

JOB DESCRIPTION

Job Title:	OD Practitioner – Culture & Engagement
Band	7
Care Group	Corporate
Directorate:	People Office
Department:	Organisational Development
Location:	University Hospitals Dorset – Royal Bournemouth Hospital and Poole Hospital
Accountable to:	Senior OD Practitioner
Main Purpose – Primary Role	<ul style="list-style-type: none"> The OD Practitioner leading on Culture and Engagement will be responsible for championing this work stream within the OD Plan as directed by the UHD People Strategy; this will have a whole organisational impact and application, requiring engagement with internal and external stakeholders and forums. They will be influential in making UHD a great place to work where morale is high, working collaboratively with staff and acting on their feedback. <p>Examples of areas of focus include:</p> <ul style="list-style-type: none"> Designing and delivering the UHD Cultural Champions programme aligned to our Patient First rollout Strategically leading the complete end to end Staff Survey and People Pulse programmes, including data collection and interpreting findings. Leading on staff recognition and engagement activities, including the launch of our UHD Thank You system.
OD Generalist Role	<ul style="list-style-type: none"> The OD Practitioner will play a key role in the successful delivery of the trust strategies and key people objectives with the aim to develop a compassionate, inclusive culture at UHD, where staff feel valued, supported, involved, engaged and have a sense of belonging. The OD Practitioner is a core member of the Organisational Development Team. As a consultant they will provide professional advice and expertise to ensure interventions are designed to maximise organisational efficiency, value staff and improve patient outcomes. The post holder will be expected to handle highly confidential and sometimes contentious and sensitive information and be free to act on their own initiative.

General Duties

The postholder will:

- To play a key role in the delivery the UHD OD Plan in support of the People Strategy to develop a compassionate, inclusive culture at UHD, where staff feel valued, supported, involved, engaged and have a sense of belonging.
- As part of the team, create a culture of organisational development and learning across the Trust by providing expert advice and support for organisational development improvement projects based on national/local best practice, legislation, guidance and recommendations, designed to meet the objectives of the Trust.
- To develop our Trust leaders to ensure they include staff and patients at the centre of decision making, role model the Trust behaviours and values, own and lead the culture change and keep the organisation focused on the strategic priorities.
- To lead specific OD projects, and be the lead for one Care Group in the transformation agenda and ad hoc corporate teams, to provide specific OD interventions.
- To support the development of effective team based working across the Trust, using a variety of coaching and team development tools.
- To lead on the research, design and development of training programmes and workshops and other educational approaches in support of the OD work streams.
- To manage functions to such as the Culture Champions and Mental Health First Aiders, including any new recruitment, development and their on-going role in engagement and decision making in the Trust. To critically observe progress of culture and behaviour strategies in action to provide and influence future change with the Board.
- To work in partnership with Care Groups, Directorates and individual teams to provide a specialist internal OD consultancy and to develop the capacity and capability of managers to undertake OD activities within their area of responsibility.
- To introduce and design a range of tools and methodologies which support OD and leadership development and compliment quality improvement; embedding best practice across the Trust.
- To role model Trust behaviours and values
- To support the co-ordination and roll out of leadership development programmes, including design and delivery, and liaising with external providers.
- To support the development of team leaders as leaders, through the use of targeted interventions such as the Affina Team Journey, Myer Briggs Type Indicator, 360 feedback and others.

Communication and Working Relationship Skills

- The post holder will provide and receive highly complex, sensitive or contentious information where agreement and co-operation will be required. Their key relationships will include very senior managers and clinicians across the Trust and within the wider Dorset Integrated Care System.
- As the concepts of leadership, development, engagement and culture are complex, a fundamental function of the role is to explain and make sense of the work for individuals. They will need to liaise with different staff groups and external providers and to role model the Trust behaviours. They will need to look for creative ways to overcome barriers to understanding the concepts and will need to constructively address resistance to change.
- The post holder will write & deliver OD communication messages, documents, presentations and use social media. They will need to ensure our messages are consistent, informative and in line with our values.
- The post holder will also need to use listening, coaching and feedback skills to help teams and individuals to develop in line with the leadership development initiatives, objective setting and values based appraisal.
- They will need to deliver training and 1-1 feedback and coaching on a regular basis.

