



Job Profile template

Team Manager - Mental Health Hospital, Forensic and Addiction Services

JOB TITLE:	Team Manager - Mental Health Hospital, Forensic and Addiction Services
GRADE:	POD
POST NO:	1289
JOB TIER:	4
DBS CHECK:	Enhanced
DIRECTORATE:	Adult Social Care and Health
SERVICE:	Mental Health Service

REPORTING STRUCTURE

Reports to:	Service Manager
Direct Reports:	Approximately 6-10 staff
Indirect Reports:	As determined by service structure

ROLE PURPOSE:

Management of the Mental Health Hospital, Forensic and Addiction Services Team, ensuring agreed service plans, statutory responsibilities and performance targets are delivered and that a culture of "Putting Our Residents First" is maintained.

To provide operational, professional and strategic leadership for a specialist social work service supporting adults within mental health inpatient settings, forensic

mental health services and addiction pathways. The post holder will lead a team of social workers and Approved Mental Health Professionals, ensuring high quality, legally compliant and person-centred service delivery.

The Team Manager will be a qualified and practising AMHP and provide professional leadership and oversight of Mental Health Act practice across the team.

Job Description

1. Resident & Community Contribution

- Ensure residents receiving services through hospital, forensic and addiction pathways have timely access to high-quality assessments, interventions and support.
- Promote strengths-based, recovery-focused and trauma-informed practice that supports independence and positive outcomes.
- Ensure safeguarding responsibilities are discharged effectively and proportionately.
- Work collaboratively with residents, carers, NHS partners, providers and community organisations to improve outcomes and reduce inequalities.
- Demonstrate understanding of the Council's Customer Care Standards and ensure these standards are met to deliver the Council vision of "Putting Our Residents First".

2. People Management

- Be responsible for the recruitment, retention, development and performance management of the Hospital, Forensic and Addiction Services Team.
- Ensure all staff receive regular supervision, annual appraisals and opportunities for professional development.
- Provide professional leadership, mentoring and coaching to social workers and AMHPs.
- Promote reflective practice and continuous learning across the team.
- Ensure all team members receive appropriate communication and engagement regarding Council priorities and service developments.
- Maintain a safe and healthy working environment in accordance with Health and Safety legislation.

- Manage attendance, wellbeing and employee relations matters in line with Council policy.

3. Operational Service Delivery

- Lead the delivery of social work services across mental health hospital, forensic and substance misuse pathways.
- Ensure effective management and oversight of complex, high-risk and safeguarding cases.
- Maintain oversight of Mental Health Act activity and AMHP practice within the service.
- Provide expert advice and decision-making in relation to the Mental Health Act, Mental Capacity Act, Care Act and safeguarding legislation.
- Chair complex case discussions, safeguarding meetings and multi-agency forums.
- Ensure effective hospital discharge planning and transitions between inpatient and community services.
- Develop effective partnership working with NHS Trusts, secure hospitals, probation services, police, housing providers and voluntary sector organisations.
- Ensure performance targets, statutory timescales and quality standards are achieved.

4. Service Planning & Development

- Ensure an annual Team Plan is developed, aligned with Service and Directorate priorities.
- Ensure service delivery arrangements support statutory compliance and achievement of key outcomes.
- Maintain workforce and succession plans for key service roles.
- Contribute to service redesign, transformation and strategic development initiatives.
- Lead service improvements based on performance data, audit findings, user feedback and learning from reviews.
- Support the ongoing development of AMHP practice standards and workforce capability.

5. Financial & Resource Management

- Take responsibility for the effective management of delegated budgets and resources.
- Monitor expenditure and ensure effective use of resources across the service.
- Ensure all purchasing and procurement activities comply with Council policies.
- Monitor staffing resources and ensure workforce expenditure is appropriately controlled.
- Support delivery of value for money while maintaining safe and effective services.

6. Service Improvement

- Monitor quality, performance and productivity across the service.
- Implement quality assurance frameworks, audits and service improvement plans.
- Lead and support change programmes and transformation projects.
- Promote innovation and evidence-informed practice.
- Ensure lessons learned from audits, complaints, safeguarding reviews and inspections are embedded into practice.

7. Contacts

- Primary contacts will include:
 - Service users, carers and families.
 - Adult Social Care colleagues and managers.
 - NHS Mental Health Trusts and inpatient units.
 - Forensic Mental Health Services.
 - Substance Misuse and Addiction Services.
 - Police, Probation and Criminal Justice Agencies.
 - Acute Hospitals and Community Health Services.
 - Housing Providers.
 - Advocacy Services.
 - Voluntary and Community Sector Organisations.
 - Regulatory, inspection and safeguarding bodies.

- The purpose of these relationships will be to ensure effective service delivery, partnership working, safeguarding, statutory compliance and positive outcomes for residents.

8. Additional Responsibilities

- Maintain Social Work England registration and AMHP approval.
- Participate in AMHP duties where required by the service.
- Complete other reasonable duties commensurate with the grade and responsibilities of the post.
- Participate in emergency planning, business continuity and service resilience arrangements as required.
- This Job Description is not intended to be an exhaustive list of duties. Other responsibilities commensurate with the level of the role may be required.

9. Key Performance Indicators

- Delivery against statutory responsibilities and legislative requirements.
- Timeliness and effectiveness of hospital discharge arrangements.
- Quality assurance and audit outcomes.
- Safeguarding performance and compliance.
- Staff supervision, appraisal and development compliance.
- Team performance against service targets and KPIs.
- Budgetary control and resource management.
- Service user and stakeholder feedback.
- AMHP service quality and statutory compliance

Person Specification

Team Manager - Mental Health Hospital, Forensic and Addiction Services

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Recognised Social Work qualification and current Social Work England registration	✓	
Approved Mental Health Professional (AMHP) – warranted and practising	✓	
Evidence of ongoing post-qualifying development in mental health practice	✓	
Practice Educator qualification		✓
Best Interests Assessor qualification		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
Ability to undertake manage and supervise Social Workers undertaking statutory work under the Care Act 2014.	✓	
Ability to undertake the SAM role for complex safeguarding cases.	✓	
Ability to undertake complex Mental Health Act assessments.	✓	
Ability to supervise work undertaken in the Mental Health Hospital Discharge, Forensic and Addiction Team.	✓	
Clear understanding of accountability and risk in statutory decision-making	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Substantial post-qualification experience as a practising AMHP	✓	
Experience of complex case work.	✓	

Experience of supervising others completing complex case work	✓	
Experience of multi-agency working with police, health and emergency services	✓	
Experience of court attendance and statutory report writing	✓	
Experience of attending and leading multi-agency meetings including MAPPA	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Expert knowledge of the Mental Health Act and Code of Practice	✓	
Advanced knowledge of the Care Act, Mental Capacity Act and safeguarding legislation	✓	
Highly developed assessment, analytical and risk management skills	✓	
Excellent written and verbal communication skills	✓	
Ability to remain calm and effective in high-pressure situations	✓	
4. VALUES & BEHAVIOURS	ESSENTIAL ✓	DESIRABLE ✓
High standards of professional integrity and ethical practice	✓	
Commitment to equality, diversity and anti-discriminatory practice	✓	
Commitment to person-centred and strengths-based approaches	✓	

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.