

***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Macmillan Psychological Support Project Manager |
| **Reports to** | Lead Cancer Nurse |
| **Band** | 8a |
| **Department/Directorate** | Cancer Services |

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| **JOB PURPOSE** |
| As a Macmillan Project Manager the post holder is responsible for scoping and mapping the provision of psychosocial support services within the geographical area of the Peninsula Cancer Alliance (PCA) with the aim of developing and delivering the PCAs psychosocial support development plan. The Cancer Quality of Life survey has shown significantly higher rates of both mild and moderate mental health problems for those who have experienced a cancer diagnosis. The postholder is to establish a project group across the Peninsula region with key stakeholders and will include patient engagement. The role involves engaging with a wide range of clinicians in oncology & haematology who provide cancer care and make referrals, primary care clinicians, as well as clinicians and support staff across the NHS and third sector who provide existing support. The post holder will maintain rigorous programme governance and documentation management throughout the lifecycle of the project in accordance with Trust policy. The post holder will need to have the ability to manage and coordinate multiple workstreams within the project concurrently including interdependencies, within an environment of change. They will communicate effectively with both internal and external stakeholders at varying levels of expertise and responsibility.The post holder will provide project expertise to Programme Boards, ensuring monitoring, successful delivery of key milestone and performance indicators, and overall outcomes on time and within allocated resources. They will need to present and publish a finding’s report and produce an options paper setting out service specification options and cost-effective models of delivery and develop commissioning guidance to support the delivery of integrated emotional and psychological support. |

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| **DIMENSONS / KEY WORKING RELATIONSHIPS** |
| Key working relationships include:   * Peninsular Cancer Alliance Team * Macmillan Cancer Support * PCA Lead Clinicians – Nursing, Medical and AHP * Trust wide clinical staff (medical, nursing and allied professionals) * Administrative teams * Support services i.e Cancer Support Centre Staff * Patients and carers, service users * Corporate services such as: Communications, Information, HR and Governance Unit staff * External stakeholders i.e. ICBs, GPs, other local NHS Providers and voluntary sector organisations |

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| **ORGANISATIONAL CHART** |
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| **KEY RESULTS AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Set out a clear project aim, terms of references and timeline. * Scope and map the existing workforce’s capability to deliver the Psychological Care Principles and ensure their awareness of these principles as a way of working. * Establish a project group across the Peninsula region with key stakeholders and patient engagement * Engage with a wide range of clinicians in oncology & haematology who provide cancer care and make referrals, primary care clinicians, as well as clinicians and support staff across the NHS and third sector who provide existing support. * Develop a best practice communication plan, which spreads the Psychological Care Principles, and support the delivery of this across the local site. * Understand, build and develop integration links between acute, primary and community care and across the local sites. * Responsible for the collection, interpretation and reporting of project data and embedding a reporting mechanism across the locale site to provide the Performance Metrics. * To ensure the voice of the People accessing the service is heard, valued and represented throughout the project, working closely with relevant stakeholders through the lifetime of the project to ensure the delivery of the Psychological Care Principles is reflective of patients views and needs. * Present and publish a finding’s report and produce an options paper setting out service specification options and cost-effective models of delivery. * Develop commissioning guidance to support the delivery of integrated emotional and psychological support. * Work with commissioners and providers to embed psychosocial support as part of the Alliances personalised care strategy * Work collaboratively across the organisation and wider system e.g. Devon STP, and ensure robust project management and methodology that will contribute to the delivery and sustainability of the project objectives * Proactively promote a positive image of programme / project and service development and its benefits to patients, staff, the Alliance and the wider health and social care community * Ensure all elements of the programme / project are managed in line with Macmillan/PCA/ Trust policies, values and standing financial instructions * Provide project expertise to lead the development of clear project plans, tools and documentation to support the development and implementation of the programme / project such that it meets its milestone outcomes, objectives and key performance indicators * Responsible for leadership and development of the effective project supervision, performance monitoring and management to ensure successful delivery within the agreed resources, and regularly evaluate to measure for impact * Identify areas for potential savings and ensure there is the appropriate project management structure to ensure delivery * Ensure that the project team identifies risks appropriately and puts in place mitigating actions, highlighting any issues for escalation to the project owner / sponsor as appropriate * Prepare regular performance / highlight reports for the Steering Groups and Programme Board to inform the progress of the project * Resolve any issues, disagreements or disputes between parties to ensure projects remain on course to achieve successful completion * Consult and negotiate with key stakeholders and motivate staff to encourage collaborative working where some may be resistant to organisational and service change * Develop a culture to sustain and spread whole systems improvement to support high quality, financially sustainable and safe care |

