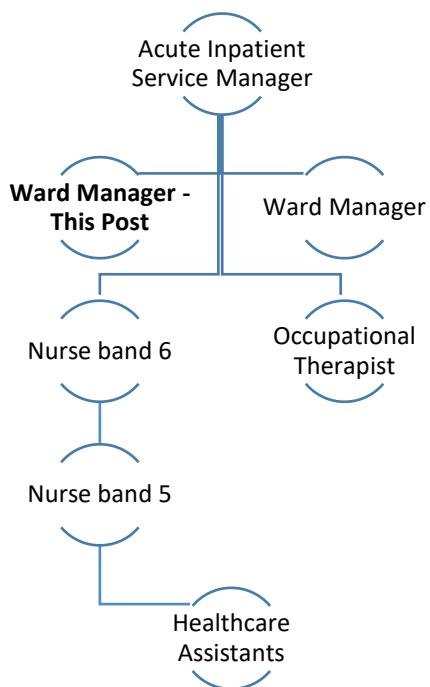


**JOB DESCRIPTION**

<b>Job Title</b>	Ward Manager
<b>Location</b>	Manannan Court
<b>Accountable to</b>	Service Manager
<b>Reports to</b>	Service Manager
<b>Responsible for</b>	Allocated Ward – Glen Suite/Harbour Suite
<b>Pay Band</b>	8a
<b>Job Evaluation Reference No.</b>	1290v1/JE/23
<b>Organisation Chart</b>	 <pre> graph TD     A[Acute Inpatient Service Manager] --- B[Ward Manager - This Post]     A --- C[Ward Manager]     B --- D[Nurse band 6]     B --- E[Occupational Therapist]     D --- F[Nurse band 5]     F --- G[Healthcare Assistants]     </pre>
<b>Overview</b>	<p>Manannan Court is an acute mental health inpatient unit, committed to meeting the holistic needs of individuals who are experiencing a relapse or crisis of their mental health and wellbeing and who require an inpatient admission.</p> <p>It is a place where people can receive treatment, support and care to help them recover as quickly as possible. You will support the delivery of this model through the provision of compassionate leadership and management.</p> <p>You will represent and promote the service, and work collaboratively with service users, staff, and families to co-produce and co-develop recovery focussed services, which enable and empower individuals to achieve their goals.</p>
<b>Job Purpose</b>	<p>♥ To take 24-hour accountability/responsibility for the management of allocated ward, which includes deployment, supervision and line management of staff of various grades.</p>

	<ul style="list-style-type: none"> <li>♥ At times covering and taking responsibility with support from the senior team for other wards as directed by the Service Manager</li> <li>♥ To maintain a safe environment that delivers highly specialised nursing care/treatment to people suffering from mental illness/distress</li> <li>♥ Encouraging and empowering the staff to develop high levels of clinical skills</li> <li>♥ To ensure that patients' needs are met though individualised care plans ensuring that audit processes are in place and adhered to</li> <li>♥ Take a lead role in service development, planning for quality improvement programmes for continuous improvement of inpatient services. This will involve working alongside colleagues in the wider mental health service, government departments and third sector providers, on potentially complex programmes which enhance services for patients.</li> </ul>
<p><b>Knowledge, training &amp; experience required to do the job</b></p>	<p>The post holder will:-</p> <ul style="list-style-type: none"> <li>♥ Be a Registered Mental Health Nurse on the Nursing and Midwifery Council (NMC) register</li> <li>♥ Have a commitment to work towards master's level if not already achieved, or have equivalent experience</li> <li>♥ Further education/evidence of continued professional development (CPD)</li> <li>♥ Be able to maintain and improve professional knowledge, skills and competence to ensure delivery of evidence based practise in line with clinical guidance and national standards</li> <li>♥ Undertake training specifically relating to management responsibilities e.g. Leadership and Management Training</li> <li>♥ Have in depth knowledge of relevant legislation, e.g. Mental Health Act</li> <li>♥ Have excellent IT skills</li> <li>♥ Have experience of and participate in activities relating to clinical governance</li> <li>♥ Carry out with staff Performance Development Plans and review same</li> <li>♥ Demonstrate significant experience in and acute inpatient setting. Be familiar with the range of treatments, legal restrictions, recovery, principles of safer care including safeguarding and restraint reduction/least restrictive practice</li> <li>♥ Identify training and development needs of all staff within the area.</li> <li>♥ Take a lead role to and support in the provision of clinical practice for staff undertaking studies in RQF or any other educational requirements applicable to the area and ensure that appropriate educational opportunities are provided</li> <li>♥ Plan duty rosters to facilitate attendance at workshops, training courses, in-house training etc.</li> <li>♥ Directly deliver training sessions for inpatient and service-wide staff</li> <li>♥ Arrange for training delivery to inpatient staff from all relevant specialist providers.</li> <li>♥ Keep up to date with research within the service and best practice and disseminate information to staff within the individual areas by</li> </ul>

