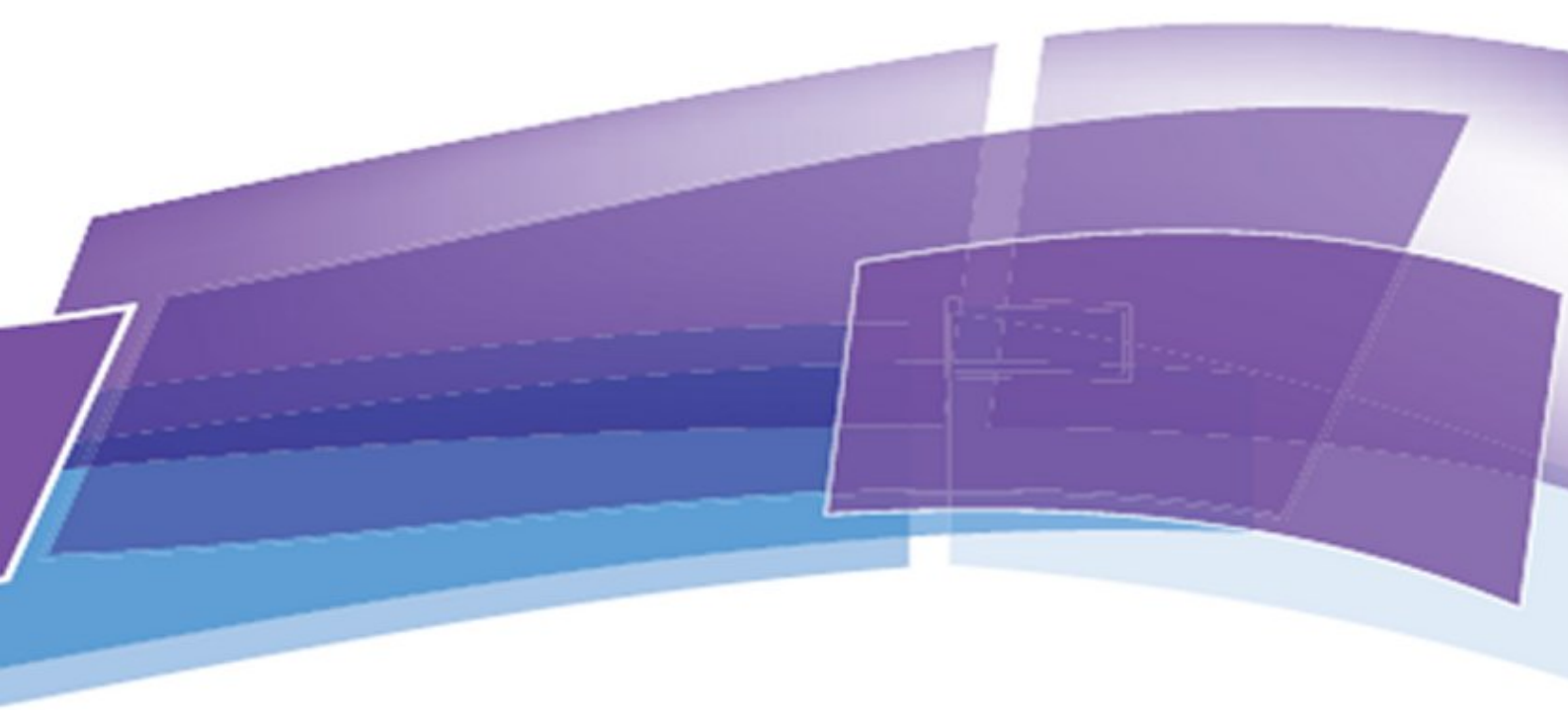


***Leading Teams***

***Job Description – Core Elements***

***For Team Leaders (AfC Band 7)***



Department of  
**Health, Social Services  
and Public Safety**

[www.dhsspsni.gov.uk](http://www.dhsspsni.gov.uk)

The Chief Nursing Officer (Department of Health Social Services and Public Safety; DHSSPS) commissioned the Northern Ireland Practice and Education Council for Nursing and Midwifery (NIPEC) to facilitate the *Leading Teams: Regional Team Leader Project* to support and strengthen the role of Team Leaders, working in a community setting, throughout Northern Ireland.

This Job Description was developed as part of the Leading Teams project in partnership with Team Leaders, Human Resources managers and staff side representatives and other key stakeholders in Health and Social Care and Education sectors. To find out more background information about the project visit:  
[http://www.nipec.hscni.net/cw\\_leadingteams.html](http://www.nipec.hscni.net/cw_leadingteams.html)

This regional job description has been developed with reference to other job descriptions already developed by HSC Trusts. It comprises the minimum core elements required of all Team Leaders (AfC Band 7) working in a community setting. Each HSC Trust can then build on this job description when recruiting and selecting for specific/specialist posts.