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| **COMMUNICATION** |
| * Establish effective communication, consultation and engagement channels to ensure all key stakeholders are aware of service change activities, and agree, design and implementation plans * Ensure effective communications are in place to communicate both operational and strategic issues to all staff groups * Maintain effective and productive working relationships with all members of the programme teams and key stakeholders to ensure successful deliver of the project / programme objectives, and escalate as required * Work with Comms and Engagement staff to ensure effective communications plans are developed for highly political or sensitive programme / projects * Provide detailed statistics and analysis on the programme progress, issues, and problems on a regular basis to the programme owner * Meet regularly with the relevant Executive lead, Divisional Director, Clinical Leads to review progress and assure design and delivery * Work with and facilitate stakeholders, whose views may be conflicting, to make decisions regarding sensitive and complex issues, and proposed/intended service changes |
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| **ANALYSIS AND JUDGEMENT** |
| * Become an expert in the designated corporate programme to assist the leads and owners with trouble shooting problems and addressing end users regarding project developments and implementation * Regularly analyse and interpret highly complex facts and situations relating to the project, enabling decisions to be made from a range of options to move the project forwards * Interpret national guidance, best practice and research relevant for the project * Make judgements on how to design and implement core service change with senior leadership team * Trouble shoot, determine root cause and problem solve to facilitate successful delivery of the project * Utilise expert knowledge and experience of highly complex pathways and processes to analyse, develop and record project documentation, which supports implementation * Provide, receive and interpret highly complex information regarding performance and service redesign to assist the delivery of project objectives * Review the overall corporate programme and identify interdependencies between projects, including taking into account legal requirements, contractual terms and conditions, health and safety and conflicting demands * Analyse performance data and identify areas for collaborative working across the Peninsula Cancer alliance |
| **PLANNING** |
| * Work with programme / project owners and sponsors to ensure compliance with ‘The Programme and Project Trust Policy’ * Work with programme owners and leads using Prince2 principles to ensure your teams meet the set milestones to enable go live/ successful delivery * Work with programme owners and leads using Prince2 principles to regularly review risk and issues and respond to and escalate as required * Produce regular highlight reports on progress and update the documentation and programme / project information systems required to monitor progress by the Programme Boards |

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| **Patient contact is incidental** although in this role there maybe involvement with patients, carers and citizens through focus groups, community settings, wards, departments during service development activities |
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| **POLICY AND SERVICE DEVELOPMENT** |
| Responsible for assisting in the development of procedures and practices which will impact across the whole organisation including:   * Establishing Standard Operating Procedures that meet national standards * Interprets policies for day-to-day operational processes and ensures that staff adhere to them * Design, plan and implement organisational programme / project management training * Coach, mentor and train clinical and non-clinical staff in programme/project management and service change tools and techniques * Liaise with external organisations to ensure best practice is being shared and adopted while benchmarking performance regionally, nationally and internationally * Proactively discuss lessons learned within programme / project teams and action learning points across the Trusts/PCA/Macmillan |

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| **FINANCIAL RESPONSIBILITY** |
| * Work with the Programme / Project Management Accountant to develop Programme / Project documentation including return on investment and expected savings * Work with the Programme / Project Management Accountant to proactively monitor progress on the Programme / Project saving, ensuring savings are being removed from budgets and regularly update the Programme / Project Owner and Sponsor on the position and associated risks * Prepare and submit CRICs for new development that may arise from the process of delivering the programme * Be responsible and accountable for delegated budgets within areas of responsibility * Hold joint responsibility with the programme team for the project to be on time and within budget * Ensure all elements of the programme / projects are managed in line with Trust values and standing financial instructions |