	<p>ensuing effective systems for communicating are in place - e.g. minute's folders, read and sign checklists etc.</p> <ul style="list-style-type: none"> <li>♥ In accordance with policy, ensure mentorship, preceptorship and management and clinical supervision for all care staff within the unit are in place and take the lead in each of these roles as necessary, also ensuring appropriate records are kept so that staff development may be monitored</li> <li>♥ Continue to develop own sphere of clinical/management expertise as agreed with personal objectives and demonstrate commitment to CPD as identified through NMC Revalidation requirements (as detailed above)</li> <li>♥ Be familiar with educational needs of learners, e.g. Student Nurses (mental and adult health branches). Support the ward team to assess, supervise and develop learners in practice.</li> </ul>
<p><b>Main duties &amp; responsibilities</b></p>	<p>The post holder will:-</p> <ul style="list-style-type: none"> <li>♥ Have 24-hour responsibility for the running of allocated ward</li> <li>♥ Have current awareness of the ward activity/environment in order to support staff on a shift to shift basis being proactive rather than reactive</li> <li>♥ Ensure that there is a nominated Nurse in Charge/Shift Coordinator on all shifts, and a safe working pattern that employs an appropriate skill mix, in order to deliver evidence based, high standards of care</li> <li>♥ Have up to date knowledge on all patients in the unit and have input into risk management plans and management strategies</li> <li>♥ Be a visible and accessible presence within the unit to whom staff, service personnel, patients' families and the general public can turn to for advice, assistance and guidance</li> <li>♥ Support the Service Manager in strategic development and quality initiatives, taking direct responsibility for allocated areas of development.</li> <li>♥ Participate regularly in the on-call Managers rota, acting as the senior manager for the Integrated Mental Health Service for out-of-hours contacts. The on-call manager is contactable primarily to respond to potentially serious incidents in the Integrated Mental Health Service, but also can expect input around other service involvement with mental health care, such as the general hospital and police. The post holder will act autonomously as the senior contact for the Service.</li> <li>♥ Ensure provision for De-brief sessions are in situ following untoward/violent incidents in order to support staff, highlighting any areas which necessitates improvement in policies/procedures to enhance safety of all personnel affected</li> <li>♥ Communicate with and advocate for patients, families and carers. This includes those experiencing mental illness/social isolation and those whom have differing levels of understanding/perception of their condition and whose physical and emotional needs fluctuate frequently</li> <li>♥ Liaise with nursing and medical colleagues, allied health professionals and other statutory and non-statutory organisations.</li> <li>♥ Record data/information accurately and clearly, adhering to the Nursing &amp; Midwifery Council Standards of Record Keeping in written</li> </ul>