## **JOB DESCRIPTION**

### **Job Title:**

Team Leader (Band 7)

### **Job Purpose:**

The post holder is responsible and accountable for their service area and will:

- promote and monitor safe and effective practice
- enhance the patient/client experience
- provide effective leadership and management
- contribute to the delivery of the organisation's objectives

### **MAIN DUTIES/RESPONSIBILITIES**

The post holder will focus and lead on the following key areas, within the organisation's governance framework:

#### **1. Ensure safe and effective practice**

##### *1.1 Professional, ethical and legal*

- Adhere to DHSSPS and NMC guidelines for practice requirements and standards.
- Adhere to Trust guidelines, policies and procedures.
- Ensure that organisational goals are reflected in own and the teams' objectives and in the service area plans.
- Contribute to the development of the Trust's policies and strategies, where appropriate.
- Maintain own professional and personal development in accordance with the NMC Code (2008), standards and professional guidelines.

- Establish and maintain relationships based on mutual respect communicating on a regular basis with the patient/client, relatives and carers in the provision of care and services.
- Ensure appropriate systems are developed and operational to facilitate dissemination of information within the team.
- Adhere to the Data Protection Act (1998).
- Maintain effective records management ensuring all documentation written or electronic is managed as per HSC Trust and NMC (2009) guidelines.
- Adhere to the Code of Conduct for HSC Managers, as per Human Resource policies and procedures.
- Ensure risk management arrangements are in place within the service area.

### *1.2 Evidence-based practice*

- Promote a culture of research and evidence-based practice within the service area to enhance person-centred care.
- Ensure evidence-based care is provided to agreed standards within the service area.
- Act as a change agent, developing clinically effective practice through the effective utilisation and integration of evidence.
- Participate in developing, implementing and monitoring relevant policies, procedures and protocols.
- Create an environment which supports a culture of life-long learning and reflective practice for all staff.
- Ensure systems and processes are in place to support effective mentoring of relevant staff.

### *1.3 Safeguarding*

- Promote adherence with relevant legislation, policies and procedures for safeguarding children and adults.
- Support staff to access safeguarding processes where appropriate.

- Ensure appropriate care is provided for those individuals/families where safeguarding concerns have been identified.
- Manage and report risks in relation to safeguarding concerns taking action as appropriate.
- Ensure that all safeguarding issues and incidents are reported and recorded promptly.
- Ensure that all staff have access to safeguarding training, supervision and support appropriate to their role and in accordance with Regional and HSC Trust Policies.

#### *1.4 Multi-professional/Multi-agency working*

- Promote and support effective teamwork within a multi-professional/multi-agency environment.
- Work collaboratively and act as a resource to specialist health services, social care colleagues, and the voluntary and independent sectors to promote health and well being and contribute to meeting local and regional health targets.
- Establish systems and processes to ensure effective communication and continuity of patient/client care, liaising with multi-professional/multi-agency teams and other community services.
- Engage in learning and development opportunities with other professionals/agencies, where relevant, to enhance safe and effective care.

## **2. Enhance the patient/client experience**

### *2.1 Person-centred care*

- Develop and maintain a culture of person-centred care within the service area.
- Promote a caring environment where equality and diversity issues are respected and patients/clients and their carers are enabled to be partners in their care.
- Develop strategies for communication between staff, patients/clients, relatives and their carers, showing awareness of barriers to understanding.
- Utilise a range of methods for engaging with and responding to patients/clients to ensure they have a positive experience within the community services setting.

- Facilitate communication between all members of the multi-professional/multi-agency team, and across care settings.
- Promote a valuing of patient/client cultural and spiritual preferences and behaviors that affect the patient/client experience.

## *2.2 Coordination of the patient/client journey*

- Ensure the safety and quality of the patient/client journey by supporting staff to plan, communicate and coordinate the patient/client journey.
- Ensure that the patient/client is central to the assessment and care planning process in partnership with relevant multi-professional/multi-agency staff.
- Ensure effective admission/discharge planning of clients/patients on the community caseload with relevant multi-disciplinary and multi-agency teams as required.
- Investigate and address any areas identified for improvement in relation to the patient/client journey.

## *2.3 Patient/client involvement*

- Identify opportunities for meaningful involvement of patients/clients and carers in relation to the development of care and services.
- Ensure effective systems are in place to gain feedback from the patient/client and carers on their experience of care.
- Recognise and act on opportunities to involve patients/clients/carers in service development and improvement measures.
- Ensure compliments and complaints are managed in line with HSC Trust policy including the dissemination of shared learning.

