



DELIVERING
OUTSTANDING
CARE AND
EXPERIENCE



RECRUITING,
DEVELOPING AND
RETAINING OUR
WORKFORCE



AN ANCHOR
IN OUR
COMMUNITIES



WORKING TOGETHER
WITH LOCAL HEALTH
AND SOCIAL
CARE PROVIDERS



DELIVERING
LONG-TERM
SUSTAINABILITY



Information pack for the post of

Support Liaison Officer – Clinical Projects Care Quality Directorate

March 2024



GOOD TO
OUTSTANDING



Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink that reads "Hannah Coffey". The signature is fluid and cursive.

Hannah Coffey
Chief Executive Officer

Job Description

JOB TITLE	Support Liaison Officer – Clinical Projects
GRADE	Band 5
HOURS OF WORK	37.5 hours per week
DEPARTMENT	Care Quality
BASE	Peterborough City Hospital – Cross site working required
RESPONSIBLE TO	Deputy Care Quality Support Manager
ACCOUNTABLE TO	Clinical Quality Digital Project Lead Nurse

Job Summary

The post holder will be working at the heart of the Trust, and across organisational and professional boundaries to support the delivery of projects within the Care Quality Directorate. Working as part of a small project team or alongside staff across the directorate, the post holder will provide leadership and project expertise to facilitate the development, delivery and monitoring of all aspects of the project plan, maintaining programme documentation according to agreed processes.

The key focus for this post will be to assist with the management and delivery of specific, potentially complex projects with multiple stakeholders to time and budget to support the delivery of clinical projects (some with a digital element) through transformational change. The post holder will support the Clinical Quality Digital Project Lead Nurse, to help embed processes and best practices

across the Trust. The post holder will also have responsibility for the transfer of knowledge to other colleagues involved in project implementation.

The post holder will also provide support to the Lead Advanced Clinical Practitioner to deliver the enhanced and advanced practice trust wide project. This will be approximately 20% of the role's work plan.

The post holder will have experience of managing elements of a wide variety of projects to formal methodology within the acute NHS setting and will be able to work with multiple stakeholders to support delivery of projects to a defined

outcome. The post holder will be responsible for the planning, oversight and management of elements of the transformational programme.

Key results areas:

1. To make an effective contribution to provide leadership and assist with the timely delivery of all approved projects.
2. To fully support the CQ-DPLN and/or project team in the successful implementation of projects within the programme of work to time, cost and quality.
3. To fully support the development of project team members and other colleagues involved in the project delivery across the Trust.
4. As well as providing senior administration support to the projects, the post holder will provide an active role in tracking programme benefits.

Key Working Relationships

- Clinical Quality Digital Project Lead Nurse
- Deputy Chief Nurse
- Education Team
- Clinical Teams
- Executives
- Care Quality Directorate teams
- Divisional leadership
- Digital teams

Main Duties and Responsibilities

Project start-up / initiation

- Support the development of a coherent robust project brief which clearly identifies measurable improvement benefits to processes in support of the clinical project.
- Alongside the CQ-DPLN, define the project (including outcomes, objectives, scope, deliverables, resources and approach) and support buy in to the approach from key stakeholders.
- Design and facilitate mobilisation events to ensure leadership, engagement and clarity for those involved in process delivery and transformational change.
- Alongside the CQ-DPLN, determine project resource requirements and the provision of resource.
- Support the development of a stakeholder map and communications plan for the owners for each activity, including identifying opportunities to engage with students and clinical staff.
- Develop credible project and stage plans in collaboration with others, identifying milestones, activities or products, timescales, resources and stages for input to the benefits tracker.
- Alongside the CQ-DPLN or Project Lead, establish and set up structured project meetings with clear agenda and next steps identified to ensure delivered project outcomes.

Project Delivery

- Assist with the delivery of the projects to the agreed timeframe, cost and quality and in accordance with project management framework and processes.
- Work with CQ-DPLN or Project Lead, assisting with setting work stream plans, objectives and deliverables, monitoring progress and providing feedback to project team members.
- Plan, monitor and report on project progress at regular intervals.
- Communicate regularly with the Project Team and Improvement Lead, Sponsor, and/or Divisional colleagues ensuring they are aware of any key issues and risks requiring escalation.
- Engage with students, clinical staff and Education Team to ensure that training and education relevant to the project is mapped and delivered.
- Work with other members in the Project Team to monitor all cost savings, against the cost improvement business case during the project lifecycle.
- Assist with risk and issue management control in accordance with the project processes and overall Trust risk management framework.
- Operate change control processes, receiving and raising requests for change, escalating in accordance with the agreed process.
- Manage and track project dependencies to ensure complete tracking of those actions.

- Track and monitor benefits during the project lifecycle and at any change points, liaising with the Project Manager to ensure that the project benefits maintain integrity and are duly recorded in the benefits tracker.
- Ensure quality assurance and overall integrity of the project at all times.

Project Closure

- Alongside the CQ-DPLN or Project Lead, plan closure and operational handover of the project in a controlled way and in accordance to the Project Team processes.
- Assist with preparation of transition plans if required and ensure that the business is ready for a handover.
- Clearly document and handover arrangements and agree a plan with the Project Sponsor and/or Divisional colleagues in relation to any necessary follow-on actions required.
- Undertake a lessons learned session with the key stakeholders and share the lessons learnt with Divisional and other colleagues.
- Plan and deliver a post implementation review of all projects within your area of responsibility.

Working at our Trust

A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery

- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

C. Your responsibilities to the Trust, our patients and staff

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

Equality and Diversity Policy

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

Health & Safety

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

Data Protection

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

Data Quality

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

Customer Care

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

Values

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

Infection Control

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

Smoking Policy

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

Confidentiality

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.