

JOB DESCRIPTION

JOB DETAILS	
Job Title	Study Participation Inclusion Manager
Reports to	Study Participation Inclusion Senior Manager
Band	7
Department/Directorate	Research & Development
Base:	Truro / Plymouth/ Exeter or Taunton with regular travel to local and regional offices

JOB PURPOSE
<p>The Study Participation Inclusion Manager (RRDN) will be responsible for managing public engagement and Research Inclusion operational activities, including regional, public-focused stakeholder engagement, community engagement and under-served communities projects. This will involve delivery of NIHR Research Delivery Network (RDN) strategic aims for engagement, research participation and public engagement at the Regional RDN (RRDN) level. The Study Participation Inclusion Manager (RRDN) will be expected to influence and lead on data collection, analysis and reporting of specified evaluation and impact measures at the regional and national level and meaningful integration of the public voice across all RDN and RRDN services.</p> <p>This role will sit within the Study Participation Inclusion function within the RRDN (i.e. stakeholder engagement, public engagement, digital engagement, and RI), which will work alongside the Public Engagement and the People and Inclusion functions within the RDN Coordinating Centre (RDNCC). This joint function will support the NIHR wide Research Inclusion strategy at a national and regional level to make equality, diversity and inclusion (EDI) central to the RDN and its entire people framework through an approach of active listening and learning from the communities served.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>STRATEGIC LEADERSHIP</p> <ul style="list-style-type: none"> • Work with all relevant stakeholders to drive integration of public engagement and Research Inclusion initiatives across the region leading to an increase in involvement and participation in research amongst patients and the public across all settings and services • Work collaboratively within NIHR organisations and wider partner organisations across regions and nationally to deliver strategic aims related to public engagement and involvement • Act as a strategic lead for engagement and inclusion in the region, actively promoting an inclusive research culture and advocating for Research Inclusion and public engagement to be embedded across the RDN and its services • Support the development of the 3 year strategic plan for Research Inclusion and the 5-year Patient and Patient Involvement and Engagement (PPIE) Strategy for the RDN to inform the development and delivery of regional RDN strategic activities, aligned to national NIHR strategies • Support regional delivery of RDN and NIHR strategies for communication and reputation management • Provide strategic advice and leadership to RRDN level community engagement initiatives aimed at increasing participation in health and care research for under-served groups and lead regional strategies to support delivery across the RRDN region <p>OPERATIONAL MANAGEMENT</p> <ul style="list-style-type: none"> • Champion and support research teams to deliver the Participant in Research Experience Survey (PRES) • Work with the RDNCC and local business intelligence leads to populate the national PRES dashboard and report data to optimise improvements in research delivery and participation at both a national and local level

- Work with patients and the public, partners, researchers, health and social care staff, and communities to increase volunteer registrations to Join Dementia Research and Be Part of Research
- Support the involvement and engagement of public partners across the RDN, underpinned by the aims of the NIHR Strategic Commitments and UK Standards for Public Involvement, to enable a wide variety of engagement opportunities, including speaking events, national consultations and strategic national groups
- Co-deliver and manage a national network of public engagement leads together with RDNCC to promote strategic planning and delivery of services across the region

KEY RESULT AREAS

- Deliver regional targets for Participant Experience in Research survey and co-production of annual report

SPECIALIST RESPONSIBILITIES

- Data upload and reporting as required for Participant Experience in Research survey

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis

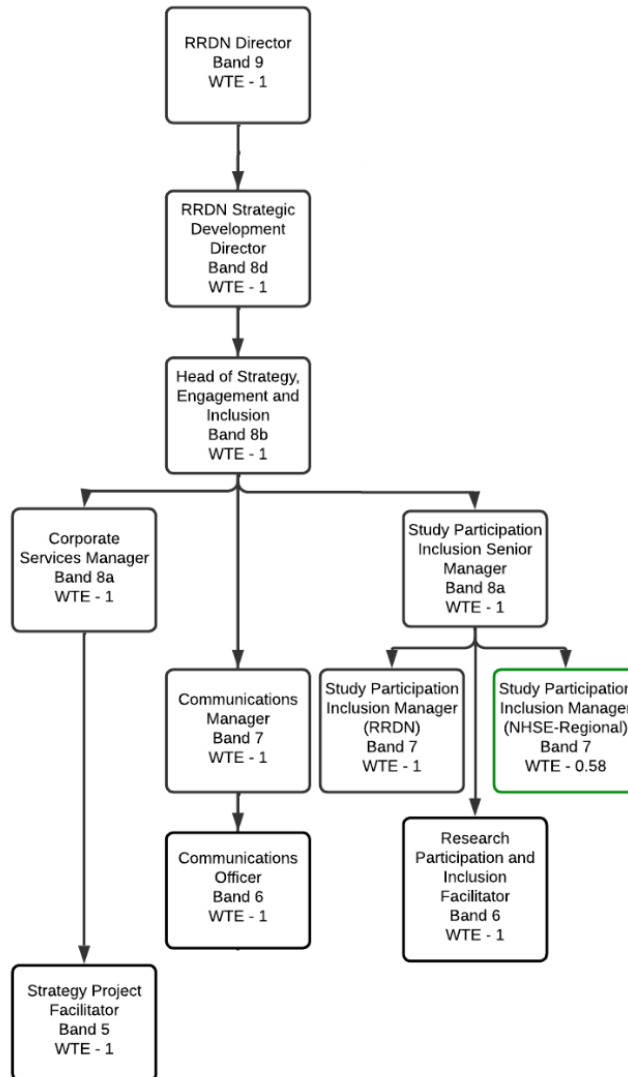
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

