

## JOB DESCRIPTION

<b>JOB TITLE:</b>	WMAHSN Assistant Patient Safety Programme Manager
<b>PAY BAND:</b>	8A
<b>CONTRACT:</b>	12 month fixed term secondment
<b>BASED AT:</b>	West Midlands Academic Health Science Network, Birmingham, plus travel as required
<b>REPORTS TO:</b>	WMAHSN Patient Safety Programme Manager
<b>PROFESSIONALLY RESPONSIBLE TO:</b>	WMAHSN Patient Safety Lead
<b>LAST UPDATED:</b>	December 17 <sup>th</sup> 2015

### JOB PURPOSE:

Academic Health Science Networks (AHSNs) were proposed as part of the Department of Health's December 2011 report into the adoption and diffusion of innovative practice in the NHS. Their goal is to improve patient and population health outcomes by translating research into practice and developing and implementing integrated health care services. They will identify high impact innovations and spread their use at pace and scale throughout their networks.<sup>1</sup>

The West Midland AHSN (WMAHSN) is hosted by the University Hospitals Birmingham NHS Foundation Trust, with the AHSN's footprint and membership covering the whole of the West Midlands geography. Engagement of clinical commissioning groups (CCGs), social care, industry and public health is facilitated through the geographic spokes (North, South and Central West Midlands). The WMAHSN has individual commitment at chief executive level to membership from a wide variety of organisations including: universities; hospital trusts; the clinical senate; and clinical commissioning groups. There are also strong collaborations with Medilink West Midlands and other existing industry partners.

As a direct result of the Francis<sup>2</sup>, Keogh<sup>3</sup> and Berwick<sup>4</sup> reports NHS England has given to AHSNs the additional responsibility of creating Patient Safety Collaboratives for their regions. The vision is to create a comprehensive, effective and sustainable collaborative system that will support and sustain the development of a culture of continual learning and improvement in patient safety across England. The collaboratives are to improve safety

---

<sup>1</sup> Department of Health (2014) Innovation, health and wealth – accelerating adoption and diffusion in the NHS. Available at: <http://www.england.nhs.uk/wp-content/uploads/2014/02/adopt-diff.pdf> (accessed 29th Aug 2014)

<sup>2</sup> Francis, R. (2013) Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry. London: The Stationery office.

<sup>3</sup> Review into the quality of care and treatment provided by 14 hospital trusts in England: overview report dated 16 July 2013.

<sup>4</sup> A promise to learn – a commitment to act (Improving the Safety of Patients in England) dated August 2013.

and continually reduce avoidable harm through stakeholder organisations working together to develop, implement, share and spread proven interventions that are based on rigorous, evidence based, scientific methodologies. Each Patient Safety Collaborative will focus on several priority fields and demonstrate measurable reductions in patient harm in these areas.<sup>5,6</sup> The expectations of the 5 year national patient safety programme developed by NHS England include certain objectives;

- Establish improvement collaboratives covering the fifteen defined AHSN geographical areas by the end of 2014/15.
- Ensure every provider and commissioner of NHS-funded care in the region is involved in collaborative patient safety improvement activity by the end of March 2019.
- Ensure fundamental involvement of patients and carers in the work of the West Midlands Collaborative, including planning of improvement initiatives and implementation.
- Develop a measurement framework for the Patient Safety Collaborative programme by the end of 2014/15.
- Ensure NHS staff from 'board to ward' participate in identified development initiatives that support collaborative improvement activity and improve their knowledge and skills in the practical application of improvement science.
- Demonstrate measurable reductions in harms that are identified as priorities for action by the Patient Safety Collaborative's members.

The WMAHSN Patient Safety Regional Programme Manager has operational responsibility for delivery of the Patient Safety Collaborative objectives across the whole of the geographic region in partnership with stakeholders and members. It should be noted that the WMAHSN and its Patient Safety Collaborative cover one of the largest regions in NHS England with a population in excess of 5.6 million people and there is a need for an Assistant Patient Safety Programme Manager to work in support of the Programme Manager in the delivery of this work. The role demands an individual of experience, standing and authority, with adroit and adept people skills as well as strong motivational and leadership qualities. The role will enjoy a degree of autonomy while being accountable to the PSC Programme Manager and Patient Safety Lead.

