



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

CAJE Reference: RYL/2021/0396

JOB DETAILS:

Job Title	Specialised Service Planning Manager
Pay Band	Band 8b
Hours of Work and Nature of Contract	37.5 hours/week
Division/Directorate	WHSSC
Department	Planning
Base	Nantgarw, Treforest

ORGANISATIONAL ARRANGEMENTS:


Managerially Accountable to:	Director of Planning
Reports to: Name Line Manager	Assistant Director of Planning
Professionally Responsible to:	Assistant Director of Planning

OUR VALUES AND BEHAVIOURS:

MAE EIN
GWERHOEDD
YN EIN HELPU
NI I FOD AR
EIN GORAU


OUR VALUES
HELP US BE AT
OUR BEST

RYDYN NI'N
GWRANDO,
YN DYSGU
AC YN GWELLA




WE LISTEN,
LEARN AND
IMPROVE

RYDYN NI'N
TRIN PAWB
A PHARCH



WE TREAT
EVERYONE
WITH RESPECT

RYDYN NI I GYD
YN CYDWEITHIO
FEL UN TIM



WE ALL WORK
TOGETHER
AS ONE TEAM

Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

We listen, learn and improve
We treat everyone with respect
We all work together as one team

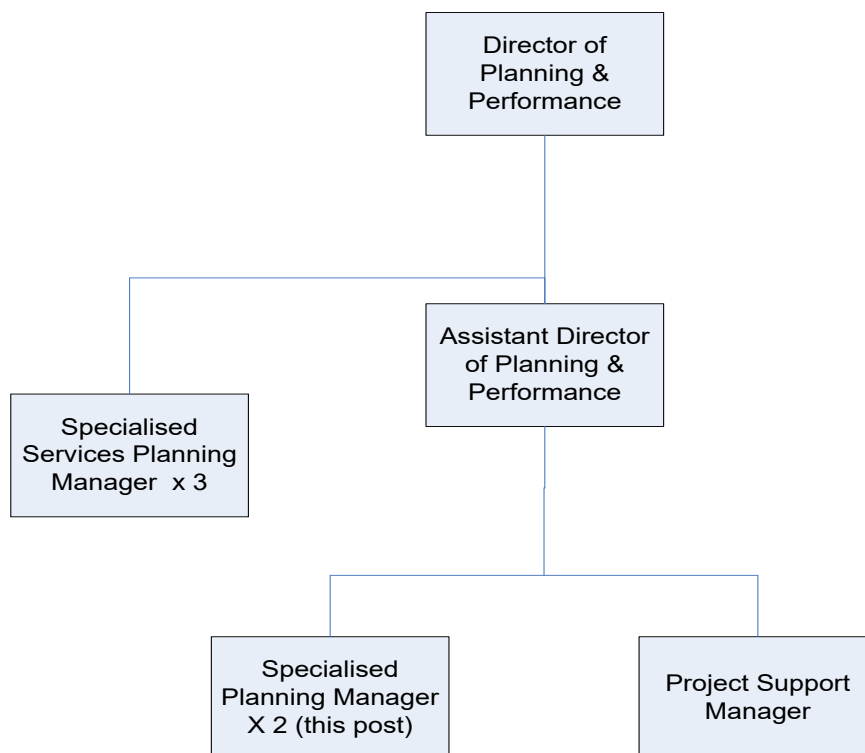
To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

Job Summary/Job Purpose:

The post holder is a member of the Welsh Health Specialised Services Committee (WHSSC) Management Team, and will be responsible for:

- Contributing to the overall development of specialised services planning in a national context within NHS Wales and involving NHS England and the delivery of WHSSC objectives and goals.
- Leading strategic planning for a portfolio of specialised services for the population of Wales, ensuring that they are responsive to the needs of all populations served and meet set access, quality and outcomes/standards/targets, within available resources.
- Developing and managing relationships with Health Boards and English providers including leading/co-ordinating contract negotiations and performance management working in partnership with finance/information colleagues.
- Providing specialised professional advice to the Director of Planning/Clinical Advisory Groups/Welsh Health Specialised Services Committee and other bodies as required.

