

Job Profile Information: AMHP Duty Manager

This supplementary information for AMHP Duty Manager is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 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:

The post holder is responsible for the provision of a responsive, safe and effective AMHP duty service for the London Borough of Camden. This involves all operational management responsibilities including, co-ordinating the duty rota, managing referrals and delegation of work and ensuring that assessments under the Mental Health Act are carried out in line with the Code of Practice and related guidance and standards.

The post holder will be a member of the AMHP Duty management and administration team covering Camden and Islington with the Trust and as such will support colleagues and undertake additional duties in their absence where appropriate. The post holder will act as an AMHP on behalf of the local authority.

Example outcomes or objectives that this role will deliver:

- Manage the day to day running of the AMHP service, including prioritising referrals, liaising with partners and allocating work.
- Ensure the AMHP service operates within health and safety requirements, including the lone working policy.
- Ensure that the AMHP service meets any agreed local and national standards and strives for best practice.
- Co-ordinate the AMHP duty rota. Identify staffing issues and solutions where appropriate and work with senior managers to ensure business continuity planning for the AMHP service.
- Act as a primary management contact for operational managers and external partners and in respect of operational issues.
- Ensure there are clear operating processes and appropriate documentation is used. Specifically that decision making, plans and tasks are recorded accurately and timely and ensure that all issues effecting delivery are logged and raised appropriately.
- Work with the AMHP management team in developing and reviewing protocols and policies to reflect legislative and local practice changes.

- Together with the AMHP Lead ensure efficient use of resources, including budgets. As a warranted AMHP, undertake Mental Health Act assessments.
- Attend relevant meetings and forums within both the borough and the Trust and pan-London.
- Ensure activity is recorded and together with the AMHP lead ensure quarterly and annual reports are promptly compiled and any other reports as required.
- To undertake regular audits to maintain quality of work.
- Ensure that any safeguarding issues are identified and addressed following policy.
- Ensure knowledge and skill base are informed and updated in the light of new local and national practice, policy and guidance.
- To be a member of the AMHP service management team covering Camden and Islington within the Trust and as such support colleagues and undertake additional duties in their absence where appropriate.
- Deputise for the AMHP Lead as required.
- Undertake appropriate training and self-development to maintain appropriate skills and competency.
- Maintain a positive contribution to service delivery and seek continuous improvement.

People Management Responsibilities:

- Provide professional supervision to AMHPs whilst they are undertaking approved mental health work and to AMHPs in teams who do not have access to this.
- Supervise members of the AMHP team where identified.
- Support AMHPs in carrying out their duties both within and out of hours by being available for advice and guidance.

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:

- Professional qualification in either Social Worker, Psychiatric Nurse, Occupational Therapist or Clinical Psychologist.
- Registration with the appropriate professional body.
- Be a qualified, practicing Approved Mental Health Professional.
- Have at least 2 years' experience working as an Approved Mental Health Professional.

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