

Mental
Health
IAP

Join our Award-winning Mental Health Service as a **Shift Manager** and Make a Real Difference!

Our Mental Health Integrated Access Partnership is revolutionising the way we meet the urgent healthcare needs of patients experiencing a mental health crisis. We provide responsive care in the community, avoiding distressing hospital admissions.

Since the inception of our Mental Health service in February 2021, we have achieved an astonishing 99.9% reduction in NHS111 mental health calls being directed to A&E. We are passionate about getting patients the right care, in the right place, at the right time, and you can help us achieve that.

Your Role as a Shift Manager

As a Shift Manager, you will be at the heart of our new Mental Health service, ensuring its efficient and effective operation. Your leadership and dedication will drive our mission to deliver compassionate, timely, and high-quality care to our community. By leading the team, you will make a significant impact on the lives of those in need, ensuring they receive the right care at the right time.

Key Responsibilities:

- **Operational Leadership:** Oversee and coordinate the operational management of the mental health service across the region. Ensure our patient advice queue is managed efficiently and to the highest standards. Balance demand and capacity effectively while managing the interface with NHS 111 during shifts.

- **Team Direction:** Lead by providing clear direction and support to colleagues throughout the shift. Ensure the consistent application of standard operating procedures and produce comprehensive shift reports. Facilitate effective communication and collaboration across all parts of the service and with external providers.
 - **Call Handling:** Manage incoming calls from healthcare professionals and patients with empathy and professionalism, adhering to our safety calling process. Ensure timely, informed, and professional responses to all callers. Accurately enter all referrals into the patient database.
 - **Resource Management:** Optimise the deployment of resources throughout the shift. Promptly address any resourcing issues due to sickness or absence with appropriate contingency plans. Support the Clinical team in delivering suitable care pathways for each patient.
 - **Risk Management:** Proactively respond to key risks within the healthcare system during your shift. Implement business continuity plans in the event of IT or equipment failures. Address any immediate non-compliance or training issues, reporting these to Team Managers.
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What We Can Offer You?

- **Competitive Salary:** Rewarding compensation for your hard work, with enhanced rates for evenings, weekends, and bank holidays.
 - **NHS Pension:** Employer contributions at 23.7%.
 - **Generous Leave:** 25 days annual leave plus 8 Bank Holidays (increasing with service).
 - **Annual Bonuses:** Up to 3 bonuses per year.
 - **Training and Development:** Paid training time and opportunities for ongoing development.
 - **NHS Discount Scheme:** Benefit from various discounts.
 - **Cycle to Work Scheme:** Promote a healthier commute.
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Who We're Looking For

We want every member of our team to be committed to outstanding '**patient care by people who care**' and to be passionate about the NHS. As a Social Enterprise, our goal is to put people and planet first, so we seek those who share our aims for social justice and environmental sustainability.

Our patient base is diverse, so it is crucial that you share our approach to equality and inclusion. This involves respecting the rights of others and celebrating diversity of all kinds.

As an Employee Ownership Trust, every team member is a 'co-owner', empowered to shape and influence the company's direction. We encourage all 'co-owners' to get involved and be active participants in all areas of the business.

Person Specification

Essential:

Qualifications and Training:

- Good general level of education, including GCSE equivalent qualifications in English and Maths.

Knowledge and Experience:

- Experience of leading others to achieve specified objectives.
- Experience of working in a professional environment that requires high standards of customer service.

Skills, Abilities, and Attributes:

- Excellent communication and interpersonal skills.
- Evidence of computer literacy and keyboard skills.
- Ability to listen and respond appropriately to patients and staff with differing needs.
- Ability to convey information accurately both verbally and in writing.
- Ability to work effectively within a team.
- Flexibility in relation to operational times.
- Initiative and problem-solving skills to propose solutions to issues and risks.
- Maintaining confidentiality at all times with regard to staff and patients.
- Accurate record-keeping with high attention to detail.
- Ongoing commitment to personal development.
- Motivation to provide and contribute to BrisDoc's core values.

- Ability to develop a comprehensive understanding of the service specifications and key performance indicators.

Other:

- Motivation by the provision of patient care.
- Organised and systematic approach.
- Ability to manage systems and processes in line with organisational policies and procedures.
- A good team player who supports, values, and respects the contributions of all team members.
- Ability to manage sensitive and emotive situations.
- Self-motivated and able to work autonomously.
- Maintaining professionalism at all times.
- Ability to remain impartial and non-judgmental during times of sensitivity, stress, and potential conflict.

Desirable:

- Experience in managing people and processes.
- Experience of working in healthcare / NHS.

Make a Difference Today!

Find a career you can feel proud of at BrisDoc. Leave work every day knowing what you've done really matters.

Apply now

Email: workwithus@brisdock.org

Phone: 0117 937 0900 option 1