Organisational Chart



DUTIES/RESPONSIBILITIES:

The post holder will:

- Ensure that the provision of specialised health services meets the needs of the Welsh population within the agreed Integrated Commissioning Plan and available resources.
- Lead the development of agreed national service plans, and assess affordability for an agreed portfolio of services.
- Lead the development of access criteria and integrated patient care pathways for an agreed portfolio of services.
- Work with the relevant Clinical Advisory Group and clinical networks to ensure their effective contribution to the NHS Wales Healthcare Standards, and the development of planning strategies, including access criteria, and integrated patient care pathways for specialised services.
- Contribute to the development of Health Needs Assessment (HNA) programme for specialised services and be responsible for leading identified HNA processes for identified services working closely with Director of Public Health, the Clinical Advisory Group and other colleagues within WHSST.
- Contribute to the development of a systematic approach to horizon scanning and provide specialist advice to inform the planning process for specialised services.
- Participate in the annual process ensuring advice is available to inform the Integrated Commissioning Plan process and contract negotiations with English providers.
- Lead/Co-ordinate the negotiation of contracts with Health Boards and English providers, working closely with finance and information colleagues, HB planning leads, Clinical Advisory Groups, and Clinical Networks to ensure high quality process and robust outcomes.
- Lead/Co-ordinate performance monitoring and management, working with the Director of Finance and Information and the Director of Planning and Performance to ensure that performance data and information is regularly reviewed, variations and other issues explored, actions identified, and implemented with continued review until completion/resolution.
- Lead the negotiation and development of service specifications, service level agreements and performance monitoring with Health Boards and English Providers.
- Contribute to the development of the Healthcare Standards Improvement Plan.
- Lead the review of individual specialised services, design and lead strategic reviews of service areas, reporting to WHSSC as required.
- Evaluation of services and treatments – lead the evaluation of services and treatments on behalf of WHSSC as required.
- Manage the Specialised Services Portfolio Planning Team.
- Contribute to the National and UK work programmes – represent WHSSC on national projects and programmes, taking on lead roles with agreement of the Director of Planning.
- Deputise for the Director of Planning – act on behalf of the Director in their absence.

- Establish effective working relationships with key internal and external stakeholders.
- Conduct frequent face-to-face, written, verbal and electronic communications with a range of clinicians, Clinical Advisors, HB Senior Managers, Assembly Government Policy Leads, and national experts.
- Communicate regularly with project leads within the WHSSC management team, NHS Wales and the Welsh Assembly Government, NHS Trusts, the third sector organisations, and independent sector providers in relation to projects, reviews and service frameworks.
- Liaise with service users and carers, Community Health Councils, independent and third sector organisations.
- Facilitate strong collaborative working between clinicians involved in delivering specialised services.
- Facilitate effective joint working between specialised planning and clinical networks in order to develop integrated cohesive planning strategies and plans.
- Deal with complaints about specialised services planned by WHSSC, ensuring confidentiality is maintained, writing letters to summarise outcomes to complainants, agreeing and documenting action plans with providers to prevent reoccurrence of any service failures, and liaising with the Corporate Management Team.
- Deal with Freedom of Information requests relating to specialised services planned by WHSSC, gathering information, developing responses and briefings for colleagues, the committee and other stakeholders, and liaising with the Corporate Management Team.
- Produce complex reports and presentations based on a range of information from a variety of sources. This will include the receipt and analysis of highly complex, contentious and sensitive information, in order to develop and present clear and coherent reports to a wide range of groups including the WHSSC Sub Committees, HBs, Community Health Councils and other similar groups.
- Produce and communicate multi-stranded strategic service plans where the communication topic may be controversial or likely to be challenged.
- Work closely with the Director of Planning and Medical Director and Associate Medical Director, to develop a collaborative culture among clinicians and other professionals delivering specialised services; ensure effective dialogue between medical directors, clinical programme leads and their teams.
- Support the implementation of WHSSC wide mechanisms for joint working between organisations, particularly where care pathways are complex, where more than one service provider is involved, and where there are patient flows across HBs and outside of Wales.
- Facilitate tough decision making and confront senior management and clinicians on complex issues in order to challenge existing practices and overcome resistance to change. This will require excellent negotiation, motivational, interpersonal, listening skills, an empathetic understanding of different points of view, and the ability to develop and present solutions.

