

JOB DESCRIPTION

JOB DETAILS	
Job Title	Patient & Public Involvement and Engagement Officer
Reports to	Communications and Engagement Manager
Band	5
Department/Directorate	NIHR CRN SWP/Research & Development

JOB PURPOSE
<p>The National Institute for Health and Care 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>Local Information</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 providers across the South West including acute, mental health, community, primary care, social care and public health.</p> <p>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.</p> <p>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 manage 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.</p> <p>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.</p> <ul style="list-style-type: none"> Plan and implement projects/initiatives to support the delivery of the CRN PPIE plan Provide the main contact for information and advice on Patient, and Public involvement and engagement in the CRN South West Peninsula

- Collaborate with the CRN South West Peninsula Communications and Engagement Manager to develop greater involvement and engagement
- Provide the main contact for information and advise on PPIE in the CRN South West Peninsula
- The post holder may be required to supervise, train or manage other staff
- Attend national meetings and support the regional implementation of national strategies

The post holder may be required to support, train or mentor patients, and members of the public in their roles.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Supporting the development of databases for involvement and engagement in provider organisations
- Delivery of the Patient Research Experience Survey (PRES)
- Supporting the maintenance and development of databases of patients and public interested in supporting the CRN
- Ensure compliance with GDPR
- Mentoring of patient/public representatives taking part in CRN activities
- Supporting the Communications and Engagement Manager in the production and circulation of regular newsletters
- Establishment of systems and working with stakeholders to disseminate involvement opportunities and forge links with researchers needing PPIE input
- Representing the CRN South West Peninsula on national PPIE Working Groups
- Supporting the development of the PPIE training/workshop programmes
- Potential for training, supervision or management of other staff
- Supporting the administrator with organising meetings and events, capturing information and producing reports to support the PPIE agenda

KEY WORKING RELATIONSHIPS

No. of Staff reporting to this role: 1

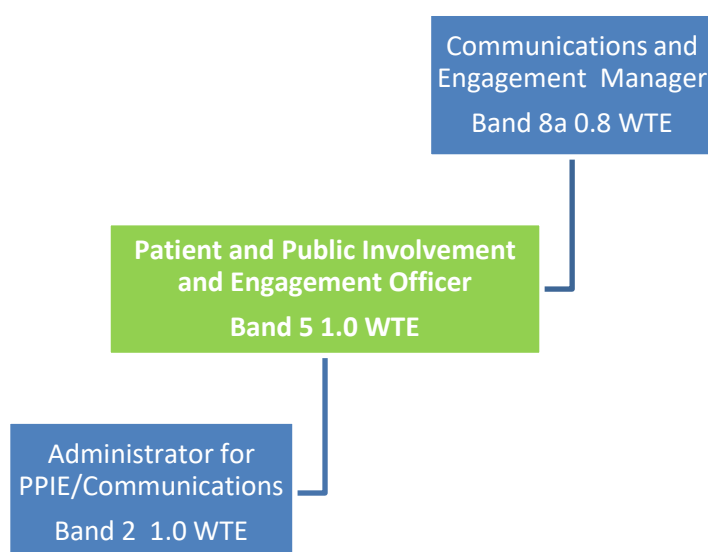
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis

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:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • CRN South West Peninsula core staff • Chief Operating Officer • Deputy Chief Operating Officer • Research Delivery Managers • Communications and Engagement Manager • Business Development Operations Manager • Business Intelligence Unit • Communications Officer • Lay executives 	<ul style="list-style-type: none"> • Patients, carers and the public • PPIE link workers, delivery staff and Research and Development staff at organisations across the region • Other stakeholders • Academic Health Science Network • Universities • Research Design Service • CRN Co-ordinating Centre • Applied Research Collaboration (ARC) • Voluntary and community Organisations • Integrated Care Systems • GPs

ORGANISATIONAL CHART



FREEDOM TO ACT

The postholder primarily works to organisational, Department of Health and Social Care and other partners' policies, procedures and processes, however, there is a requirement to act on their own initiative, taking advice from the Senior staff if required.

COMMUNICATION/RELATIONSHIP SKILLS

The postholder is required to increase the profile and awareness of the importance of PPIE in NIHR CRN both externally to patients, the public and in the research community. They will work collaboratively with the Communications and Engagement Manager to raise awareness. They will work closely with patients, carers and public to increase involvement and engagement and with other key stakeholders to increase involvement across the research pathway. This will involve a high level of persuasive/negotiating skills as well as the ability to motivate participants to ensure delivery of the project goals.

ANALYTICAL/JUDGEMENTAL SKILLS

The postholder will be required to assess the effectiveness of PPIE initiatives and put measures in place to resolve any failures to meet the CRN PPIE Strategy/Plan. The post holder will also be involved with evaluating the effectiveness of other project initiatives.

