

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	NIHR Supra-Regional Rater Facilitator
<b>Reports to</b>	Senior Research Delivery Manager
<b>Band</b>	Band 7
<b>Department/Directorate</b>	NIHR South West Peninsula Local Clinical Research Network

JOB PURPOSE
<p>The National Institute for Health Research (NIHR) is funded through the Department of Health and Social care to improve the health and wealth of the nation through research. The NIHR is a large, multi-faceted and nationally distributed organisation.</p> <p>The NIHR plays a key role in the Government's strategy for economic growth, attracting investment by the life-sciences industries through its world-class infrastructure for health research. Together, the NIHR people, programmes, centres of excellence, and systems represent the most integrated health research system in the world.</p> <p>The NIHR Clinical Research Network is tasked with supporting the rapid set-up and effective conduct of commercial and non-commercial studies, so that researchers can gather the robust evidence needed to improve treatments and provide an evidence base for the health and care system. The NIHR Clinical Research Network is led by a national Coordinating Centre, and operates through 15 Local Clinical Research Networks (LCRNs). These local Networks drive clinical research delivery performance across the locality, and champion the role of research in the health and care system at every level.</p> <p>The role of the CRNs is to establish and maintain an excellent NHS infrastructure for clinical research and research management. This infrastructure includes clinical research support staff and sessional support for clinical investigators of all professions, funding for other NHS Support Costs such as additional clinical services and diagnostic tests, and research management and governance systems and staff.</p> <p>The four Clinical Research Networks: Thames Valley &amp; South Midlands, Wessex, West of England and South-West Peninsula (supra-region) are part of the National Institute for Health Research (NIHR) Clinical Research Network (CRN).</p> <p>The supra-regional Rater Training Lead will be hosted by the NIHR Clinical Research Network South West Peninsula.</p> <p><b>Local Information</b></p> <p>The NIHR Clinical Research Network South West Peninsula (NIHR CRN SWP) is formed from partner organisations in Somerset, Devon, Cornwall and the Isles of Scilly covering a population of approximately 2.2 million. The region includes a range of health and care</p>

providers across the South West including acute, mental health, community, primary care, social care and public health.

All the NHS Trusts are currently engaged with and recruiting to NIHR Portfolio research studies and key relationships have been built with other providers of health and care who are also embracing the opportunity to become involved with NIHR research.

For commercial studies the CRN industry team are the single point of contact for life sciences companies wanting to conduct studies, the team work closely with partners to conduct feasibility, site identification and performance managed adopted studies. The NIHR CRN industry team works closely with the post holder and clinical experts to ensure studies are both feasible and eligible to enter the portfolio. CRN will support studies from pharmaceutical companies, biotech and medical device companies, using processes and systems, which are consistent across CRNs.

The region benefits from a 'prime site' relationship with IQVIA, the largest international Contract Research Organisation. The region is also active with many other commercial partners across a breadth of specialty areas.

The NIHR Clinical Research Network (CRN) is embedding a sustainable approach to building the competence and capability of both psychometric and global raters working across our national network in dementia research, and potentially neurodegenerative research in the future. The national RATER Programme aims to enable the local identification of and subsequent support offered to those who administer psychometric rating scales and global assessments in dementia research. Support will be delivered through a national standardised training programme, involving an online educational toolkit and regional volunteer rater leads called volunteer Practice Lead Facilitators (PLFs) who will be embedded within their local LCRNs.