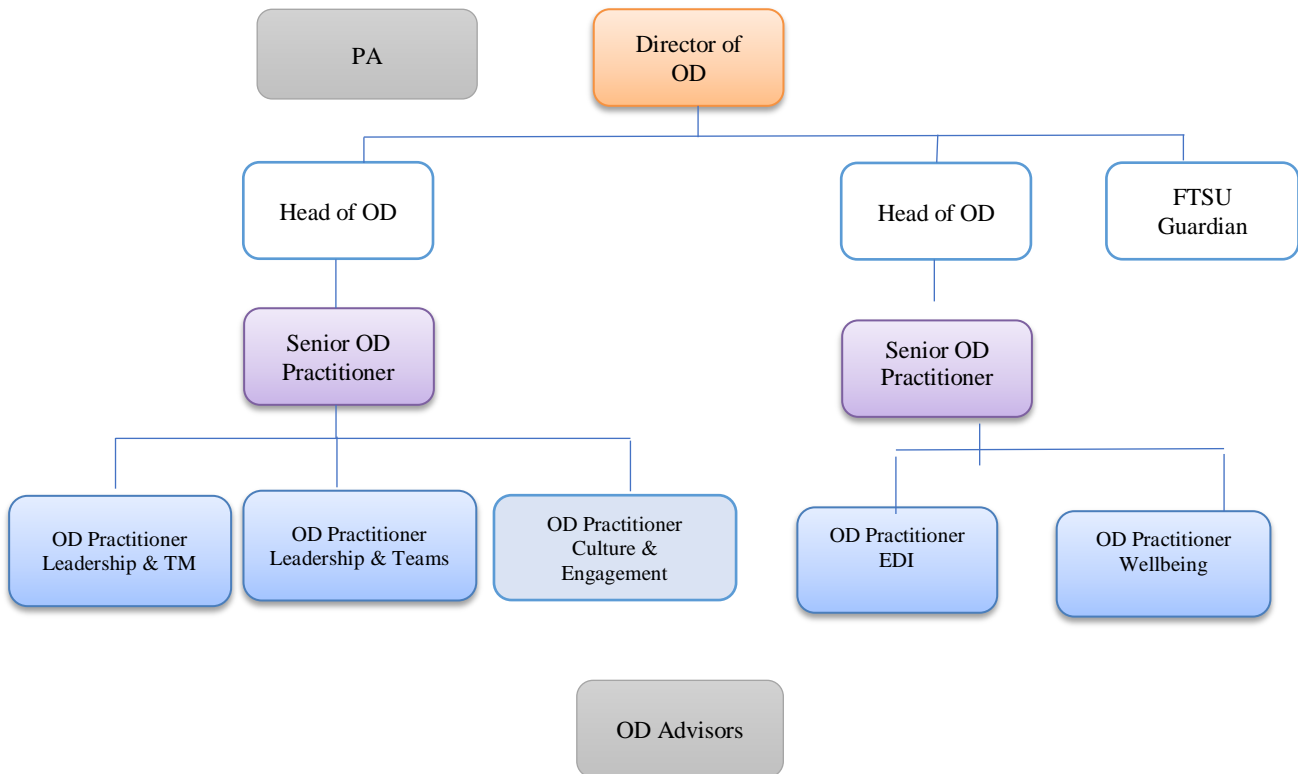
Analytical and Judgemental Skills

- The post holder will need to produce and present management information to Board members and other senior leaders which measures the impact and effectiveness of effective team working, leadership and management development, appraisal roll-out and engagement initiatives.

