

JOB DESCRIPTION

<u>JOB TITLE:</u>	Business Support Manager - Safety and Trust Innovations
<u>GRADE:</u>	Band 8A
<u>DEPARTMENT:</u>	Safety, Security & Resilience
<u>LOCATION:</u>	Carleton Clinic
<u>RESPONSIBLE TO:</u>	Associate Director (Safety, Security and Resilience)
<u>ACCOUNTABLE TO</u>	Director of Safety Security, Resilience and Trust Innovation

MAIN PURPOSE OF THE JOB

The post holder will be responsible for the design, development and implementation of a range of safety and innovation related information systems, generated from key safety assets. To provide interactive information for managers, Associate Directors and Directors, and provide assurance that key safety systems of work are operating as expected.

Responsible for the development strategy and road map for key safety digital assets, in line with operational services needs.

Supports the key members and subject experts of the Safety Team by co-designing safety solutions to allow in-depth analysis of statistical and safety related information, which informs future safe design of systems.

The post holder will be responsible for providing project support, business support and Safety Intelligence to the Integrated Safety & Innovation Directorate within the Trust.

To undertake tasks delegated by the Integrated Safety & Innovation Directorate.

The post holder will be an active member of the Directorate leadership team, assisting in the development of reports for all data submission for Safety Intelligence Information and supporting Senior Managers within the Directorate.

This will include the coordination of the Care Group business priorities as set out by the Group Directors in order to deliver Corporate Accountability requirements.

To arrange, attend Business meetings with the Integrated Safety & Innovation Directorate in attendance.

Liaise / negotiate with third party software / device providers to provide advice on required data requirements and ensure successful implementation of ongoing projects including development and enhancements.

Co-ordination across each team within the directorate to ensure delivery of the accountability framework and directorate objectives.

Manages the Policy / CAS administration team within the trust to ensure corporate process of policy, creation, development, consultation, distribution, and implementation is maintained. In conjunction with the Head of Safety , Security and Resilience on behalf of the Deputy Chief Operating Officer in working with other relevant organisations, both within and out with the NHS, in the North East Region, to co-ordinate emergency planning.

To deliver the full range of advice, guidance and support to managers and staff at all levels throughout the Trust and ensures that Trust staff are able to respond appropriately to emergencies by: developing, reviewing, auditing and updating major incident and business continuity plans; organising and providing training for relevant staff; regular testing of major incident and business continuity plans.

VISION AND VALUES

Our Vision is: “To work together, with compassion and care, to keep you well over the whole of your life.”

Our Values are:-

- Caring Compassionate
- Respectful
- Honest and Transparent

ORGANISATIONAL CHART

Director of Safety, Security and Resilience and Trust Innovations



Associate Director of Safety, Security and Resilience



Business Support Manager – Safety and Trust Innovations (This post)

COMMUNICATION & RELATIONSHIPS

Provides and receives highly complex information where excellent negotiating, training, empathic and re-assurance skills are necessary.

The post holder will work with colleagues internally and externally in implementing the objectives relevant to the Directorates

Strong interpersonal communication and negotiation skills with the ability and confidence to represent specifics positively through high quality written and verbal presentations;

Influence, negotiate and manage change successfully in both clinical and non-clinical areas across the Trust and where appropriate across partner organisations;

Provide advice, guidance and support to managers and other staff on a range of emergency planning related issues.

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

Highly developed specialist knowledge across range of procedures underpinned by theory and experience Masters level or equivalent.

Significant post qualification experience;

Excellent management / leadership skills;

Evidence of continuing professional or managerial development.

Business management experience

Experience in a senior administration role within a complex organisation;

NHS experience in the area of performance, planning, service development and management;

Experience of NHS national performance management framework and policy initiatives;

Experience in partnership / collaborative working across all statutory and non-statutory agencies.

In-depth specialist knowledge for the creation of software based information systems such as Power BI or Tableau.

A thorough understanding of the NHS modernisation programme NHS Forward plan;

Interpretation and implementation of national strategies into local initiatives;

Ability to provide specialised advice to clinical and non-clinical areas on service development and re-design initiatives in line with the Trust's business;

Knowledge and experience on NHS business planned process;

Thorough working knowledge of the requirements of the Community, Inpatient and Specialist services including performance management within the NHS, integrated governance and the needs of all service users and carers.

Ability to achieve deadlines and work under pressure;

Excellent communication skills with the ability to influence, negotiate and manage change successfully in both clinical and non-clinical areas of the Trust and across all key partnership agencies;

Demonstrate interpersonal skills, report writing and presentation skills;

Strong negotiating skills;

A good team player with the ability to be self-directed;

Project management skills

Enhanced IM&T skills.

ANALYTICAL AND JUDGEMENTAL SKILLS

The post holder will contribute towards the decision-making situations, requiring analysis and comparison of a range of options. There will be complex situations and facts which will require analysis and assessment and may be conflicting.

Ability to analyse, interpret highly complex statistical information and have the ability to design digital solutions to evidence improved safety outcomes, or highlight areas of concern.

Numerate, with analytical skills, an ability to think logically and strategically and to present information with clarity

Ability to consider / compare and contrast a wide range of options for proposed service developments / modernisation agenda;

The post holder will support teams within the Integrated Safety & Innovation Directorate with the Safeguard Incident system assisting in and responding to the identification themes and trends.