## **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

This supra-regional programme of activity will link into the national RATER programme and is seeking an experienced dementia research rater to lead the development of a growing community of supra-regional PLFs and local raters across the four LCRNs. Time for this position will be distributed equally between the four local CRNs and will involve a mix of working virtually and face-to-face when appropriate. The role will be expected:

- To map and identify dementia rater capacity and competency gaps across the supra-network of local CRNs.
- To work proactively with the supra-network local CRNs, RATER programme PLFs, and CRN Dementia Specialty Leads to develop and project manage a supra-regional training project to progress local opportunities/projects to help ensure rater sustainability across the regions and create new ongoing opportunities for raters to build and maintain their experience.
- With support of the supra-network local CRNs and the RATER programme PLFs, to identify raters and develop supra-regional dementia rater training resources.
- To support the learning and development of supra-regional identified raters to gain sufficient experience of delivering dementia research scales/assessments to reach a level of competency required to work on commercial research trials.
- To maintain a level of knowledge, skills, and experience to enable them to lead on rater development supra-regionally and to offer mentoring to other raters. Protected time will be given for the Rater Training Lead to maintain their own practice.
- To network and form collaborative working relationships with key organisations and stakeholders to progress local rater opportunities and projects.

- To identify opportunities to work collaboratively across the four supra regions when appropriate
- To link with and contribute to the National NIHR RATER Programme.
- To scope and collate supra regional data for yearly review of this role
- Virtually attend key local and national CRN meetings

You will work closely with the supra-regional CRN Workforce Development Leads, Dementia Specialty Leads, and Dementia Research Delivery Managers to obtain workforce intelligence data and support workforce planning for the supra-network region.

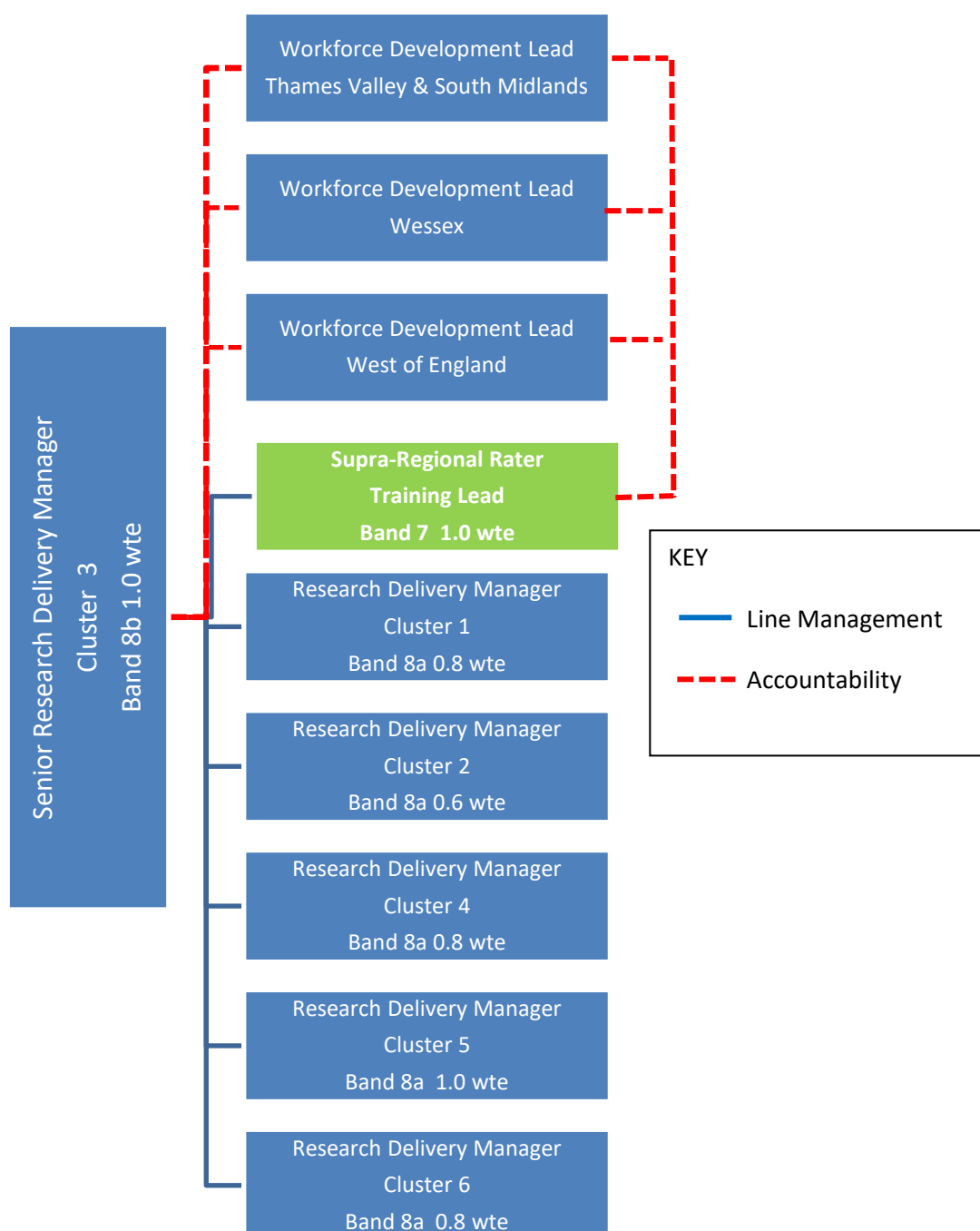
This post will be funded until 31<sup>st</sup> March 2024.