- Head of Strategy, Engagement and Inclusion
- Study Participation Inclusion Senior Manager
- Study Participation Inclusion Manager (NHSE-regional)
- Data and Analytics team
- RDN Study Participation Inclusion Managers (RRDN)
- Director for Public Engagement (RDNCC)
- Heads of People and Inclusion, Public Engagement and Digital Engagement (RDNCC)
- Director for Public Voice (NIHR)
- NIHR Research Inclusion team and leads within other NIHR Organisations
- Leaders within the RRDN region for other NIHR infrastructure and entities, Integrated Care Boards (ICBs)/Integrated Care Systems (ICSs), NHS Trusts, Primary Care providers, Universities, Local authorities, community based and other providers of health and social care services

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will work autonomously within general policies and procedures guided by national policy and regulations and the Trust’s own policies in relation to ensuring the delivery of the RRDN.
- The post holder will ensure national policy is reflected in the RRDN business processes.

- Through values and behaviours, embed a consistent approach to engagement, Research Inclusion and PPIE throughout RDN functions and services

ROLE OF THE NIHR RESEARCH DELIVERY NETWORK

From October 2024, the current NIHR Clinical Research Network will be changing to become the NIHR Research Delivery Network (RDN). The RDN will build on the successes of the CRN in supporting the effective and efficient initiation and delivery of funded research across the health and care system in England for the benefit of patients, the health and care system and the economy. The RDN will support:

- Clinical trials and other well-designed health and social care research studies (including studies that are delivered outside of an NHS setting);
- Public health studies that require the recruitment of individuals within an NHS setting (that is, acute, ambulance, mental health, community or primary care) or an episode of care which involves contact with the NHS.

The RDN is a new organisation with new structures, governance and ways of working. Study delivery in England will be supported through 12 NIHR Regional Research Delivery Networks (RRDNs). These will work with the national Coordinating Centre (RDNCC) and the Department of Health and Care to provide a joint RDN leadership function via the RDN Board, so that the NIHR RDN as a whole, functions as a single, transparent organisation with a shared vision and purpose. Royal Devon University Healthcare NHS Foundation Trust will be the Host Organisation for the South West Peninsula (SWP) RRDN region. The NIHR RRDNs will have three key roles which it will fulfil via new models of service delivery and functions, to:

- provide support to research sites to enable the effective and efficient initiation and delivery of funded research across the health and care system in England;
- enable the strategic development of new and more effective research delivery capability and capacity. This will include bringing research to under-served regions and communities with major health and care needs;
- work jointly with the Coordinating Centre in the strategic oversight of the NIHR RDN. This will ensure that the Portfolio is maintained as a cohort of high-quality, fully-funded, viable and deliverable studies. It will also ensure that the NIHR RDN as a whole serves the research delivery needs of investigators and R&D teams and is responsive to the changing domestic and global environment for health and care, life sciences and health research.

The NIHR RRDNs will need to develop excellent relationships with the organisations commissioning and providing health and social care across their regions, which are mapped onto NHS regions and Integrated Care Systems. They will help support research undertaken by those providers and at sites across the region, and promote research meeting the needs of local populations. NIHR RRDNs will work together with an RDN Coordinating Centre to support health and care research delivery for the benefit of patients, the health and care system and the economy as a whole.

COMMUNICATION & STAKEHOLDER MANAGEMENT SKILLS

- Disseminate findings and impact amongst regional level stakeholders and public/community level groups
- Work in partnership with a range of internal and external stakeholders primarily within the region (e.g. community groups, ICBs, other NIHR partners, patients and the public etc.) to ensure a coordinated approach to engagement, PPIE and Research Inclusion
- Contribute to the development of inclusive methods to a nationally agreed evaluation framework and report on the impact and social value of involving patients and the public in RDN services and engagement initiative

BUSINESS PLANNING

- Contribute to annual planning and reporting
- Seek key innovative opportunities for increasing capacity across the RDN

PERFORMANCE MANAGEMENT

- Be responsible for the evaluation and reporting of Key Performance Indicators for engagement, Research Inclusion and PPIE activity within the RRDN to be used in relevant NIHR impact reports (such as the Research Inclusion Programme Board and NIHR Public Partnerships Board)
- Develop inclusive methods to evaluate and report on the impact of involving patients and the public in RDN services and provide data to support the evaluation of RDN engagement initiatives