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| **MANAGEMENT RESPONSIBILTIES** |
| * Responsible for leadership and development of the effective project supervision, performance monitoring and management to ensure successful delivery within the agreed resources, and regularly evaluate to measure for impact * Assign specific project tasks and roles in accordance with their complexity to appropriately skilled staff * Collaborate with all programme/project leads to ensure any potential HR issues relating to the work are identified, escalated and resolved with the appropriate policies * Develop an understanding of the impact of manpower issues relating to some programme / project work |

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| **INFORMATION** |
| * Quality assure the area of responsibility, document outcomes ensuring that appropriate action plans are put in place to resolve poor quality outcomes * All staff have the responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner * Ensure that all generated documentation is fit for purpose, accepted and retained in line with Trust Programme and Project Policy, including all staff who you manage through the programme / project |

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| **RESEARCH AND AUDIT** |
| * Regularly design and undertake surveys, audits, and / or research to support monitoring and implementation of service change * Develop and establish robust monitoring and evaluation systems for measuring the impact and outcomes of service change |

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| **LEVEL OF SUPERVISION** |
| * Be responsible for own area of work, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines * Work in a complex and unstructured multi-disciplinary environment, be able to act with minimum guidelines and be able to set standards for other * Work effectively under pressure, including working directly with staff who may be anxious or antagonistic, prioritise work, meet short deadlines and an unpredictable work pattern which requires regular revision of plans |

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| **LEARNING AND DEVELOPMENT** |
| * Help assess, plan and implement organisational quality improvement and project management training * Build quality improvement and project management capability based on lean methodologies across the Trust in quality improvement through training, coaching and facilitation interventions * Train and support teams to utilise evidence based QI redesign tools, and project tools based on Prince2, agile etc methodology, to support service redesign * Liaise with external organisations to ensure best practice is being shared and adopted while benchmarking performance regionally and nationally * Develop a culture to sustain and spread whole systems improvement to support high quality, financially sustainable and safe care |

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| **PHYSICAL SKILLS** |
| * Advanced keyboard skills are required, with additional ability to operate and interact with a number of complex systems at the same time * Ability to lift and carry IT or training equipment on occasional basis |

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| **MENTAL EFFORT** |
| * The post will require prolonged concentration for long periods whilst designing and planning project documentation * The post will require the ability to successfully deliver the programme to a challenging timeframe * Need to handle change management issues professionally and sometimes in a hostile or antagonistic situation where there is resistance to change |

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| **OTHER** |
| * Undertake additional specific project work in support of the Trust, Macmillan or PCA if required. * Act as an ambassador for the National Quality of Life Survey and Psychosocial Support. * Travel off site in the course of undertaking role, including and not limited to North Devon Healthcare NHS Trust, University Hospitals Plymouth, South Devon and Torbay Hospitals and Royal Cornwall Hospital |

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| **OTHER RESPONSIBILITIES** |
| To take part in regular performance appraisalTo undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual HandlingTo contribute to and work within a safe working environmentThe post holder is 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. |

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| **THE TRUST- VISION AND VALUES** |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity / pregnancy, marriage / civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |

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| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462 |

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| **POST** | Transformation Project Manager |
| **BAND** | Band 8a |