The post holder will:

- Be educated to Master's Level (or equivalency), and to develop and maintain specialist knowledge of the full range of specialised services within their portfolio. They will also have a significant level of experience of working in a managerial/clinical role within specialised services.
- Have knowledge in staff management, performance management and financial management, with professional knowledge of Project Management.

- Have a highly developed knowledge and experience of health care services, experience of leading the commissioning of acute and non-acute services.
- Have experience of working in a multi-agency arena including Health Boards, Local Authorities, Welsh Government, the Third Sector, NHS Trusts, NHS Foundation Trusts, and Specialised Commissioning Groups.
- Coach team members in developing knowledge and skills required for optimal performance, as members of a multi-disciplinary planning team for specialised services.
- Participate in professional development networking and events together with other senior planning managers within NHS Wales, and with senior commissioning managers in England.
- Agree, initiate and define clinical reviews to support evidence based planning of services and to understand service needs, variations in service provider activity and the impact of new technology and service redesign.
- Develop and lead regular analysis and audit of specialised services relating to compliance with quality indicators and equity of access and outcome. This includes analysis of complex performance data, cross-referencing with comparable benchmarking data, identifying variations and other issues, and developing and implementing action plans with regular review until issue is resolved.
- Lead on Health Needs Assessments for identified services working closely with the Associate Medical Director, the relevant Clinical Advisory Groups, Clinical Networks and other colleagues within WHSSC.
- Lead/Co-ordinate performance monitoring and management, working with the Director of Finance and Information and Director of Planning to ensure that performance data and information is regularly reviewed, variations and other issues explored, actions identified, implemented with continued review until completion/resolution.
- Lead/Co-ordinate the negotiation of contracts with Health Boards and English providers, working closely with finance and information colleagues, HB planning leads, Clinical Advisory Groups, and Clinical Networks to ensure high quality process and robust outcomes where facts and situations may be highly complex.
- Assimilate and summarise complex documents, compare facts and analyse situational data from a range of sources, develop options and assess risk and opportunities and facilitate consensus building and decision making. This may be required within short timescales, for instance for submission of responses to queries or requests for formal returns to WHSSC.

The post holder will:

- Be responsible for developing, structuring and scheduling long-term strategic plans and policies for specialised services. This activity will often require complex discussion and negotiation across a range of providers and specialised services with a wide range of stakeholders, including the Clinical Advisory Group, clinicians, managers, service users and representatives, in order to develop a strategy and/or policy that is consistent with the priorities identified by WHSSC.
- Be responsible for developing aspects of the Integrated Commissioning Plan and Service Commissioning Team work plan relating to their portfolio of services. This includes the identification and assessment of governance and commissioning risks, in accordance with the risk management policies and procedures adopted by WHSSC, contribute to the identification of priorities for inclusion within the three-year plans; contribute to the development of demand and capacity plans and ensure alignment across organisations to ensure delivery on National Targets.
- Be expected to work using their own initiative with within the overall strategic direction provided by the WHSCC and the Director of Specialised Services. They will contribute to the development of the overall strategic direction, provide advice on national, regional and local requirements, and as an expert specialised services planner as a member of the management team.
- There is a regular requirement to travel between NHS and other sites often with limited time between meetings. Venues can be remote from parking facilities or public transport routes, and this will often mean carrying papers, meeting files and a laptop computer some distance across sites in order that information to support decision-making is readily available.
- Require standard keyboard skills as there will be frequent VDU use required for this post in order to produce complex reports and analysis to support commissioning decisions.
- Have regular contact with clinical areas, clinical staff, patients, carers, third sector organisations and other organisations associated with specialised services.
- Work in partnership with the relevant Clinical Advisory Groups to develop clear planning strategy and policy, which is accessible to service users.
- Provide advice on access criteria and planning policy during incidental contacts with patients.
- Be directly responsible for the commissioning of patient services and will have regular contact with patients and patient representatives in order to ensure that their experiences and views contribute to the assessment of the service against key quality indicators.
- Be responsible for providing specialist professional advice to the WHSSC and other groups or committees as required on best practice models for the delivery of clinical care, service configuration; and acts as project lead for independent reviews involving regional and national experts as required.
- Be responsible for co-ordinating the systematic review of clinical governance arrangements, standards of care, and outcomes for patients within identified specialised services, in order to ensure compliance with access, quality, outcomes and other standards.