	<p>and computer form records maintaining patient confidentiality and data protection</p> <ul style="list-style-type: none"> <li>♥ Organise/Chair meetings and participate in same to plan future care and discharge of patients with complex needs ensuring relevant parties receive outcomes</li> <li>♥ Support and participate in the training, development and supervision of other staff and Student Nurses ensuring that Practice Supervisors and Preceptors are appointed</li> <li>♥ To manage and respond to feedback, complaints, DATIX reports, including working with MCALS in order to distil learning, develop action plans and communicate these effectively to staff team</li> <li>♥ Provide a safe working environment ensuring that staff adhere to the moving and handling policy guidelines which includes the safe use of equipment, with a group of patients who have Mental Health needs</li> <li>♥ Ensure that a process is in place and staff identified for the ordering of sufficient clinical supplies/equipment</li> <li>♥ Have responsibility for strategic development of the service through research with regard to modernisation, essence of care and clinical governance e.g. clinical pathways</li> <li>♥ Demonstrate ability to delegate workload appropriately according to patient/staffing resources</li> <li>♥ Take responsibility for deputising for the Service Manager in their absence, with support from opposite ward manager</li> <li>♥ Display the ability to use own judgement assess, plan and prioritise workload during shift and that of junior staff and students</li> <li>♥ Ensure the highest standards for preventing and controlling infection, working with housekeeping staff, and liaising with Infection Prevention and Control where necessary. Have the ability to manage and support staff working with potentially upsetting emotional situations e.g. disturbed and demanding mentally ill patients and their families/carers</li> <li>♥ Ensure provision for management and clinical supervision is in place and that staff are undertaking same</li> <li>♥ To contribute to the development of workforce planning and recruitment</li> <li>♥ Undertake and complete audits and develop /implement action plans arising from audits.</li> </ul>
<b>Financial &amp; Physical Resources</b>	<p>The financial and physical resource requirements of this role are:-</p> <ul style="list-style-type: none"> <li>♥ Hold delegated budgetary responsibility which allows for authorising staff payment, e.g. overtime and agency</li> <li>♥ Hold delegated budgetary responsibility for invoicing up to £2,000</li> <li>♥ Liaise with the Service Manager around spending requirements over financial delegations</li> <li>♥ Ensure ward resources/equipment is in good order and fit for purpose. Liaise with Health &amp; Safety staff where repairs are needed.</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>♥ Work closely with Human Resources Personnel Department taking the lead role in recruitment and retention of staff; for example short listing of candidates, chairing interviews, advising candidates of outcome</li> <li>♥ Have knowledge of relevant terms and conditions associated with recruitment, retention and redeployment</li> </ul>

	<ul style="list-style-type: none"> <li>♥ Manage staff absence in accordance with Sickness Absence Procedure.</li> </ul>
<b>Information Resources</b>	<p>The information resource requirements of this role are:</p> <ul style="list-style-type: none"> <li>♥ Utilise the Health Roster and PiP systems for planning of rotas; recording of sickness, training and specialist skills</li> <li>♥ Utilise Datix for Incident and complaints management</li> <li>♥ Have advanced knowledge of patient record systems, e.g. RiO to ensure care is provided in accordance with policy</li> <li>♥ Understand Information Governance, Data Protection, GDPR, Caldicott Principles etc. so that care is provided whilst maintaining confidentiality.</li> </ul>
<b>Training, Education &amp; Research</b>	<p>The post holder will:-</p> <ul style="list-style-type: none"> <li>♥ Carry out with staff Performance Development Plans and review same</li> <li>♥ Identify training and development needs of all staff within the area</li> <li>♥ Take a lead role to and support in the provision of clinical practice experience for staff undertaking studies in RQF or any other educational requirements applicable to the area and ensure that appropriate educational opportunities are provided</li> <li>♥ Plan duty rosters to facilitate attendance at workshops, training courses, in-house training etc. including delivering training and arranging for all competent staff to do likewise</li> <li>♥ Keep up to date with research within the service and clinical guidance and disseminate information to staff within the individual areas by ensuring effective systems for communicating are in place - e.g. minute's folders, read and sign checklists etc.</li> <li>♥ In accordance with policy, ensure mentorship, preceptorship and management and clinical supervision for all care staff within the unit are in place and take the lead in each of these roles as necessary, also ensuring appropriate records are kept so that staff development may be monitored</li> <li>♥ Continue to develop own sphere of clinical/management expertise as agreed with personal objectives and demonstrate commitment to CPD as identified through NMC Revalidation requirements (as detailed above)</li> <li>♥ Undertake training specifically relating to management responsibilities e.g. Leadership and Management Training.</li> </ul>
<b>Communication &amp; Relationship Skills</b>	<p>The post holder will:-</p> <ul style="list-style-type: none"> <li>♥ Be empathetic and be able to handle difficult and emotional situations where persons may potentially be angry, confused or distressed this includes patients, relatives and staff and members of the general public</li> <li>♥ Communicate to patients, families, members of multi-disciplinary team (MDT) and unit staff, information which may be unwelcome or difficult to accept such as diagnosis/prognosis.</li> <li>♥ Be required to motivate/persuade patients to comply with treatment programmes, in an area where patients have significant barriers to understanding, such as dementia or cognitive impairment.</li> <li>♥ Ensure procedures are in place for staff to comment on draft policies.</li> <li>♥ Ensure that staff produce accurate and informative reports when required - e.g. Mental Health Tribunal Reports.</li> </ul>

