

JOB OVERVIEW

About SCW

We are aspiring to be the support and transformation service of choice in activities relating to health wellbeing and care. This builds on our core values and it is important that we add value for our customers and the system. This will enable SCW to grow and have the most impact and in so doing offers our people interesting work and rewarding careers.

Job Title	Clinical Service Programme Lead: Mental Health		
Band	8b	Department	Clinical Services, Integrated Health and Care Services
Reports to	Clinical Services Associate Director for Clinical Quality		

Our purpose

We exist to achieve the best possible outcomes for people, communities and populations.

This job helps improve outcomes for patients, service users and populations by:

Managing and driving the successful delivery of programmes, which in turn has a direct positive impact for patients, service users and populations.

The Role

Managing and driving the successful delivery of mental health related programmes, which in turn has a direct positive impact for patients, service users and populations.

Key Responsibilities

- To work alongside the Clinical Services Associate Director to ensure high quality service provision to SCW customers in relation to mental health
- To input into the development and implementation of the SCW Clinical Strategy
- Contribute to the effective programme management and delivery of the projects being supported by SCW
- Provide coordination of and participate in relevant internal and external working groups and provide professional advice, expertise and support where requested
- To work in a collaborative manner with other professionals in primary and community settings, commissioning organisations, local authorities, secondary care and other agencies

Qualifications and Experience Required

Educated to master level in relevant subject or equivalent level qualification or significant experience of working at a similar level in specialist area

Member of relevant clinical regulatory body and committed to continuing professional development

Significant clinical experience and high level expertise in mental health

Suitable for

An experienced and enthusiastic clinician with a desire to work within the NHS, ensuring value for public money and helping to improve outcomes for patients. The role presents an exciting opportunity to and further develop professional and programme management skills at a senior level.



Aspirational



Collaborative



Insightful



Patients First



Respectful

PART 1 - JOB DESCRIPTION

JOB PURPOSE

The purpose of the post is to provide professional and subject matter expertise to the outcome of the business processes for the Department or Directorate.

The post holder will define current processes, facilitate discussions and advise colleagues as to how best practice might be adopted in the definition of future processes, document those processes as they are agreed and oversee their delivery.

The post holder will be an active member of the Clinical Services Programme Leads team and also work closely with the mental health team to ensure the development and growth of the SCW mental health service.

MAIN DUTIES AND RESPONSIBILITIES

1. General

- 1.1. Leadership and delivery of projects and work streams that are part of our customers clinical programmes
- 1.2. Provide project oversight and support to other members of the Clinical Services Team
- 1.3. Provision of expert advice within SCW and to our customer organisations
- 1.4. Input into delivery of projects and provide clinical and professional input to other members of the mental health team
- 1.5. Provide strategic direction for the delivery and development of the mental health programme
- 1.6. Ensure the mental health programme has a consistent delivery style and standard which is maintained across the core and the wider matrix team
- 1.7. Lead the effective project management and delivery of the clinical and mental health projects being supported by SCW
- 1.8. Deliver detailed programme planning and effective management from bid development through to evaluation
- 1.9. Provide leadership across a matrix team, developing appropriate networks internally to enable diverse projects to be resourced quickly and effectively
- 1.10. Lead on innovation within the mental health programme, working with the Deputy Director to develop customer focused solutions and seeking out potential new opportunities
- 1.11. Lead on the development of policies and procedures, briefings, and/or resources in relation to specialist areas within mental health
- 1.12. Provide specialist mental health advice to customers (internally and externally) to support strategic planning and service changes or developments
- 1.13. Work with members of the Clinical Service Leads to support delivery of CS objectives and OD plans, supporting investigation of the causes of any variance from target/plan and proactively contribute to the implementation of solutions
- 1.14. Collaborate with partners to embed and develop a culture of clinical practice based on clinical effectiveness
- 1.15. To use reports and evidence to support negotiation with clinicians on actions to deliver high quality, safe, evidence based and cost effective prescribing, and achievement of current commissioning targets
- 1.16. To lead engagement to determine appropriate models of care which deliver local aspirations for efficient use of resources, improved health outcomes and patient experience

- 1.17 To implement care pathway redesign as appropriate (eg in NSF areas, long term conditions) using clinical knowledge, influencing skills and professional networks to maximise best quality clinical care in the most appropriate setting
- 1.18 To receive, analyse and present specialist knowledge and information and support decision making, including interpreting and communicating key recommendations and decisions, to a wide range of audiences including clinicians, commissioners, senior provider managers media and the general public.
- 1.19 Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust business cases and contribute to project 'products'.
- 1.20 Establish and maintain an effective working relationship with CCG and other commissioning colleagues, secondary care clinicians and relevant clinical networks.
- 1.21 To work and engage constructively with internal and external stakeholders on a range of contentious issues.
- 1.22 To provide specialist knowledge and expertise to support Clinical Services in delivering customer work programmes and strategic priorities
- 1.23 Responsible for matching the available budget for each workstream to the appropriate staff resources and projects and for ensuring that the budget breaks even. Co-ordinate the budget, monitoring expenditure against target areas.
- 1.24 To provide advice and prepare strategic reports and briefings for directors and stakeholders.
- 1.25 Determine the strategic planning of Department or Directorate projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary.
- 1.26 Determine the development of performance and governance strategies and the development and implementation of improvement programmes
- 1.27 Responsible for proposing and drafting changes, implementation and interpretation to policies, guidelines and service level agreements (SLA's) which may impact within Department or Directorate.
- 1.28 Deliver projects to comply with key performance indicators.
- 1.29 To assist with public relations and marketing activities.
- 1.30 Responsible for the day to day range of staff management matters, which will include responsibility for supporting appraisals, development of staff, recruitment and where necessary processes such as grievance and disciplinary matters.
- 1.31 Responsible for an individual's development on the job and job performance management. Work in conjunction with line managers and other job managers to assess and manage confidential information about an individual's performance and capability development.
- 1.32 Provide management, mentorship, support and assistance to other clinical staff across SCW