The post holder will:

- Lead the development of service specifications and access criteria for specialised services, in partnership with Clinical Advisory Groups, WHSST Executive Team, and other colleagues within WHSST.

- Develop and implement of a wide range of policies and procedures that will impact across the organisation.
- Develop processes and monitor the compliance of services against the service specifications and access criteria, and produces regular detailed reports on compliance for WHSSC.
- Work with the Clinical Advisory Groups to develop patient care pathways for specialised services within the portfolio of services.
- Represent WHSSC on national projects and programmes, taking on roles with agreement of the Assistant Director of Planning.
- Be responsible for horizon scanning and advising WHSSC on the implications of all national policies that will impact across services and use examples of best practice as improvement tools.
- Hold a delegated budget for specialised services in line with the scheme of delegation.
- Be responsible for the planning and procurement of specialised services from Health Boards, NHS England and the independent sector.
- Operate within WHSSC Standing Orders and Standing Financial Instructions at all times.
- Act as a signatory for delegated financial budget in line with scheme of delegation.
- Ensure that physical resources are available and maintained in safe working order.
- Be responsible for the line management of a specialised services planning team, including the Assistant Specialised Services Planning Manager and Administrative Officer. Line management also includes the recruitment and retention of staff, management of absence, agreement of objectives, appraisals, personal and career development, disciplinary and grievance matters.
- Set objectives for the specialised services planning team to achieve the organisation's objectives and to deliver the Integrated Commissioning Plan.
- Require strong motivational skills in order to encourage and promote collaborative working to improve services where clinical practice is under challenge or there is resistance to change.
- Be responsible for succession planning directly managed staff, developing ongoing plans for developing talent, retaining staff and attracting and recruiting candidates of high calibre to the team as and when vacancies arise.
- Access and use information systems to monitor the performance of specialised services, and to develop/create regular reports and documents on service delivery for presentation to WHSSC.
- Specify key performance information required from specialised services providers in order to monitor and evaluate equity of access, performance and quality of services provided.
- Provide and receive highly complex, contentious and sensitive information and to present this to groups and individuals at all levels across a range of organisations as appropriate.
- Take detailed minutes of meetings, including records of decisions made on complex issues relating to specialised services.
- Undertake regular research on aspects of specialised services relating to the portfolio in order to identify potential developments that may impact on clinical practice and/or service delivery. This requires review of electronic resources, including Athens and Medline.
- Agree, initiate and define clinical reviews, research and development studies to support evidence based planning of services and to understand service needs, variations in specialised service activity and the impact of new technology and service redesign.

- Develop and lead the audit of services relating to compliance with quality standards and equity of access and outcomes.
- Collaborate with the Medical Director, Associate Medical Director and Director of Nursing and Quality in undertaking research on the quality of care provided to patients accessing specialised services.
- Source best practice on a national and worldwide basis and adapt to meet local needs.
- Be directly responsible to the Director of Planning, and is responsible for the delivery of the work programme for a portfolio of specialised services.
- Work using their own initiative within an overall strategic direction provided by WHSSC and the Director of Planning. They will contribute to the development of the overall strategic direction, providing advice on, national and local requirements, drawing upon experience as well as their local knowledge of specialised services.
- Be influential within the organisation in matters relating to the specific areas of responsibility.

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Educated to Master's Degree Level, or possess equivalent skills, knowledge and experience in a senior management role</p> <p>Masters level management qualification.</p> <p>Have knowledge in staff management, performance management and financial management, with professional knowledge of Project Management.</p>	Project Management qualification e.g. Prince 2.	<p>Application Form</p> <p>Pre-employment checks</p> <p>Interview</p> <p>References</p>

	<p>Have a highly developed knowledge and experience of health care services, experience of leading the commissioning of acute and non-acute services.</p> <p>Clear knowledge and understanding of relevant legislation.</p> <p>Clear knowledge of NHS services developed from experience of working within and across multiple disciplines.</p>		
Experience	<p>Extensive experience at a senior management level in the NHS or other public service.</p> <p>Experience of working within NHS services and a clear understanding of relevant legislation and commissioning.</p> <p>Experience of working with and across a number of organisations on an all Wales and National Level.</p> <p>Understanding of Specialised services across the NHS.</p> <p>Experience of managing a range of complex planning arrangements.</p> <p>Experience of working with highly complex information using persuasive and effective negotiation skills in connection with this information.</p> <p>Experience of leading service change in introducing new response arrangements.</p> <p>Experience of developing, organising and delivering a range of complex programmes.</p>	Experience of performance managing other organisations.	Application Form Interview References