## KEY WORKING RELATIONSHIPS

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• NIHR CRN SWP COO</li> <li>• NIHR CRN SWP DCOO</li> <li>• NIHR Senior Research Delivery Manager</li> <li>• Training and Workforce Manager</li> </ul>	<ul style="list-style-type: none"> <li>• CRN Supra-regional Clinical Research Specialty Leads and Research Delivery Managers</li> <li>• CRN Supra-regional Workforce Development Leads</li> <li>• Lead Research Nurses &amp; Research and Development Managers in CRN partner organisations including NHS Trusts</li> <li>• Research delivery staff including nurses, clinicians and data managers in CRN partner organisations</li> <li>• Principal and Chief investigators</li> <li>• RATER programme PLFs</li> <li>• National NIHR Rater Programme team members</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

The supra-regional rater training lead will:

- A high level of initiative is required in order to work autonomously.
- The postholder may be required to make immediate decisions regarding complex research issues whilst providing high quality education and training
- Lead on the development the supra-regional rater training programme supported by the Practice Facilitator Leads by implementing appropriate mentorship/education practice programmes in line with national NIHR Rater programme.

## **COMMUNICATION/RELATIONSHIP SKILLS**

The post holder is required to

- Deal effectively with staff of all levels throughout the four LCRN's as and when they encounter on a day to day basis.
- Engage and network with the wider healthcare community, external organisations and the public.
- Align to the organisations' values and be able to demonstrate the ethics of a strong team player through multiple methods of communication.
- Have well developed training skills that will motivate and engage the Practice Lead Facilitators to support the growth and development of the national RATER programme within region.
- Establish and maintain effective working relationships with all relevant organisations and individuals, including supra-region stakeholders, and other providers of NHS services and clinical trial staff.
- Contribute to complex, effective communications within and outside the supra-region CRNs, including preparation and delivery of regular presentations, reports, meetings, and newsletter articles.
- Attend and present information at supra-region CRN team meetings and other work-related meetings as appropriate.
- Collaborate with subject matter experts in the four local CRNs to produce high quality training solutions that meet end user needs
- Present complex information that could be sensitive or contentious, to a range of stakeholders from different professional groups of different grades, within and outside of the NHS, through established channels.

## **ANALYTICAL/JUDGEMENTAL SKILLS**

- Benchmark the existing LCRN Rater training programmes to help inform the strategy for the development of competencies and education programmes to ensure quality and consistency in Rater practice across the supra-region.
- Analyse the impact and effectiveness of RATER training using recognised evaluation tools and methodologies.
- Constantly review own practice seeking to develop new skills, which contribute to the enhancement of training delivered and ensure fitness for practice.