ENSURING PATIENT, CARER AND PUBLIC INFORM AND INFLUENCE DELIVERY OF RDN STRATEGY

- Actively participate and contribute to a network of stakeholders in the relevant services to assist with strategic planning of regional services based on the prioritisation of participant need and site-level feedback
- Manage a community of RDN Public Partners and assist them to seek out opportunities to champion the public voice across RDN services and be actively involved in RDN strategy development and delivery
- Demonstrate a comprehensive understanding of key inclusion and PPIE values and principles that underpin national strategies
- Provide key intelligence to assist in the meaningful and valued engagement with under-served communities and marginalised populations through strategic level stakeholder engagement and mapping, contributing insights to actively avoid duplication and optimise continuous improvement and prioritisation of services

SERVICE IMPROVEMENT & DEVELOPMENT

- Facilitate the development and implementation of key policies, processes and guidance and sharing of best practice
- Develop and support national level training and education initiatives, adapting them to your locality needs to support patients, carers and the public to be involved in research.
- Embed patient, carer and public involvement within the RRDN at all appropriate levels of decision making and support the NIHR to embed Research Inclusion learning frameworks across the RDN
- Ensure all PPIE, Research Inclusion and engagement activities of the RRDN are of the highest professional standard with clear signposting and communication channels to ensure consistency of services and messaging

FINANCIAL MANAGEMENT RESOURCES

- Be responsible for the reporting of budgets associated with engagement, Research Inclusion and PPIE across the RRDN

CONTINUOUS IMPROVEMENT

- Actively engage in continuous improvement across the RRDN and promote feedback into the system in real time
- Promote a culture of continuous improvement and wellbeing

INFORMATION & ADMINISTRATION RESOURCES

- Plan, coordinate and facilitate key national and regional level meetings and working groups to ensure delivery of key milestones and identification of risks

LIFE SCIENCES INDUSTRY

- Work collaboratively with the Patient Engagement in Clinical Development service to help signpost to regional networks/groups to support the recruitment of public contributors for commercial research engagement activities

PHYSICAL SKILLS

- Keyboard skills, use of IT equipment, including equipment used for delivering presentations.

PHYSICAL EFFORT

- Light physical effort for short periods.
- Use of computer for prolonged periods on most days, i.e. frequent requirement to work in a restricted position

MENTAL EFFORT

- Frequent requirement for concentration; work pattern is unpredictable

EMOTIONAL EFFORT

- Occasional exposure to distressing or emotional circumstances

WORKING CONDITIONS

- Exposure to unpleasant working conditions or hazards is rare
- Travel to meetings within the RRDN region will be necessary

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Study Participation Inclusion Manager
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Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING Postgraduate qualification (eg. Postgraduate Diploma) or equivalent specialist experience in disciplines relevant to post Project management qualification or demonstrable experience of managing projects at the regional level</p>	E E	
<p>KNOWLEDGE/SKILLS Demonstrable knowledge and experience of implementing the UK Standards for Public Involvement in projects and programmes and familiarisation with key principles and the value of public engagement and involvement within health and social care Knowledge of regional health and care systems and processes, including the voluntary and charity sector, local government and Integrated Care Boards/Services</p>	E E	
<p>EXPERIENCE Experience in line managing staff and supervising volunteers and public contributors In depth understanding of the Equality Act 2010 and challenges related to equality, diversity and inclusion across the health and care research landscape Experience of managing and delivering patient and public-led involvement and engagement opportunities (including engagement events, online workshops and consultations)</p>	E E E	
<p>PERSONAL ATTRIBUTES Lives by values which include openness, collaboration, responsiveness, inclusion, personal integrity and creating positive cultures where these values thrive Enthusiastic and motivated with the ability to influence others Self-awareness with regard to emotional intelligence, biases and sensitivities and a commitment to continuous improvement and self development Calm, resilient and adopting a professional manner whilst working across complex boundaries and issues Commitment to and focused on quality, promotes high standards in all they do with attention to detail Confidence in communication with a variety of stakeholders and audiences at different levels with the ability to manage difficult conversations and de-escalation of potential conflicts where necessary</p>	E E E E E E	
<p>OTHER REQUIREMENTS Project management skills and expertise in using a wide range of consultation and facilitation methods, knowledge of public engagement methodology, inclusive management of members of the public and communities, including those classed as under-served by health and care research Ability to coordinate, collect and analyse a range of qualitative and quantitative data, identifying areas of concern, production of reports and solution-based recommendations A proven ability to build, maintain and develop effective working relationships with a wide range of stakeholders across health and social care settings, community-based organisations and VSCOs, including subject matter experts Ability to support an effective network of relationships with people across organisations with diverse roles and perspectives</p>	E E E E E	

Ability to co-design opportunities and projects with communities and participants, which ensure that their voice has a meaningful and tangible impact on RDN activities		
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		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y		X		
Driving	Y		X		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			X	
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	Y		X		