#### **KEY WORKING RELATIONSHIPS:**

**Internal:** The WMAHSN executive team, patient safety lead and PSC Programme Manager, the WMAHSN theme and clinical priority leads, all heads of programmes, the education and training lead, and the head of communications.

**External:** Senior management and patient safety leads across the entire West Midlands' NHS, social and private care provider landscape in order to improve patient safety (within and outside the NHS). Also with staff in other regional Patient Safety Collaboratives.

---

<sup>5</sup> NHS England (2014) 'Patient safety collaborative proposals.' Board paper presented by Jane Cummings, Chief Nursing Officer. Available at: <http://www.england.nhs.uk/wp-content/uploads/2014/01/item6-board-0114.pdf> (accessed 23rd August 2014).

<sup>6</sup> NHS Improving Quality (2014) 'Collaborative programme to improve patient safety.' Available at: <http://www.nhsiq.nhs.uk/9093.aspx> (accessed 23rd August 2014).

## **MAIN DUTIES & RESPONSIBILITIES:**

### **JOB PURPOSE**

The WMAHSN PSC Assistant Programme Manager will have operational responsibility for assisting the PSC Programme Manager running programmes across the whole of the geographic region working closely and in partnership with stakeholders and members.

### **JOB SUMMARY**

The role will entail working closely with the PSC Programme Manager, supporting and driving the development and management of implementation plans, evaluating and reporting on multiple projects and their critical outcomes, and deputising as necessary for the Programme Manager. There is a requirement to work collaboratively as well as independently and to strict timetables. The post holder will develop a strong network of senior, influential colleagues across the region, and with NHS England and other AHSNs and Patient Safety Collaboratives. He or she will have the capacity, experience and standing to impact on culture and action across a wide and varied community. The Assistant Programme Manager will ensure that the PSC Programme Manager is updated on a weekly basis and will prepare board level reports and briefs at regular intervals throughout the year, as well as ad hoc reports when required for specific purposes by the West Midlands AHSN Executive.

### **Principal Responsibilities**

The Assistant Programme Manager will:

1. Coordinate the work and outputs of a Patient Safety Collaborative Reference Group and the Patient Safety Collaborative Strategy (that focus on regional safety priorities), and ensure the maintenance of robust governance frameworks
2. Drive specified and support the planning, management and delivery of key implementation of all projects across the including the development of project plans with appropriate phasing timescales and budgets to ensure the Patient Safety programme delivers against key project milestones.
3. Working with the PSC Lead and Programme Manager develop clear project plans and develop systems for tracking and reporting against these in order to ensure financial management and enable accurate reports to be given to the PSC Programme Manager and the Board of the WMAHSN.
4. Support the Programme Manager to develop and maintain the evidence base for priority areas and improvement approaches and present sound, costed proposals for future projects via the PSC Lead and Reference Group for board-level approval.
5. Work with key stakeholders within partner organisations to support implementation of PSC supported programmes
6. Establish and lead communication and engagement activity workshops and events across multiple stakeholders. Manage regular, consistent communications of

programme vision and direction using a variety of formats including social media and NHS networks (e.g. via regular progress reports/newsletters).

7. Work with the Patient Safety Programme Manager to develop materials to support the implementation of improvement approaches to address priority patient safety areas and to coordinate Patient Safety initiatives with other PSC supported programmes.

## **JOB CONTENT**

### **Communication and Relationship Skills**

1. Establish and foster relationships that facilitate effective liaison and communication with internal and external stakeholders in the area of patient safety.
2. Establish and maintain strong, productive relations with fellow Patient Safety managers across England, exchanging and sharing best practice at pace and scale.
3. Establish effective communication systems and processes for staff within sphere of responsibility
4. Be an ambassador for the WMAHSN PSC and promote PSC patient safety initiatives in regional and national meetings, through presentations, articles and other methods
5. Provide regular updates and progress reports to key stakeholders, both verbal and written, in accordance with emergent formats and timescales, monitoring projects against the required outcomes within the constraints of time and budget
6. Prepare and deliver presentations for internal and external audiences
7. Attend and contribute to relevant internal and external meetings, conveying complex information, adopting a style to overcome barriers to understanding/agreement
8. Maintain effective communication with line manager and Directors, ensuring they are fully briefed in relation to items that are relevant to the PSC programmes of work.
9. This post holder must have premium communication skills, with the ability to analysis and quickly translate information into key messages for senior managers, executives and board members and decision makers
10. Provide a direct consulting service to senior managers, staff and stakeholders as a trainer, facilitator and coach on patient safety, quality and improvement