## **PLANNING/ORGANISATIONAL SKILLS**

- Develop and maintain an understanding of the NIHR strategic research landscape and co-ordinate with the national NIHR RATER programme and local partner organisations to ensure it is implemented according to local need.
- Share best practice and promote team working within and outside of the supra-region.

- Plan and organise multi-disciplinary RATER education and training for the supra region with programmes adapted to the needs of the different clinical and research delivery teams.
- Answer day-to-day queries regarding Rater training from multiple stakeholders.
- Demonstrate effective project management and excellent communication skills to ensure the delivery of the RATER programme for the four local CRNs
- Develop and implement a mentorship programme for the Practice Facilitator Leads based in local partner organisations to promote sharing of best practice.

## **PATIENT/CLIENT CARE**

There may be a requirement for some direct clinical contact with trial participants.

At all times the postholder will be expected to:

- Be a professional role model
- Provide specialist advice to trial participants.
- Provide best clinical practice and governance advice to the Practice Facilitator Leads in partner organisations based in local organisations.

## **POLICY/SERVICE DEVELOPMENT**

- Participates in the development and implementation of the supra-regional strategy for RATER training and development for identified staff groups across the supra-region
- Provides proposals to the supra-regional WFD leads for the requirements of RATER training & workforce policies, procedures & competencies to support implementation of the national NIHR Rater programme.
- Develop innovative and unique workforce training and development solutions with senior management support to maximise opportunities for staff to maintain high levels of competency.
- Supports all NHS and non-NHS stakeholders with the implementation of RATER training programmes to improve clinical practice and education of clinical and research delivery staff.

Represent the supra-region at external events and other meetings locally and nationally, as required.

## **FINANCIAL/PHYSICAL RESOURCES**

- The postholder will be responsible for the safe, sustainable use of all educational resources and equipment for the NIHR Rater programme.
- Alert the CRN Workforce Development Leads and Research Delivery Managers to resource issues which affect learning, development and performance.

## HUMAN RESOURCES

The postholder has a major job responsibility, in close collaboration with the supra-regional local CRNs workforce development leads to:

- Participate in the development and delivery of a supra-regional training and development programme to help ensure Rater training sustainability across the regions.
- Facilitate the implementation, development and mentorship of the local PLF voluntary roles and RATER programme within the supra-region.
- Work proactively to identify and create clinical learning and practice development opportunities for Raters to gain and maintain patient rating experience across the regions in a sustainable way.
- Review progress and evaluate the implementation of the RATER programme across the regions.
- Collect key regional findings for this programme of work and how successful initiatives might be developed and implemented elsewhere across the supra-region.

## INFORMATION RESOURCES

- The Supra-regional Rater Training lead will be responsible for ensuring and maintaining oversight of robust systems for the collection and reporting of RATER training and education programmes that are implemented.
- The post-holder will ensure that all the required details of courses and course attendees are entered onto national and local databases as required.
- Ensure the NIHR Learn Platform is updated with all the training resources for the region.
- Excellent IT skills, particularly in the use of Web applications and MS Office / Google applications.
- Excellent IT skills that support training delivery through the use of virtual learning environments.

## RESEARCH AND DEVELOPMENT

- Supports supra-regional senior teams to carry out audits of training or training outcomes providing analysis and interpretation of results with recommendations for improvement based on audit findings.
- To lead in the implementation of a performance monitoring and quality assurance process that ensures the quality of course content and standards of delivery are maintained, reviewed and evaluated in a standard format and provide a written report where necessary.
- Provide regional oversight of training for researchers and research management staff in member health and social care organisations in collaboration with the supra-regional workforce leads.



- The post holder will complete analysis for all evaluations of training packages to identify where improvements in the education programme is needed.