<ul style="list-style-type: none"> • Prepares complex management reports for consideration (by e.g. Strategic Workforce Committee) analysing, comparing and interpreting complex data and information as well as presentation of options and recommendations for action. • They will review employee engagement data from local surveys and the national Staff Survey and make recommendations on the findings to inform all areas of the UHD OD plan. • The post holder will need to constantly assess the complex facts and information available to them and make judgements about priorities.
Planning and Organisational Skills
<ul style="list-style-type: none"> • The post holder will be vital in delivering the UHD OD Plan. • They will need to use project management skills and have exceptional diary management skills. • They will be responsible for designing and coordinating a range of complex events and programmes, some will be ad-hoc or bespoke others will be on-going programmes requiring planning adjustments and strategies. • They will manage their own time and workload.
Responsibility for Patient / Client Care, Treatment and Therapy
<ul style="list-style-type: none"> • Incidental patient contact
Responsibility for Policy / Service Development
<ul style="list-style-type: none"> • As part the OD team, the post holder will influence the development of the OD Plan and associated strategies, and related action plans. • The OD Plan will influence the quality of leadership and employee experience across the trust and will improve employee engagement, which has a direct impact on patient experience.
Responsibility for Finance, Equipment and Other Resources
<ul style="list-style-type: none"> • Use Powergate to make purchases for own work streams and manage own expenses • Actively look to save money and reduce waste in work streams • They will be free to make appropriate purchases as required.
Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management
<ul style="list-style-type: none"> • As part of the OD team, the post holder will design and deliver training programmes and sessions, facilitate group work, provide coaching and work with individuals and teams to identify development needs. • Their audiences will often exceed 50 to 100 participants that will include multi-specialty internal and external stakeholders including very senior managers, delivered face to face and through various media. • The role will include facilitation, teaching and listening conversations that require 1-2-1 or team support where the content of the conversation may uncover exposure to occasional or frequent distressing or emotional circumstances. • On occasion they will also need to manage the workload and time management of the admin support team.
Responsibility for Information Resources and Administrative Duties
<ul style="list-style-type: none"> • The post holder will have a range of appropriate management and administrative duties as part of the role which they will need to manage. This will include task delegation to the OD Support Officer. • They will need excellent IT skills, in order to effectively manage large databases of information such as ESR, the budget spread sheet or the Development Log.

Responsibility for Research and Development
<ul style="list-style-type: none"> • The post holder will be required to conduct research into best practice OD activities and will be expected to use social media, online forums and networks to further their knowledge. • They will be the OD link for external groups such as the DOOD forum and other local networks, and they will be responsible for building and maintaining relationships with other NHS OD teams to share learning.
Freedom to Act
<ul style="list-style-type: none"> • The post holder will be responsible for managing their own projects, workload and time. They will need to make decisions for their work. • Lead specialist for the work stream
Mental, Physical, and Emotional Effort
<ul style="list-style-type: none"> • Will be required to manage a wide range of competing demands and priorities and the capacity to change approach or priorities decisively and promptly. Will need to act autonomously in determining how best to use the resources available to deliver the desired outcomes • Will be expected to manage own workstation ensuring they are provided with the correct equipment to carry out role and escalate concerns. • Will be required to handle contentious issues with members of staff and external parties as appropriate. • Will be required to manage frequent interruptions and periods of intensified concentration including where the work pattern is unpredictable due to urgent operational and strategic needs. • Could on occasion be indirectly exposed to emotional or distressing conversations.
Any Other Specific Tasks Required
N/A

Organisational Structure of Department



Transforming our Hospital Services in Dorset

This is a very exciting time to join our hospitals in Dorset. We are in line to receive a significant national investment of £201 million to help transform our services and redevelop Poole Hospital and the Royal Bournemouth and Christchurch Hospitals, now merged as University Hospitals Dorset. We have been able to access these national funds because we have such a good plan in Dorset.

Our vision is to join up our services so they can be delivered in a more integrated way. We have a great opportunity together to improve outcomes for patients, make better use of all our resources, and ensure our services can be provided on a sustainable basis.

For developing our workforce, the aim is to establish modern, well-equipped centres of excellence with sustainable roles for staff, standardisation of education and training so that we can attract and

retain skilled clinical and non-clinical staff to Dorset. This is a great opportunity for you to be part of the transformation change activity taking place following the merger of two hospital trusts to form University Hospitals Dorset NHS Foundation Trust last October.

Partnership with Bournemouth University

We are proud to be affiliated with Bournemouth University, and working closely in partnership with them, this provides us with the opportunity for establishing joint posts, shared learning and training, sharing facilities, and joint project work.

CONDITIONS OF SERVICE

As laid down by the University Hospitals Dorset NHS Foundation Trust.

Smoking

The Trust has a responsibility to provide a safe and healthy environment for everyone who is working, visiting or living on hospital premises. Smoking is NOT allowed on site except for within the designated smoking areas and shelters for staff and patients.

The Trust will not tolerate smoking in undesignated areas and there is a zero tolerance approach to all staff who continue to do so. We will continue to provide support to staff, patients and visitors who want to give up smoking.