Aptitude and Abilities	<p>Ability to plan, set objectives, priorities and review performance.</p> <p>Good project planning and management skills.</p> <p>Strong negotiation and influencing skills.</p> <p>Good report writing.</p> <p>Interpreting national policy and guidance and developing at regional and local level.</p> <p>Ability to network effectively, and build relationships with both internal and external partners.</p> <p>Ability to manage budgets effectively.</p> <p>Good analytical skills and an ability to understand and question detail.</p> <p>Ability to problem solve, work on own initiative and identify creative solutions to difficult issues.</p> <p>Excellent oral and written communication skills and personal presentation skills.</p> <p>Ability to influence in difficult circumstances and outside the boundaries of own organisation, with clear evidence of past success.</p> <p>Ability to be flexible in approach and adapt personal communication style to suit particular audience.</p>	<p>Ability to speak Welsh.</p>	<p>Interview References</p>
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	Ability to work at strategic level and to develop strategic processes.		
Values	Self-confidence and motivated, with ability to enthuse and motivate others to succeed. Good inter-personal skills. Good team player, open and honest.		Application Form Interview References
Other	The role would place the post holder in often challenging and conflicting situations, which would be emotionally demanding and draining since there is a requirement to remain calm, consistent, professional and transparent. Able to travel in a timely manner between locations and UHB sites to attend meetings.		Application Form Interview References

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.
The post holder does not require a DBS Disclosure Check. *Delete as appropriate.

- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Signed: (Post Holder) _____ Date: _____

Signed: (Line Manager) _____ Date: _____

Signed: (Service Group Manager) _____ Date: _____

Date Job Description compiled: _____

Date for Review: _____

Job Title: Specialised Service Planning Manager

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Examples of Typical effort(s)	How often per day/week/month	For how long?	Additional Comments
There is a regular requirement to travel between the WHSST office and Specialised Services, often with limited time between meetings.	Can be Daily	Varies	
Occasionally carrying files and a laptop computer some distance across sites.	Occasional	Usually 10-15 minutes walks	
Sit in restricted positions for substantial portion of the day whether travelling between locations, or using a VDU.	Daily	Ongoing	Regular breaks are encouraged to take a break from the VDU.

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Examples of Typical effort(s)	How often per day/week/month?	For how long?	Additional Comments
Intense concentration will be required on a wide range of complex issues throughout the day.	Daily	Throughout the working day	
Will frequently have to adapt to changing priorities and re-focus the work of self and others on new priority areas that require urgent action.	Can be Daily	Varies	
Frequently participate in, and often chair or facilitate meetings, which require a high level of concentration on a wide range of topics, with a variety of audiences and mixtures of attendees.	Few times a week	Varies from 30mins to a few hours	These groups range from Service Review Groups and Planning Strategy Groups that include senior representation from WHSST and the wider NHS Wales community, through to meetings on the performance and monitoring of services that include operational and service managers, clinicians and a wide range of stakeholders including patients and patient representatives.

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Examples of Typical effort(s)	How often per week/month?	For how long?	Additional Comments
The role will require daily discussion and negotiation with senior clinicians, directors and managers in order to address complex issues.	Daily	Throughout the working day	Requires difficult decisions that challenge clinical practice and established management practices.
Required to deal positively and promptly with staff concerns and personal problems, challenge staff on any inappropriate behaviours or poor performance and deal with any reported breaches of the HBs Human Resources policy.	Occasional	Up to 30mins	
Frequently be exposed to indirect highly emotional or distressing circumstances due to the nature of the post.	Weekly	Ongoing	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Examples of Typical Conditions	How often per week/month?	For how long?	Additional Comments
There will be a frequent requirement for the post holder to use road transport.	Can be Daily	Most sites travelled to on road are within the	
There will also be a requirement for the post holder to use a VDU for a large part of the day.	Daily	Ongoing throughout the Day	