11. Increase positive relationships with senior managers, executives staff and stakeholders, consulting with them on strategies to improve patient safety effectiveness
12. Initiate communication with senior managers, staff and stakeholders on a regular basis to identify their needs, build strong relationships and deliver excellence in outcome and customer service
13. Provide highly specialist in-depth advice and management action to senior managers, executives and board members relating to integrated governance and its application
14. Maintain close working relationships with patient safety, quality and improvement professionals in other locations to ensure that support is available to address problem areas
15. Manage communications to ensure productive and positive relations with all levels of staff and stakeholders support transformation to a culture of quality at the fore.

### **Analytical and Judgmental Skills**

1. To coordinate and drive the implementation of the PSC programmes of work on behalf of the PSC Programme Manager and to assist development and the implementation of the PSC strategy
2. Responsible for the formulation of measurement, improvement and delivery plans including driver diagrams for the PSC
3. Actively brief the PSC Lead and PSC Programme Manager on changes in legislation/national policy in relation to portfolio area, making recommendations where necessary to ensure the organisation remains adaptable and compliant
4. Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives
5. Appraise relevant national documents and present conclusions and recommendations.

### **Planning and Organisational Skills**

1. Prepare accurate reports for the AHSN Executive Directors and NHS England as required

2. Ensure the appropriate portfolio of methodologies and enablers is in place for the strategy and programmes delivery.
- 3.

### **Patient/Client Care**

1. Develop strategies for enabling and empowering clinicians as leaders and key decision makers
2. To have direct contact with service users and their representations involving them as key stakeholders in the PSC agenda
3. Work with professionals and clinical staff to improve patient safety in all types of organisations providing health and social care services across the West Midlands PSC
4. Contribute to the delivery of developing capability through training and clinical/professional presentations on patient safety and improvement.

### **Responsibilities for Policy and Service Development**

1. To provide expert opinion that informs the development of PSC programmes and strategy in partnership with other stakeholders and professionals
2. Assist the development of key policy and procedures in relation to identifying and implementing lessons learnt and sharing good practice
3. Developing and implementing a patient safety framework ensuring key national requirements are reflected in development plans and their delivery.

### **Responsibilities for Finance**

1. To advise the PSC Programme Manager of any proposed changes to budget status throughout the year and to make recommendations and provide creative solutions ensuring that services are provided within resources.

### **Responsibilities for HR**

1. Participate in the recruitment of staff where appropriate
2. Provide mentorship, managerial coaching and expert facilitation to individuals responding quickly to frequent but unpredictable demands for support from individuals or groups
3. Be responsible for maintaining own continuing Personal/Professional Development.
4. Employ a matrix approach to work across the WMAHSN team to develop and implement the integrated PSC agendas
5. Be an active team member of the PSC
6. Work effectively with staff from other service networks, e.g. finance, operations, and human resources.

## Responsibility for Information Resources

1. Ensure systems are established and maintained within the department to ensure that confidential information is obtained, held, recorded, used and shared in accordance with Caldicott and Data Protection requirements

## Research and Development

1. Ensure that all the PSC programmes of work are based on the latest evidence and research
2. Ensure systems are developed to engender evidence-based service development that delivers best practice, and work with leaders across the West Midlands to foster a culture of lifelong learning
3. Working with the PSC Programme Manager and other members of the WMAHSN develop and maintain Patient Safety Compass (utilising latest research, evidence, tools and resources).

## PERSON SPECIFICATION

**JOB TITLE:** ASSISTANT PROGRAMME MANAGER – Patient Safety Collaborative

**PAY BAND:** 8A

<b>Post:</b> Assistant Programme Manager – Patient Safety Collaborative	
<b>Location/Department:</b> WMAHSN	<b>Date:</b> December 2015

All candidates will be considered on their ability to meet the requirements of this person specification.

