

Access Centre Clinical Team Lead (Mental Health Nurses, Social Worker's & OT's ONLY)

Responsible to: Access Centre Manager

Job Level: £30,000-£35,000 dependent on experience **Hours:** Full-time, 37.5 hrs per week

Location: Birmingham

Purpose of role: A key role within the Simplify Health team, the Access Centre Clinical Team Lead will play a vital role in ensuring that high quality, clinically necessary care is being provided in the most appropriate and cost-effective therapeutic setting as part of Simplify Health's managed mental healthcare model for the exciting new partnership, Forward Thinking Birmingham (FTB). This role will offer a significant career and leadership development opportunity for the right candidate. Candidates **MUST** be educated to degree level or equivalent in a mental health related subject with a relevant professional qualification and have a current and active registration with the Health & Care Professions Council or equivalent (e.g. NMC)

Working closely with the Access Centre Team Manager and the Director of Clinical Transformation the Access Centre Clinical Team Lead will be responsible for supporting the Access Centre Manager in the day to day clinical leadership of the Access Centre which is currently operational from Monday-Friday 9-5, however may be operational from 8am-8pm on weekdays and 10am-3pm at weekends depending on the outcome of a service review. The Access Centre is the single point of access for all mental health referrals across Birmingham for those age 0-25 years and therefore the post holder must be able to make clinical triage decisions autonomously and support and mentor other staff in this too. The Access Centre Clinical Nurse Specialist will be the point of escalation for the team in clinical and operational matters; they will also provide leadership, supervision, consultation and guidance to Access Centre clinicians including Assistant Psychologists, Social Workers and CPN's/RMN's. They will also represent the Access Centre Manager and Simplify Health with informal and formal meetings within Forward Thinking Birmingham and possibly externally when required.

If you're interested in working as part of our dynamic and team at the forefront of the UK's changing health care landscape, we want to hear from you. Simplify Health is a place where things happen quickly, so if a fast-paced working environment appeals to you, please apply. We have been awarded **OUTSTANDING** by the CQC following a recent inspection and can offer you competitive rates of pay and annual leave, as personalised an approach as possible to your employment, and most importantly the chance to develop yourself and health services through our development and appraisal process.

Expect better, demand better and get better mental health with Simplify Health.

Key responsibilities & accountabilities:

- Providing clinical expertise for the most complex of clinical referrals (self or professional) and enquiries on the telephone (e.g. that have been escalated by other clinicians) and periodic attendance at the Pause Drop in Service, Community Hub's or similar services when required
- Deputising for the Access Centre Manager as and when required. This will include being the Access Centre clinical staffs' point of escalation, liaising with other professionals, chairing Access Centre Team Meetings.
- Contribute and lead on teaching, mentoring and development of more junior staff, supervising and training new employees, agency and bank staff as and when required.
- Support opportunities to develop practices and services in order to maximise resource utilisation
- Monitoring, managing and triaging appointment queues and liaising with staff within and outside the Access Centre to ensure safe allocation of service users for assessment.
- Providing guidance and supervision to Mental Health Nurses, Social Workers and Assistant Psychologists
- Providing call back support/advice/information gathering with the support of the administration team when clinically necessary
- Discussing the appropriate care pathways with the (self) referrer to agree current needs, expectations of a service and utilisation of the most appropriate pathway and optimal level of care
- Using the computer system to ensure accurate documentation of all episodes of caller interaction are complete and become permanent, including any adverse events, child protection issues and other notifiable matters in accordance with policy, guidelines and best practice.
- Ensuring that clinically validated appointments are booked appropriately and according to clinical priority on the appointments system
- Managing all communications in a professional and courteous manner to all service users, relatives, referrers and staff (both internal and external to FTB)

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Relationships, Resources & Special Requirements	Measurements	Person Specification
<p>Key relationships: Access Centre Manager, Director of Clinical Transformations other Simplify Health team members</p> <p>FTB Provider clinicians and other Trust partners FTB Service Managers</p> <p>Responsible for: No direct reports or budgetary responsibility</p> <p>Special requirements: Clinical staff will be expected to maintain their professional registration</p>	<p>KPI themes Simplify Health FTB KPI's and measures, to be discussed on commencement</p> <p>Behavioural Competencies Taking personal responsibility to deliver results, demonstrating resilience and drive in the face of ambiguity, uncertainty and complexity (Resiliency)</p> <p>Able to develop innovative ideas and apply continuous improvement in all aspects of work (Ingenuity)</p> <p>Relationship and people development and working with others collaboratively to deliver results (Dignity & Community)</p> <p>Maintaining the highest levels of confidentiality and ethical standards (Integrity)</p>	<p>Essential Educated to degree level or equivalent in a mental health related subject with a relevant professional qualification</p> <p>Current and active registration with the Health & Care Professions Council or equivalent (e.g. NMC)</p> <p>Evidence of continuing post-registration development</p> <p>Significant experience of conducting mental health triage/screening/assessments</p> <p>Excellent knowledge and understanding of clinical governance</p> <p>Excellent knowledge of mental health conditions, diagnoses and clinical risk</p> <p>Ability to self-organise/manage and deliver a high standard of clinical co-ordination and triage service</p> <p>Excellent communication/interpersonal skills in order to deal effectively with complex and sensitive service user information, distressed or aggressive service users or carers or those with an impaired level of understanding.</p> <p>Knowledge in current models and methods of practice of clinical interventions and relevant legislation in relation to the client group</p> <p>Desirable Educated to masters level or equivalent in a mental health related subject including relevant professional qualification Previous managerial experience</p>