

Job Profile Information: Service Manager, AMHP

This supplementary information for Service Manager, AMHP is for guidance and must be used in conjunction with the Job Capsule for Job Level 5 Zone 2

Camden Way Category 4

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

- To provide leadership for the AMHP service, and responsibility, oversight and accountability for the operational delivery, practice standards and strategic development of the statutory AMHP function on behalf of both Boroughs.
- To develop and evaluate the service and ensure both Local Authorities fulfil their statutory roles and duties under the Mental Health Act, 1983 (and amendments 2007) and applies the Mental Capacity Act, Human Rights Act and Care Act to protect the rights and entitlements of customers.
- To act as the Service Manager for both centralised AMHP duty systems for each borough and to be responsible for overseeing recruitment of prospective AMHPs, re-warranting, research, training and development of AMHPs, and contributes to overall delivery of the social care agenda in the Trust and planning of social care focussed training.
- To deputise where necessary for the Head of Service develop and sustain a service that effectively and efficiently delivers high quality personal outcomes for customers.

Example outcomes or objectives that this role will deliver:

- Ensuring the AMHP service is a high quality and smooth running operation employing adequate numbers of staff
- Recruiting new staff and enable AMHPs to develop their potential and improve their practice responding effectively and in a timely way to the demands for the service
- Ensuring both Local Authorities fulfill their statutory roles and duties under the Mental Health Act, 1983 (and amendments 2007), and maintain close working relationships and good communication with local authority senior managers and legal departments

- Keep the Local Authority and the Trust informed about national and local developments in all AMHP and related duties, any changes in service delivery, lead, and use AMHP research to inform practice, and inform the LA and Trust about any changes through case law and practice in the application of the Mental Health Act
- Design and embed robust data collection systems, analyse and interpret material to inform practice and systems
- Promote the AMHP role, engage with partners in Adult social care and other stakeholders
- Collaboration and a healthy partnership with other services, finding solutions to the barriers of joint working and taking the lead to invest and build relationships resolving conflicts with other stakeholders.
- There is clear leadership for social workers in the Trust, and deputise for the Head of Social Work and Social Care to ensure professional leadership and continuity
- With other service managers develop a “whole service’ approach to the work, taking responsibility to establish excellent working relationships with other agencies and partners

People Management Responsibilities:

- This post reports to the Head of Service
- The AMHP Lead line manages 2 AMHP duty Managers, the AMHP training manager and an administrator ensuring they have the right support and they develop robust relationships with other key stakeholders as required.
- To promote and embed a culture of continuous learning and collaborative working with, other managers in the trust and neighbouring Boroughs and Acute Hospital trusts, partners and other (internal and external) partners within the service.
- To lead on liaison with all divisions in the Trust and Local Authorities to ensure AMHPs are supported in their teams and resolve any practice, workforce, or service delivery issues related to the AMHP service.
- To ensure that all warranted AMHPs have access to supervision, forums and any other forms of support as appropriate thru direct supervision, support and advice.
- To ensure that there are sufficient numbers of AMHPs in post and available to carry out duties under the Mental Health Act 1983 and all staff trained as AMHPs are on the AMHP duty rota as required for the service. This includes working with Trust divisional managers and relevant staff in adult social care and children’s services.

Relationships;

The AMHP is a central figure and a key aspect of their role is to invest in and maintain sound working relationships with

- Trust and Local Authority senior managers
- Emergency services personnel and Acute Trust Colleagues
- Other AMHP leads and the AMHP network
- Customers, Carers and members of the public
- Community/Interest groups
- All appropriate statutory and independent agencies
- Other Council departments

Work Environment:

The job is primarily office based but requires flexibility around working hours and being able to provide support out of office hours to deal with complex and high risk problems or issues. The post holder will be required to work evenings from time to time.

Technical Knowledge and Experience:

- A relevant professional qualification gained through experience and/or degree in management / business
- AMHP trained or ability to undertake AMHP training and willingness to undertake AMHP training as required.
- Demonstrable experience of collecting and using evidence to make decisions based on what matters to customers
- People management and team building (including managing the team and evidence of applications) and how to put knowledge of systems working into practice
- Budgetary control and management
- Commissioning of services and development of services
- A comprehensive understanding of relevant health and social care legislation and policies and procedures and ability to apply it in practice
- Extensive knowledge of adult social care resources required to deliver effective care and support to customers and their carers
- Excellent knowledge and practical application of risk assessment and Safeguarding Adults statutory frameworks and current agendas.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

Chart Structure