2 Other

- 2.1 To carry out other appropriate delegated duties as required by the Manager
- 2.2 The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role
- 2.3 The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation
- 2.4 Support Operations team as required

Part 2 – PERSONAL SPECIFICATION

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

	Assessed by	
	Essential	Desirable
Values & Behaviours		
Patient First – Customer Excellence	A/I	
Aspirational	A/I	
Collaborative	A/I	
Insightful	A/I	
Respectful	A/I	
Education		
Educated to master level in relevant subject or equivalent level qualification or significant experience of working at a similar level in specialist area	A	
Member of relevant clinical regulatory body and committed to continuing professional development	A	
Significant clinical experience and high level expertise in mental health	A	
Knowledge & Experience		
Significant experience in a number of senior managerial and/or clinical roles	A/I	
Recent significant experience at a senior level in the NHS or relevant environment with proven track record of using professional knowledge (managerial and/or clinical) to bring about change	A/I	
Significant experience of facilitating and managing change	A/I	
Significant experience of working with senior managers and leaders	A/I	
Knowledge of NHS initiatives, policy and developments and how they relate to pharmacy and medicines optimisation in particular those relating to NICE	A/I	
Demonstrates good understanding of the legal, governance and ethical framework within which clinicians, primary care organisations, provider trusts, and commissioners work	A/I	
Experience of managing a budget		A/I
Experience of financial reporting	A/I	
Delivery of education and training		A/I
Experience of multidisciplinary working	A/I	
Comprehensive knowledge of programme and project principles, techniques and tools, such as Prince 2, Microsoft Project and MSP		A/I
Significant experience of successfully operating in a politically sensitive environment	A/I	
Skills & Capabilities		
Capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly	A/I	
Highly developed interpersonal, negotiation, influencing and conflict management skills	A/I	
Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making	A/I	

Ability to analyse very complex issues where material is conflicting and drawn from multiple sources	A/I	
The promotion of equality of opportunity and good working relations (providing practical leadership)	A/I	
Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales	A/I	
Experience of multi-agency team working and developing relationships across organisational boundaries within the public sector	A/I	
Management of whole systems change projects	A/I	
Numerate and able to understand complex financial issues combined with deep analytical skills	A/I	
Knowledge of financial systems e.g. monitoring budget management, processing invoices and procurement; business planning processes		A/I
Experience in the use of clinical audit to improve practice		A/I
Experience of evidence based medicine and of obtaining relevant and up to date clinical and regulatory information	A/I	
Critical appraisal skills		A/I
Demonstrates the full range of leadership qualities, skills and behaviours. Highly developed presentation skills	A/I	
Ability to use databases, spreadsheets and word processing IT Software	A/I	
Prioritisation skills with ability to manage multiple projects	A/I	
Proven team worker with ability to motivate others	A/I	
Able to travel	A/I	

Assessment methods

Application form (A), Interview (I), Testing/assessment (T), Presentation (P)

Date prepared	01/03/2024
Written by	Rebecca Hodge
Approved by	Alex Evans

Part 3 - GENERAL INFORMATION FOR POST-HOLDER

The post holder must at all times carry out his/her responsibilities with due regard to the organisation's handbook. All staff has a responsibility to participate in the organisation's Appraisal Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for. Part 1 of the Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

Equality & Diversity

The Organisation is committed to applying the principles of equality and diversity at all times. You are required to be fully conversant with this policy, breaches of which may be considered as gross misconduct.

Confidentiality

In the course of your employment / work with this organisation you may have access to confidential or commercially sensitive information relating to the organisation. You are required to exercise due consideration in the way you use such information especially when the information relates to the general business or individuals who use the services provided. All employees or contractors who have access to such information must not act in any way, which might be damaging to the organisation. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your manager before communicating such information to any third party.

Data Protection

In accordance with the Data Protection Act 1998 you must not at any time use the personal data held by the organisation other than for the purpose for which it has been collected, nor disclose such data to a third party. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act then you must contact the Associate Director of ICT.

Health and Safety

Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to maintain awareness of safe practices and assessment of risk.

Financial Regulation

All staff are responsible for security of the organisation's property, avoiding loss or damage and being economical and efficient in the use of resources. Staff should conform with the requirements of the Standing Orders, Standing Financial Instructions and other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Sustainability

It is the responsibility of all staff to minimise the organisation's environmental impact by recycling wherever possible, switching off lights, computer monitors, **electric heaters are also turned off when not in use and not left unattended**, minimizing water usage and reporting faults promptly. Staff should take note of relevant communications and attend mandatory training when required.