PLANNING/ORGANISATIONAL SKILLS

The postholder is expected to plan appropriate PPIE activity for patients, carers and the public across the region, including delivery of the Participant in Research Experience Survey, and to provide appropriate training and support alongside other stakeholders to enable them to be involved in the research process. They will implement systems that work with NIHR and other stakeholders to develop and implement, systems for involvement and engagement that are realistic, efficient and compliment guidance published by INVOLVE. They will also plan and organise PPIE events, supported by the Communications and Engagement Manager and an administrator.

PATIENT/CLIENT CARE

This is primarily an office-based role in a non-clinical area. Contact with patients is in the setting of PPIE training, mentoring and support of lay members of committees.

POLICY/SERVICE DEVELOPMENT

The postholder is expected to make proposals on potential PPIE developments; there is also a requirement to contribute to and implement policies within their own work area, and is expected to propose changes to working practices in anticipation or as a result of new guidelines, policy or legislation.

FINANCIAL/PHYSICAL RESOURCES
The postholder is responsible for managing expenses payments to participants of PPIE activities within a defined budget following national recommendations on reimbursement of payment to patients, carers and the public.
HUMAN RESOURCES
The postholder will demonstrate and explain activities, processes and procedures to others in own work area. The postholder will take a lead facilitator role in delivery of the regular PPIE Training Workshops and may be required to train, supervise and/or manage other staff within the Networks on PPIE related issues.
INFORMATION RESOURCES
The postholder will maintain and develop the database of existing and potential supporters involved in network research in the CRN, ensuring their preferences and personal details are stored securely.
They will also support the production of reports, papers and newsletters on matters relating to PPIE.
RESEARCH AND DEVELOPMENT
Establish an appropriate evaluation procedure for monitoring the effectiveness of the PPIE processes.
PHYSICAL SKILLS
<ul style="list-style-type: none"> • Good note taking skills used frequently. • Regular requirement for strong typing skills. • Regular requirement to create professional slide decks • Regular requirement for strong presentation skills • Regular requirement to be able to hold and manage focus groups • Regular requirement to be able to develop training materials and train members of the public and patients interested in becoming involved in health and care research
PHYSICAL EFFORT
<ul style="list-style-type: none"> • Light physical effort involving sitting, walking, standing and using the computer • Occasional carrying of equipment and setting up of stands/stalls at events
MENTAL EFFORT
<ul style="list-style-type: none"> • Frequent and sustained periods of concentration and focus to ensure accuracy and professional presentation of information often to tight deadlines. • Frequent interruptions and need to re-prioritise workload to respond reactively to PPIE issues. • Deal with complex and sensitive issues which have legal, confidential, ethical or regulatory challenges and involve multi-agency or interest groups
EMOTIONAL EFFORT
<ul style="list-style-type: none"> • Regular exposure to complex, sensitive and emotional circumstances of others within the workings of the health and social care sector, including loss of life, critical or terminal illness, or shortfall in standards which prompts complaint or aggression • The public-facing/patient aspect of the role requires the ability to assess a situation, gather information and implement an effective and appropriate response to protect CRN SWP reputation and public confidence
WORKING CONDITIONS
<ul style="list-style-type: none"> • Office based but frequently visiting different settings and departments across Cornwall, Devon and Somerset including GP practices, hospitals, wards and clinical departments, charity groups, public meetings, community centres. • Also attend meetings off site with partner organisations and voluntary sector/charities. • Hybrid working
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.

PERSON SPECIFICATION

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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Further education to degree level or equivalent experience	E	
Qualification/training to advanced level in Project management		D
KNOWLEDGE/SKILLS		
Knowledge and understanding of research		D
Knowledge of teaching/training		D
Advanced MS Office skills	E	
Advanced knowledge and understanding of PPIE agenda within the NHS setting		D
Knowledge and understanding of web-based communications		D
EXPERIENCE		
Experience of research		D
Experience of teaching/training		D
Experience of MS Office	E	
PERSONAL ATTRIBUTES		
Ability to work independently without close supervision	E	
Ability work to a high level of accuracy	E	
Attention to detail	E	
Able to remain calm in stressful situations	E	
Enthusiastic	E	
Good communication skills	E	
Assertiveness skills	E	
Excellent IT skills	E	
Good general health	E	
Good previous attendance record	E	
OTHER REQUIREMENTS		
Flexible working arrangements	E	
Committed to further professional development	E	
Hold a valid Driving licence	E	
Willing to travel	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y		Y		
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				Y
Heavy manual handling (>10kg)	Y		Y		
Driving	Y			Y	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		Y		
Mental Effort	Y			Y	
Emotional Effort	Y		Y		
Working in isolation	Y			Y	
Challenging behaviour	N				