	<ul style="list-style-type: none"> <li>♥ Ensure all information including patient care, unit issues and service development is made available to all members of staff by ensuring there is a system in place in which all information can be disseminated - e.g. meetings, handovers, communication files etc.</li> <li>♥ Communicate and liaise with other departments within the Mental Health Service such as management teams, other mental health areas - e.g. drug and alcohol services, social workers, portering services, estates, stores, human resources, fire officer, infection control.</li> <li>♥ When necessary, communicate and liaise with relevant external agencies both on and off the Island.</li> <li>♥ Communicate complex information which may include payroll calculations; duty rota and leave entitlements; incident investigation (including serious incidents); specialist clinical placement arrangements (e.g. off-Island).</li> <li>♥ Provide advanced training to ward staff e.g. in clinical skills or technical matters such as using patient record systems.</li> <li>♥ Investigate and manage complaints, including interviewing staff, patients, carers etc. This may involve controversial and challenging conversations around sensitive matters.</li> <li>♥ Communicate findings from complaints investigations and action plans arising from these.</li> </ul>
<b>Managerial/Leadership</b>	<p>The post holder will:-</p> <ul style="list-style-type: none"> <li>♥ Manage ward staff on a daily basis, including:- <ul style="list-style-type: none"> <li>♥ Induction</li> <li>♥ Recruitment/selection/interviewing</li> <li>♥ Appraisal</li> <li>♥ Performance management</li> <li>♥ Absence management</li> <li>♥ First level discipline and grievance.</li> <li>♥ Capabilities</li> </ul> </li> <li>♥ Utilise effective team working skills and have the ability to motivate others</li> <li>♥ Utilise effective time management skills</li> <li>♥ Ensure that the ward environment is safe, pleasant, clean, comfortable and suitable for purpose</li> <li>♥ Contribute to the strategic planning, compilation and implementation of business plans such as operational policies, management objectives, surveys, costings etc.</li> <li>♥ Undertake reviews and investigations relating to clinical practise, complete reports to service manager, lead and support staff in the implementation of recommendations arising from such reviews.</li> <li>♥ Be aware and assist in the management of unit budget ensuring that all resources which have an impact on the services financial performance are used effectively</li> <li>♥ Ensure that patient, relatives and staff concerns are quickly and effectively resolved whenever possible and that formal complaints are responded to and resolved speedily adhering to the guidelines set out by Manx Care complaints procedure</li> <li>♥ Ensure performance reviews are undertaken for all team members in accordance with personal development review policy, ensuring</li> </ul>