## **3. Provide effective leadership and management**

### *3.1 Role model*

- Demonstrate an appropriate level of support through clear visibility and/or accessibility to the team and others.

- Lead the delivery of a safe service, influencing and facilitating change within the community setting/service area and where appropriate, the organisation.
- Provide leadership that enables professional decision making and effective team working.
- Foster a culture of enquiry that is supportive and facilitative, encouraging creativity and innovation.
- Support the clinical expertise of the team by role modeling evidence-based person-centred care.

### *3.2 Develop team performance*

- Promote, develop and facilitate a learning culture within the service area.
- Promote equality of opportunity for all, in accordance with HSC Trust Equality Opportunity Policy.
- Lead and participate in annual staff appraisal/development review, ensuring effective implementation of the Knowledge and Skills Framework (DH, 2004).
- Lead and participate in learning needs analysis and facilitate annual personal development plans for the team.
- Lead and participate in orientation and induction programmes for staff within the team/service area.
- Promote a person-centred culture to facilitate good staff relationships and morale among the team.
- Contribute to the education commissioning process for staff.
- Manage poor performance and practice of staff in line with HSC Trust policies.
- Ensure supervision and mentorship is embedded for pre and post registration students, as appropriate.

### *3.3 Manage the service delivery setting*

- Ensure appropriate delegation and monitoring of outcomes for effective care/service delivery.
- Challenge appropriately and confidently where standards of care fall below that which the Team Leader would expect.

- Contribute to budget management within the service area, to ensure services are managed in accordance with yearly financial instructions.
- Participate in multi-professional procurement processes to ensure appropriate selection of products which meet relevant quality and safety standards.

### *3.4 Effective use of resources*

- Deliver a safe and effective service within allocated resources, ensuring the resources are used to maximum effect.
- Monitor budgetary performance, develop and implement action plans, organise the necessary resources and monitor outcomes.
- Adhere to financial policies and procedures, particularly Standing Financial Instructions, Authorisation Frameworks, Procurement Legislation and associated processes and Prompt Payment Code.
- Adhere to HSC Trust financial controls and fraud awareness principles (e.g. verification of authenticity / accuracy of the Staff-in-Post records).
- Adhere to HSC Trust systems for effectively managing stock and safeguarding fixed assets.
- Promote the principles of good governance and protect the service area and organisation from financial risk.
- Display managerial and organisational skills to ensure that products required for patient/client care/treatment are procured in a timely fashion and demonstrate value for money.
- Show a commitment to the effective management of resources and statutory financial targets.

## **4. Contribute to the delivery of the organisation's objectives**

### *4.1 Continuous quality and improvement*

- Promote a culture of continuous quality improvement through the use of audit, patient/client feedback and reflection on practice by self and other members of the team.



- Identify the need for change, lead innovation and manage changes in practice and/or the service area.
- Collaborate with relevant stakeholders in the planning and/or development of own service promoting the involvement of patients/clients and carers.
- Apply critical thinking and analytical skills incorporating critical reflection to the service.
- Disseminate learning and best practice at all levels of the service.

#### *4.2 Service improvement, development and modernisation*

- Promote a culture of continuous service improvement amongst staff, enhancing the patient/client experience.
- Review and evaluate the local implementation of policy initiatives, identifying areas for change.
- Review systems/processes/practices to ascertain if there are more efficient ways of working to enhance patient/client care/service delivery.
- Foster a culture of enquiry that is supportive and facilitative, encouraging creativity and innovation.
- Initiate, lead and manage practice and/or service improvements taking account of relevant research, clinical guidelines and policy.
- Develop a proactive and positive working relationship with partnership organisations and staff associations around change issues.

#### *4.3 Staff Management*

- Adhere to organisational policies and procedures and their application in relation to staff management (e.g. annual leave, absence management, recruitment and selection).
- Ensure professional staff working in the team are appropriately qualified and registered with the relevant body/organisation.
- Liaise with own line manager in relation to all professional issues.
- Promote the health and well being of all members of the team and observe for any signs of ill health or stress factors and take appropriate action in line with HSC Trust policies.

- Manage duty rotas/annual leave and study leave to ensure adequate cover and appropriate skill mix.