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| **Requirements**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | **Essential** | **Desirable** |
| **QUALIFICATIONS / SPECIAL TRAINING** |  |  |
| Degree qualification plus masters or equivalent experience | X |  |
| Prince2 Practitioner or equivalent qualification or demonstrate equivalent experience | X |  |
| Service development training |  | X |
| **KNOWLEDGE/SKILLS** |  |  |
| Expert knowledge and skills of programme/project management methodologies and techniques for planning, monitoring and controlling programme / projects including risk management | X |  |
| In-depth professional knowledge of programme / project management acquired over a significant period. | X |  |
| Knowledge of key service development tools and techniques |  | X |
| Excellent analytical skills to interpret and communicate complex information | X |  |
| Innovative, strategic thinker - able to anticipate, problem solve and make decisions | X |  |
| Excellent understanding of strategic issues affecting the Trust, local and national | X |  |
| Ability to influence and negotiate across organisations constructively challenging the status quo | X |  |
| Excellent interpersonal communications (written, oral, presentation, facilitation) networking and negotiation skills | X |  |
| Knowledge of budgeting and resource allocation procedures | X |  |
| Excellent leadership and influencing skills, ability to enthuse, motivate and involve individuals and teams | X |  |
| High Level of organisational, self-motivation, flexibility in approach and attitude, and ability to think and plan creatively | X |  |
| Excellent people management skills, proven ability to engage, coach, mentor and motivate others | X |  |
| Advanced keyboard skills | X |  |
| Excellent written and verbal skills, as well as presentation, facilitation and training skills. | X |  |
| Ability to plan, organise and present workshops across the PCA | X |  |
| **EXPERIENCE** |  |  |
| Significant experience at senior level in an operational or service improvement role within the NHS or similar industry. | X |  |
| Significant experience and evidence in delivering successful programme/projects and programmes in the public sector to required cost, quality, working with a wide range of internal and external stakeholders | X |  |
| Significant experience in management of programme / projects in NHS including meeting the needs and requirements of a large acute Foundation Trust |  | X |
| Extensive experience of developing programme/projects including resource planning | X |  |

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| Experience of working collaboratively across agencies and organisations to facilitate successful partnership working | X |  |
| Experience of mentoring/ supervising of staff |  | X |
| Experience of training staff in programme / project management methodology |  | X |
| Experience of training others in service improvement tools and techniques | X |  |
| Experience of expert coaching both individuals and larger groups | X |  |
| Experience of supervising/mentoring teams or staff | X |  |
| **PERSONAL REQUIREMENTS** |  |  |
| Excellent understanding of change management and performance management processes with a proven track record of successful delivery | X |  |
| Excellent organisational skills and ability to prioritise, meet deadlines and delegate effectively | X |  |
| Ability to find innovative ways of solving or pre-empting problems | X |  |
| A can-do attitude focussed on delivery | X |  |
| Commitment to improving patient services through improvement methodology / techniques while sustaining a clear approach and a focus on delivering tangible outcomes and benefits | X |  |
| Sense of commitment to openness, honesty and integrity in undertaking the role | X |  |
| **OTHER REQUIRMENTS** |  |  |
| An understanding of the importance of confidentiality and Information Governance | X |  |
| A good understanding of working within an equal opportunities framework  Car driver with licence and access to a car | X  X |  |

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|  | | | **FREQUENCY** | | | |
|  | | | **(Rare / Occasional / Moderate / Frequent)** | | | |
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| **WORKING CONDITIONS / HAZARDS** | | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | | |  |  |  |  |
| Laboratory specimens | | N |  |  |  |  |
| Contact with patients/service users | | Y |  | Y |  |  |
| Exposure Prone Procedures | | N |  |  |  |  |
| Blood/body fluids | | N |  |  |  |  |
| Laboratory specimens | | N |  |  |  |  |
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| **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 |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |  |
| Laser (Class 3R, 3B, 4) | | N |  |  |  |  |
| Dusty environment (>4mg/m3) | | N |  |  |  |  |
| Noise (over 80dBA) | | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |  |
| VDU use ( > 1 hour daily) | | Y |  |  |  | Y |
| Heavy manual handling (>10kg) | | N | Y |  |  |  |
| Driving | | Y |  |  |  | Y |
| Food handling | | N |  |  |  |  |
| Night working | | N |  |  |  |  |
| Electrical work | | N |  |  |  |  |
| Physical Effort | | N |  |  |  |  |
| Mental Effort | | Y |  |  |  | Y |
| Emotional Effort | | Y |  | Y |  |  |
| Working in isolation | | Y |  |  |  | Y |
| Challenging behaviour | | Y | Y |  |  |  |