	<p>feedback on performance is given at regular intervals throughout the year</p> <ul style="list-style-type: none"> <li>♥ Take responsibility for risk management and Health &amp; Safety in the workplace by ensuring that all policies are adhered to and disseminated to staff. Delegate/nominate a responsible person to take on the role of Health and Safety link for the area</li> <li>♥ Demonstrate a leadership style that creates a culture of empowerment, promoting practice development, lifelong learning and effective team working</li> <li>♥ Act in the role of service manager during periods of annual leave, sickness and special leave thus ensuring continuous effective operational management of the service</li> <li>♥ Take an active role in meetings relevant to the area and service wide groups, disseminating information to unit staff</li> <li>♥ Take responsibility for ensuring that all accidents involving patients, staff and visitors to the unit are recorded and reported in accordance with policy. Report findings to senior manager and to Health and Safety Inspectorates office. If necessary fully investigating any areas of concern, identifying needs and devising action plan</li> <li>♥ Ensure that in the event of an untoward incident such as accidents, drug errors, violence, death, medical emergency etc. staff are encouraged to participate in a de-briefing session where they can share their concerns/fears in a non-threatening environment in order to focus on their interventions, assess and evaluate their performance and explore alternative strategies for the future.</li> </ul>
<p><b>Patient/Client Care</b></p>	<p>The post holder will:-</p> <ul style="list-style-type: none"> <li>♥ Ensure that comprehensive mental health assessments and individual care plans are in place for all patients</li> <li>♥ Where complex/specialist care is required, develop care plans and liaise with off-Island providers to ensure needs are met</li> <li>♥ Take responsibility to ensure that patients' records are kept within the agreed standards as directed by NMC and local policy, thus ensuring quality record keeping within the unit</li> <li>♥ Demonstrate advanced skills in assessing and managing clinical risk and the compiling of risk management plans</li> <li>♥ Ensure regular audits are carried out in order to monitor standards of record keeping, identify areas for improvement and ensure that all recommendations and action plans arising from audits are followed up by the relevant practitioner</li> <li>♥ Monitor and audit the use of restrictive practices, where necessary, such as seclusion, restraint, de-escalation</li> <li>♥ Develop and maintain professional relationships with support services to ensure that high standards are maintained throughout the unit in relation to the environment and catering standards</li> <li>♥ Promote and take the lead in the implementation of clinical benchmarking within the service</li> <li>♥ Support staff and participate in the provision of care in an environment which may frequently expose you to risk via body secretions of infections and infestations within the community and hospital settings e.g. methicillin-resistant Staphylococcus aureus (MRSA)</li> </ul>

	<ul style="list-style-type: none"> <li>♥ Ensure all staff are aware of Infection Prevention and Control procedures</li> <li>♥ Ensure staff maintain safe practice when storing and administrating medicines in accordance with the guidelines set out by NMC and local policy</li> <li>♥ Contribute to the multi-disciplinary team in planning treatment and discharge, coordinating care from other agencies and disseminating confidential information to all professionals involved</li> <li>♥ Promote equality and diversity, ensure this underpins all policies, processes, interactions in relation to the unit.</li> </ul>
<p><b>Policy &amp; Service Development</b></p>	<p>The post holder will:-</p> <ul style="list-style-type: none"> <li>♥ Contribute as part of the multi-disciplinary team to the development implementation and maintenance of policies, procedures, standards and protocols of the unit, directorate and division, to ensure adherence to and delivery of the highest level of patient care at all times</li> <li>♥ Be responsible for the development and implementation of policies as part of the Integrated Mental Health Service Managers Policy Group. This includes policies relevant to the inpatient and wider service areas.</li> <li>♥ Ensure compliance with policies through regular audit. Report on and implement actions following audit.</li> <li>♥ Actively and frequently engage in clinical audit in all mental health areas, to ensure that the delivery of patient care is assessed, planned, implemented and evaluated, communicating results of the audits in writing to senior management teams</li> <li>♥ Take an active role in the implementation of clinical governance activities and work with care team to ensure that research, development, clinical audit and effectiveness outcomes are integrated into practise</li> <li>♥ Support and undertake service and service user reviews using both qualitative and quantitative methods and complete reports on findings</li> <li>♥ Facilitate and encourage the involvement of all staff in developing initiatives aimed at improving the quality of service and standards of care</li> <li>♥ Devise policies/procedures and guidelines for the efficient operation of the area, which may affect the wider Integrated Mental Health Service</li> <li>♥ Undertake the assessment and management of clinical risk in accordance with service policies</li> <li>♥ Investigate, analyse and decide on the appropriate action following report of an untoward/critical incident, near miss or complaint, ensuring communication and referral to the Care Quality &amp; Safety Team and written reports are submitted when necessary</li> <li>♥ Ensure research based practise, introducing and implementing new methods of evidence by taking a lead role in audit and essence of care initiatives.</li> </ul>
<p><b>Decisions &amp; judgements</b></p>	<p>The post holder will:-</p> <ul style="list-style-type: none"> <li>♥ Be expected to make clinical and professional autonomous decisions on a daily basis, including provision of advice to junior staff and multi-</li> </ul>