### **PHYSICAL SKILLS**

- Report progress on projects to Local CRNs and present at appropriate meetings, including the Super-regional Chief Operating Officer meetings and Operational Management Group meetings.
- Facilitate and chair agreed internal working groups, and meetings relevant to the role.
- Excellent IT skills that support training delivery through the use of virtual learning environments.
- Excellent presentation skills using projection/multi-media equipment and e-learning resources.
- The post holder will have research delivery training that is current and relevant for the supra-regional Rater training lead post.

### **PHYSICAL EFFORT**

- Frequent light effort for several short periods
- Light physical effort/moving educational equipment
- Moderate amount of driving associated with the role.

### **MENTAL EFFORT**

- Frequent concentration on training and workforce development assessments, competencies and projects for the NIHR Rater programme.
- Normal working hours will be Monday to Friday (9 – 5) but some flexibility may be needed to meet the needs of our clinical and research delivery teams.

### **EMOTIONAL EFFORT**

The postholder:

- May occasionally have to manage a distressing or emotional circumstance.
- Must have the relevant HR training to provide appropriate pastoral care to support Practice Facilitator Leads with challenging training events/staff interactions that may occur at local partner organisations.

### **WORKING CONDITIONS**

Frequent VDU use.

Moderate levels of driving required for this role.

### **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.

## APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

## 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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

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## PERSON SPECIFICATION

<b>Job Title</b>	NIHR Supra-Regional Rater Facilitator
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<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>QUALIFICATION/ SPECIAL TRAINING</b> <ul style="list-style-type: none"> <li>University degree or equivalent in relevant health/science related subject.</li> <li>Registered health care qualification: nursing, midwifery or allied health professional.</li> <li>Postgraduate level qualification (i.e. Masters) or working towards in relevant health/science/research related subject.</li> <li>Training qualification and/ or equivalent extensive experience of developing and delivering a variety of training topics</li> <li>In-depth specialist knowledge of the rater scales, competencies and training programmes.</li> <li>Experience of delivering clinical research and an understanding of the NIHR research agenda gained through extensive experience</li> <li>Clinical Research Governance training (ICH-GCP)</li> <li>Project/Programme management training or equivalent experience</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<b>KNOWLEDGE/SKILLS</b> <ul style="list-style-type: none"> <li>Project management experience in a leadership capacity – delivering highly complex projects involving multiple agencies and individuals in a range to tight deadlines</li> <li>Specialist knowledge of both psychometric and global rater scales used across our national network in dementia research, and potentially neurodegenerative research in the future.</li> <li>Ability to work autonomously, organise and plan workload, problem solve and work to meet tight deadlines.</li> <li>Excellent time management skills.</li> <li>Knowledge of national systems, structures and processes for supporting RATER development within the four local clinical research networks and related activities.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>Extensive experience of working in a clinical research NHS or non-NHS environment.</li> </ul>	<p>E</p>	

<ul style="list-style-type: none"> <li>• Experience of developing and managing training programmes to meet the needs of learners across multiple organisations/geographical locations</li> <li>• Experience of managing teams to deliver clear objectives and performance targets, and through organisational change.</li> </ul> <p>Experience of liaison with staff at all levels in an NHS and non-NHS setting.</p>	<p>E</p> <p>E</p> <p>E</p>	
<p><b>PERSONAL ATTRIBUTES</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate complex information both orally and in writing, both internally to colleagues and externally to a range of audiences.</li> <li>• Excellent interpersonal, communication, presentation and report writing skills</li> <li>• Ability to receive and provide highly complex information</li> <li>• Highly motivated, with the ability to influence and inspire others</li> <li>• Able to deliver presentations and convey complex information to internal and external agencies</li> <li>• Ability to methodically apply thinking to circumstances</li> <li>• Strong problem solving skills</li> <li>• Able to work as a team member</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p><b>OTHER REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</li> <li>• Ability to travel to other locations as required.</li> </ul>	<p>E</p> <p>E</p>	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m <sup>3</sup> )	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s <sup>2</sup> )	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				x
Heavy manual handling (>10kg)	N				
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			