	<b>Criteria</b> <b>Please state if essential (E) or desirable (D).</b> (Only essential criteria will be considered when undertaking the job evaluation process)	<b>Method of Assessment</b>
<b>Educational Professional Qualifications</b>	<p>Educated to Masters level or appropriate professional qualification or equivalent in a relevant discipline and experience in health related arena. (E)</p> <p>Evidence of continuing professional development (E)</p> <p>Project management qualification (e.g.PRINCE2) or equivalent experience (E)</p> <p>Quality and Safety Improvement and measurement methodologies qualification) (E)</p>	Application/ Certificates



	Education that includes awareness of patient safety (E)	
<b>Knowledge</b>	<p>Knowledge of patient safety, clinical effectiveness/related field – e.g. research, clinical audit, evidence based practice, quality improvement. (E)</p> <p>Knowledge of and experience in using a range of change and improvement models (E)</p> <p>Extensive knowledge of the patient safety agenda (E)</p>	Application and Interview
<b>Experience</b>	<p>At least three years experience at senior management level (8A equivalent or above) in quality, patient safety, improvement (E)</p> <p>Experience of working with clinicians in supporting evidence based practice. (E)</p> <p>Experience of working in or with commissioning, clinical commissioning groups (CCGs), social care, industry and/or public health. (D)</p> <p>Experience of leading on safety change processes relating to safety development/improvement (E)</p> <p>Significant experience of managing projects, from set-up through project planning, process mapping, data analysis and implementation of change initiatives in health-care or research settings. (E)</p> <p>Significant experience of managing and delivering complex projects to completion and timescales (e.g. planning, developing, resourcing, monitoring, reporting). (E)</p> <p>Experience of service redesign, change management, service improvement and modernisation techniques. (E)</p> <p>Significant experience and expertise in patient facing health and social care management. (E)</p> <p>Evidence of working collaboratively and influencing people from a wide range of professional backgrounds (including clinicians and patients) and being effective across organisational boundaries. (E)</p> <p>Experience of patient/user involvement initiatives (E)</p> <p>Experience of report writing for executive level committees (E)</p>	Application and Interview



	Experience of presenting reports, managing feedback and questions at senior management committees (E)	
<b>Skills/Abilities</b>	<p>Effective leadership, organisational and people management skills (E)</p> <p>Excellent organisational, time management and prioritisation skills (E)</p> <p>Extensive project management skills(E)</p> <p>Ability to analyse, rationalise and organise complex information(E)</p> <p>Excellent interpersonal, teambuilding and communication skills (both written and verbal). (E)</p> <p>Excellent communication skills with an ability to present complex information to a variety of audiences and promote discussion and agreement (E)</p> <p>Ability to play a key role in network development (E)</p> <p>Ability to negotiate positive outcomes involving a number of different parties and senior colleagues, managing conflict and challenge across a range of diverse situations (E)</p> <p>Ability to work in a matrix manner and to work flexibly (E)</p> <p>Ability to plan and organise a large workload to meet both internal and external deadlines (E)</p> <p>Ability to identify, document and ensure the delivery of SMART objectives (or other systematic format) (E)</p> <p>Accuracy and attention to detail whilst maintaining flexibility within the workload. (E)</p> <p>Committed team worker (E)</p> <p>Information Technology skills including data analysis and use of Excel and PowerPoint. (E)</p> <p>Skilled at writing and presenting written reports, papers and audio-visual presentations. (E)</p>	Application and Interview
<b>Values and</b>	Demonstrable commitment promotes high standards to consistently improve patient outcomes (E)	Application and Interview



<p><b>behaviours</b></p>	<p>Consistently puts patients and public at the heart of decision making (E)</p> <p>Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others (E)</p> <p>Uses evidence to make improvements, seeks out innovation (E)</p> <p>Values diversity and difference, operates with integrity and openness (E)</p> <p>Actively develops themselves and others (E)</p> <p>Self-awareness in terms of emotional intelligence, biases and personal triggers with cultural sensitivity and awareness (E)</p> <p>Demonstrable commitment to partnership working with a range of external organisations (E)</p>	
<p><b>Work related circumstances</b></p>	<p>Car owner and driver (E)</p> <p>Ability to comply with the travel requirements of the post and undertake work-related journeys within the West Midlands area (regularly), nationally (occasionally) (E)</p> <p>Must be able to work outside traditional office hours (E)</p>	<p>Interview</p>

**Name of Post Holder:** .....

**Signature of Post Holder:** ..... **Date:** .....

**Name of Manager:** .....

**Post Title of Manager:** .....

**Signature of Manager:**..... **Date:** .....