	<p>disciplinary team including medical staff. This may include how the ward responds to high-risk/acuity presentations including use of the Mental Health Act 1998, seclusion, staff distribution and adjusting resource according to need</p> <ul style="list-style-type: none"> <li>♥ Have discretion to make decisions regarding Patient care within clinical/professional guidelines and as part of a multi-disciplinary team</li> <li>♥ Promote fairness and equity amongst the ward team</li> <li>♥ Exercise own judgement in emergency situations such as fire or cardiac arrest and initiate first response reporting to relevant persons in accordance with appropriate policies</li> <li>♥ Exercises judgement and makes decisions on ensuring all shifts are covered with appropriate staff and skill mix to meet clinical activity and dependency. Keeping within the constraints of funded nursing establishment and utilising bank staff as required</li> <li>♥ Uses own judgement to ensure that all members of the multi-disciplinary team act at all times in such a manner as to promote and safeguard the interests and well-being of all Patients, reflecting the unit philosophy, service policies and procedures, including professional guidelines and standards</li> <li>♥ Make judgements and decisions on the provision of care to a high standard, monitoring and identifying potential areas for improvements</li> <li>♥ Analyse staff grievances, provide support and make decisions within Manx Care employment legislation to resolve the situation or take relevant action as needed.</li> </ul>
<b>Confidentiality</b>	<p>In the course of your duties you may have access to confidential material about patients, members of staff or other business of Manx Care. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.</p>
<b>Health &amp; Safety</b>	<p>It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.</p>
<b>Safeguarding</b>	<p>The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this</p>

	commitment. Staff must work in accordance with all health and social care policies relating to safeguarding.
<b>CARE</b>	In Manx Care we pride ourselves on being Committed and passionate, Accountable and Reflective, Respectful and Inclusive and Excellent and Innovative. <b>CARE</b> represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our <b>CARE</b> ethos.
<p><b>JOB DESCRIPTION AGREEMENT</b> I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.</p> <p><b>Job holder's name (please print)</b> .....</p> <p><b>Job holder's signature</b> ..... <b>Date</b> .....</p> <p><b>Line manager's name (please print)</b> .....</p> <p><b>Line manager's signature</b> ..... <b>Date</b> .....</p>	



## JOB DESCRIPTION APPENDIX 1

### Physical, mental & emotional demands of the job and working conditions

#### Ward Manager

Physical effort	<ul style="list-style-type: none"> <li>♥ Follow manual handling and lifting guidelines</li> <li>♥ Possess keyboard and word processing skills and to access a computer on a daily basis</li> <li>♥ Work within unpredictable, physically demanding situations i.e. responding to panic alarms and environmental challenges</li> <li>♥ Undertake PMVA training: Theory; breakaway and Teamwork restraint and utilising techniques if and when required</li> <li>♥ Sit for a substantial portion of the working day due to data inputting, supervision of staff, meetings and undertaking extensive continuous computer work, using the telephone and delivering talking therapies.</li> </ul>
Mental effort	<ul style="list-style-type: none"> <li>♥ Be able to impart an extensive up to date and accurate knowledge of the Service as a whole and in particular their own sphere of responsibility</li> <li>♥ Concentrate for long periods of time when participating in case management and supervision of staff and colleagues</li> <li>♥ Maintain high levels of concentration on a daily basis when completing reports, inputting data to computer systems and updating/auditing clinical records</li> <li>♥ Concentrate for substantial periods when chairing large multi-professional meetings in order to focus the participants on the task in hand</li> <li>♥ Be able to deal with crisis situations on a daily basis due to substance dependence. Will also be required to supervise, assist and offer support to other team members also undertaking these duties</li> <li>♥ Be required to concentrate for long periods of time when assessing and engaging with patients</li> <li>♥ Regularly deal with chaotic patients utilising psychological and distraction techniques. Will also be required to support team members engaging in these activities through Clinical Supervision, Debrief Exercises</li> <li>♥ Often be subject to interruptions in the course of their duties. These interruptions may also be from other team members and allied professionals in person when guidance is sought from the post holder in relation to crisis response issues, ongoing treatment strategies etc.</li> <li>♥ Undertake complex analytical observations and interpretations whilst engaging with patients and providing psychotherapeutic input. This requires concurrent skills of active listening, reflection and the retention of detailed information for transcribing into the notes. Will also be required to assist other team members with these duties</li> </ul>