In the interests of promoting responsible healthcare all staff should refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place.

Data Protection

All staff are required to comply with the Data Protection Act and the Trust's Data Protection Policy. Staff are responsible for ensuring that any personal data which they hold is kept securely; that personal information is not disclosed either orally or in writing to any unauthorised third party; that personal data is only accessed where there is a legitimate business need and only where such processing is consistent with the purposes for which the data was collected.

Equality and Diversity

The Trust is positively committed to the promotion and management of diversity and equality of opportunity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general.

All employees have a responsibility to ensure that they act in ways that support equality and value diversity and must comply with the responsibilities placed upon them by employment legislation and the equality duties.

Health and Safety at Work

Everybody within the Trust has a legal responsibility for the health, safety and welfare of themselves and others at work. These duties are set out within the Health and Safety at Work etc. Act (HASAWA) 1974, the Management of Health and Safety at Work Regulations (MHSAWR) 1999, and in other relevant regulations and guidance notes.

All Staff

In accordance with HASAWA and the Trust Health & Safety policy, all staff have legal responsibilities;

- to take reasonable care for themselves and others that may be affected by their acts/ omissions
- to co-operate with their manager/ supervisor to enable them to carry out their legal duties e.g.
 - shall report all hazards and defects to their line manager/ supervisor
 - shall report all accidents, incidents, near-miss events to their manager/ supervisor and via an adverse incident report (AIR) form (Trust policy)
- to use all work equipment, materials and substances in accordance with any training and instruction provided (e.g. medical devices, chemicals, mechanical aids, machinery, plants, vehicles, and personal protective equipment)
- to ensure they attend all annual mandatory training and attend health and safety training as required for the post.
- to comply with trust and department health, safety & risk policies and procedures
- not to interfere with or misuse anything provided to secure health and safety .e.g. wedge fire doors open, remove first aid equipment, break locks off systems

All Managers/ Heads of Department and Clinical Leaders

In accordance with the Trust's Risk Assessment policy and Risk management strategy, all managers/heads of department and Clinical Leaders are responsible for ensuring that they and their staff, comply with all Trust and department health and safety policies and procedures.

Safeguarding

The University Hospitals Dorset NHS Foundation Trust is fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

Infection prevention and control

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff. It is the responsibility of all staff to be aware of, assess and minimise these risks and comply fully with Infection Prevention and Control Policies.

The Health Act 2008 establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections. It sets out criteria by which NHS managers ensure that patients are cared for in a clean environment, with a safe water supply, where the risk of Healthcare Associated Infections (HCAI) is kept as low as possible.

Managers, Heads of departments and Clinical Leaders are responsible for ensuring that:

- The necessary equipment and mechanisms are in place to support infection prevention
- health care workers are free of and are protected from exposure to communicable infections during the course of their work, and that all staff are suitably educated in the prevention and control of HCAI

Carbon sustainability

The Trust is committed to continual improvement in minimising the impact of it's activities on the environment and expects all members of staff to play their part in achieving this goal and in particular to work towards a 28% reduction in carbon emissions by the end of 2020/21(based on a 2013 baseline).

DBS/Disclosure and Barring Service (CRB)

As part of our recruitment procedure this post will be subject to a Criminal Record Disclosure. A Disclosure is a document containing information held by the police and government departments. Disclosures provide details of a person's criminal record including convictions, cautions, reprimands and warnings held on the Police National Computer. Where the position involves working with children, Disclosures will also contain details from lists held by the Department of Health and Social Care and the Department for Education and Skills (DfE) of those considered unsuitable for this type of work.

This post is subject to the policies, procedures and rules approved by the Trust and as varied from time to time. All staff are required to familiarise themselves with, and comply with the Trust's policies, procedures, rules or statements of practice. These can be accessed through the Intranet, your Department Manager, or through Human Resources.

Job Description Agreement

All job descriptions which are developed for job matching purposes must be signed by both the line manager and the staff member and the effective date of when the role changed entered. Please see re-grading and job evaluation policy.

Any job descriptions amended or updated through the results of a personal review should also be signed and dated by both the line manager and staff member and a copy retained on the personal file.

Signed..... Date.....Manager

Signed.....Date.....Employee

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description will be reviewed in conjunction with the post holder on an annual basis at appraisal.