### **General Responsibilities**

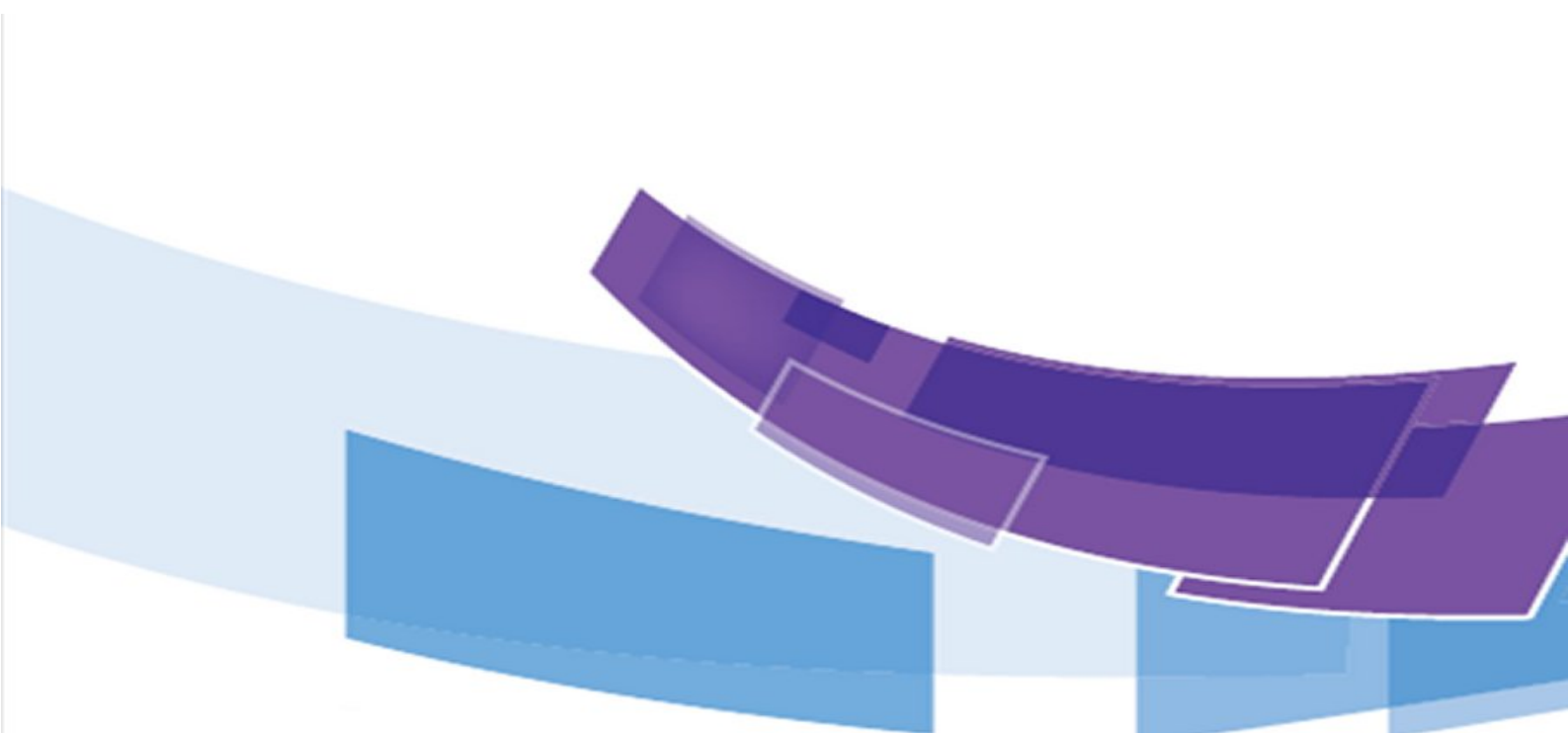
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ESSENTIAL CRITERIA FOR JOB DESCRIPTION

JOB TITLE:

TEAM LEADER (BAND 7)

Essential Criteria
1. Registered Nurse or Midwife on the relevant Part of the live NMC Register.
2. Have completed a post-registration Diploma in < <i>insert specialty area</i> >.
3. Have 5 years post-registration experience which must include a minimum of 2 years at Band 6 in a community < <i>insert specialty area</i> > setting.
4. Provide evidence of continuous personal and professional development.
5. Have sound knowledge of current developments in Health & Social Care within the community and the role of other agencies.
6. Ability to provide effective leadership to meet the needs of the post in full.
7. Ability to effectively manage an operational team to ensure positive outcomes for patients/clients/carers.
8. Provide evidence of maintaining and monitoring standards which have enhanced the patient/client experience of care.
9. Ability to influence and manage change, including the promotion of evidence based practice.
10. Have effective communication, mentorship and supervision skills to meet the needs of the post in full.
11. Ability to work effectively with multi-professional/multi-agency teams and other relevant community services.



For further Information, please contact

**NIPEC**

Centre House  
79 Chichester Street  
BELFAST, BT1 4JE

**Tel:** 028 9023 8152

**Fax:** 028 9033 3298

This document can be downloaded from the NIPEC website

[www.nipec.hscni.net](http://www.nipec.hscni.net)