	<ul style="list-style-type: none"> <li>♥ Be expected to deal with several issues within a short space of time, e.g. patients in crisis on the phone, requests for information, requests for advice/supervision, emails requiring response by suitably prioritising tasks</li> <li>♥ Be expected to deal with phone enquiries from various agencies requiring information regarding patients, carers and other agencies e.g. police</li> <li>♥ Be required to undertake detailed report writing – Mental Health Act, court, child protection etc.</li> <li>♥ Be required to work within the audit process to ensure best/safe practice</li> <li>♥ Be required to reorganise schedule instantly in order to accommodate patients’ needs especially when at risk</li> <li>♥ Critically analyse data collected to change/develop services.</li> </ul>
Emotional effort	<ul style="list-style-type: none"> <li>♥ Demonstrate the ability to work in an environment where there is a requirement for concentration but where there are frequent interruptions, where the work pattern can be unpredictable and there is exposure to highly emotional circumstances</li> <li>♥ Work in an environment that deals with highly emotional situations; for example actively suicidal patients, completed suicide, mental illness, overtly distressed and/or distraught families and carers</li> <li>♥ Deal with conflict both within and without the Service</li> <li>♥ Deliver information to patients and families which may be distressing in nature. This includes issues related to diagnosis, prognosis or limited support services available and support team members through this process</li> <li>♥ Work in unpredictable and highly emotive circumstances where the patient may be voicing threats of harm to self or others</li> <li>♥ Support staff who are dealing with a range of complex and sensitive issues relating to mental illness e.g. psychosis, personality disorders, child neglect/child protection, vulnerable adult</li> <li>♥ Deal with and support staff who are addressing difficult family circumstances related to the care and treatment of patients; for example having to manage and address concerns related to Child Protection, Adult Protection, abuse, neglect and breakdown in family relationships</li> <li>♥ Deal with and support staff who are involved in cases that present complex symptoms and behaviours which are emotionally challenging. Exposure to verbal and or physical aggression is not uncommon</li> <li>♥ Often support staff who have been involved in a distressing, violent or concerning incident; for example personally attacked, child abuse, death and suicide</li> <li>♥ Deal with staff who are not performing to the standard required; for example discipline/capability</li> <li>♥ Address issues of grievance, bullying/harassment whilst maintaining impartiality and objectivity</li> <li>♥ Deal with outside agencies such as The Courts, Police, Advocates and produce reports on particularly distressing circumstance; for example the suicide or unexpected death of a patient</li> </ul>

	<ul style="list-style-type: none"> <li>♥ Deal with other Services and agencies that can be demanding and insensitive to the remit of the team; for example Police and will support team members who may also be affected</li> <li>♥ Consider how to safely manage the care of individuals who are extremely distressed and who may be voicing ideas of or engaging in self-harm or contemplating suicide and/or harm to others and will be required to support other team members during this process</li> <li>♥ Safely manage the care of a variety of patients experiencing mental illness, the difficult adjustment reactions from the patients and families in relation to the symptoms of these conditions; for example hallucinations, severe anxiety. Will be required to support team members during this process</li> <li>♥ Regularly work in environments that are unpredictable and highly emotive</li> <li>♥ Be exposed to disturbing, tragic and on occasions harrowing narrative descriptions of life events which are recalled by patients during therapeutic sessions. These will include issues of child sexual abuse and the associated emotions, psychological manifestations; for example 'flashbacks' and frequent unpleasant information which the staff member is required to assimilate and offer appropriate therapeutic responses. Will support the team in dealing with the impact of these events</li> <li>♥ Be exposed to difficult reactive responses during the course of therapeutic sessions e.g. transference, regression and 'crisis survival t' behaviours</li> <li>♥ Deal with complaints/enquiries from patients, carers/relatives, or other services/ departments. This may expose the post holder to highly expressive emotions and occasionally verbal abuse. Will be required to support other team members also affected by these events</li> <li>♥ Deal with the difficult and emotive consequence of the sudden death of a patient and will be required to discuss and support through the clinical supervision process</li> <li>♥ Continually re-assess clinical risk of the patient group and through the process of concentration and analytical reflection develop a response and action accordingly and support team members in the risk assessment process.</li> </ul>
Working conditions	<ul style="list-style-type: none"> <li>♥ Deal with unpredictable and sometimes aggressive patients and relatives</li> <li>♥ Work in an environment where they may be subject to physical and verbal abuse, hostility and aggression</li> <li>♥ Use a computer on a daily basis using a variety of software applications and input varying amounts of data and prepare reports</li> <li>♥ Travel to other venues and offer assessments and ongoing therapeutic interventions; for example CMHSA, CAMHS</li> <li>♥ Work in a shared office and this may produce additional distractions and interfere with the concentration process</li> <li>♥ Maintain the security of all electronic records within Manannan Court</li> </ul>

	<ul style="list-style-type: none"> <li>♥ Deal with outside agencies such as Coroners Court, Police, Advocates and produce reports on particularly distressing circumstance; for example the suicide or unexpected death of a patient</li> <li>♥ Deal with other Services and agencies that can be demanding and insensitive to the remit of the team; for example Police.</li> </ul>
<p><b>Agreement of above description</b></p> <p>I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.</p> <p><b>Job holder's name (please print)</b> .....</p> <p><b>Job holder's signature</b> ..... <b>Date</b> .....</p> <p><b>Line manager's name (please print)</b> .....</p> <p><b>Line manager's signature</b> ..... <b>Date</b> .....</p>	



**Person Specification**

**Ward Manager**

Criteria for selection	Essential requirements	Desirable requirements	Method of assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>♥ To hold a Masters Level Degree or to evidence competency of working at this level or be willing to work towards within 2 years of commencing role</li> <li>♥ Current registration with NMC</li> <li>♥ Evidence of continuing professional development</li> <li>♥ Recognised Management qualification</li> <li>♥ Other training/ qualifications considered relevant</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	♥ CV/Interview
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>♥ Experience working with adults with serious mental health problems</li> <li>♥ Experience of inpatient setting</li> <li>♥ Knowledge of a range of mental and physical health problems</li> <li>♥ Knowledge of health legislation and current practice, including CPA, and risk assessment/management</li> <li>♥ Knowledge and experience of using a range of assessment tools and outcome measures</li> <li>♥ Experience of leadership and management, including the management of change</li> <li>♥ Knowledge and experience of using a range of assessment tools and outcome measures, including risk assessment and management</li> <li>♥ Knowledge of clinical governance processes</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	♥ CV/Interview



	♥ Knowledge/experience of co-production in practice	E	
<b>CARE</b>	♥ Commitment to recovery focussed, co-produced practice and service	E	♥ CV/interview
	♥ Clear vision or role/commitment to the speciality	E	
	♥ Empathy, understanding and emotional maturity	E	
	♥ Commitment to Manx Care values	E	
<b>Other Relevant Requirements</b>	♥ Physically capable, after any required reasonable adjustments, to undertake the job role	E	♥ Pre-employment Checks
	♥ Awareness/membership of regional/National special Interest groups	D	
	♥ Satisfactory Police Check	E	♥ Application
	♥ Isle of Man Worker	D	