PLANNING AND ORGANISATIONAL SKILLS

Plans and organises a broad range strategies for the Safety and Innovation Teams around digital developments specific to the Safety agenda of the Trust.

Prepares written plans and projects and takes the leads with internal and external staff where there may be a need to make long term arrangements for development and consideration.

To ensure that planning processes within the Trust inform and involve service users and carers and that their views are at the heart of all planned service developments.

Develop appropriate action plans to ensure appropriate activities are prioritised and managed and adjusting these plans when complexities arise. Provide reports and information as required.

To ensure all appropriate national initiatives are considered and where appropriate local action plans / financial costing and implementation plans are embedded across the Trust.

Ability to apply change management tools and techniques.

PHYSICAL SKILLS

The post requires physical skills which you would normally obtain through experience and practice. Such skills would include general keyboard skills.

RESPONSIBILITIES FOR PATIENT/CLIENT CARE

Incidental contact with service users is anticipated. Will participate in Service User and Carer consultation processes relating to proposed changes in services;

Contact with services users is anticipated on in-patient wards as part of design and implementation of safety systems.

POLICY AND SERVICE DEVELOPMENT

Proposes changes to Trust policy standards, and other key Trust-wide written information.

Proposes changes Trust wide to new data collections and the presentation of this data.

Supports national projects with NHS England in line with the Trusts Safety Strategy.

Supports the analysis of nationally published data, and the interpretation at a Trust level.

To support the continuous improvement of services within the directorate

To produce quality reports that stand up to internal, external and national scrutiny

To have a sound understanding of all new national initiatives and the impact on the delivery of clinical and non-clinical areas.

Ensure that the Integrated Safety & Innovation Directorate are compliant with agreed local and national patient safety standards e.g. risk assessments, equality impact assessments .

Assist in the identification of areas of service re-design and modernisation.

Support the functions of the Trust and Care groups operationally in ensuring that there are appropriate measures in place to monitor performance, and delivery of activity required for the directorate and corporate business cycle and annual reports.

Responsible as co-policy author for Development and Management of Procedural Documents Policy and Central Alerts Policy including implementation and development.

To take the 'lead' role on specific projects identified within the Integrated Safety & Innovation Directorate of the Trust

FINANCIAL AND PHYSICAL RESOURCES

Authorised signatory as required. £1000 or less per month. Monitors budgets and non-staff and staff spend in area of responsibility.

To work with clinicians and managers in ensuring that the financial efficiency plan is understood and achieved across the function.

HUMAN RESOURCES

Line Manager for the Policy administration team within the trust to ensure corporate process of policy, creation, development, consultation, distribution, and implementation is maintained.

Maintain own knowledge and professional development, in accordance with KSF;

Responsible for delivering a training programme in own discipline.

Responsibilities include recruitment, appraisal, discipline, training, delegation

Responsible for delivering a training programme in relation to Trust information systems & data

INFORMATION RESOURCES

The post holder will use both manual and electronic systems and will utilise a variety of software applications such as RiO, Safeguard, the internet, email and Word, Structured Query Language (SQL), Hyper Text Mark-up Language (HTML) , Power BI, Dynamic Analysis Expressions (DAX).

Responsible for the maintenance of Safety level data throughout the Power BI platform and developments at a trust wide level.

Designs new information platforms dependent on clinical group needs. To develop systems to allow for consistent and accurate information collection which will inform future planned service improvement and re-design within the Trust.

The post holder will be responsible for co-ordinating and producing reports in response to data requests e.g. thematic reviews, freedom of information requests and agreed information requests both internally and externally.

Disseminating activity e.g. JDR, Sickness information to the various teams within the directorate and monitoring follow-up action.

RESEARCH AND DEVELOPMENT

Undertake surveys or audits, as necessary to own work.

National research into information system best practice for local deployment into the Trust.

FREEDOM TO ACT

Post holder has significant discretion to work within a defined set of parameters.

Post holder is guided by principles and general occupational policies or regulations.

Ability to work independently on complex issues whilst dealing with tight deadlines, to a desired level of quality and within budget

PHYSICAL EFFORT

Combination of sitting, standing and walking.

Inputting, extracting and analysing data and producing technical reports using a variety of sources e.g. patient database, audits, documents and email. Requires sitting or standing in a restricted position for extended periods and frequent driving for a substantial proportion of the working time.

MENTAL EFFORT

Work is unpredictable. Frequent concentration required for writing of specific policies, undertaking reports, data analysis with interruptions to respond to urgent departmental requests, and detailed Trust wide enquiries, requiring expert analytical advice.

EMOTIONAL EFFORT

Frequent exposure to distressing service user details including incident reports detailing issues of risk, abuse, self-harm, homicide and suicide.

Expectations that the post holder will be expected to analyse significant patient related and patient / staff identifiable data in relation to the above.

Dealing with staff issues and potential grievances and disciplinary investigations.

WORKING CONDITIONS

Occasional exposure to unpleasant working conditions and some exposure to hazards, from working on wards with clinical teams educating and training about dashboards and data assessment.

Role is trust-wide and requires travel to diverse geographic locations.

Requires use of VDU

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

CALDICOTT RESPONSIBILITIES:

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don't use it **unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**
3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.

5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

Post Holder's Name:

Post Holder's Signature:**Date:**

Line Manager's Name:

Line Manager's Signature:**Date:**

PERSON SPECIFICATION

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<p><u>Certificates and Experience</u></p> <p>To be educated to degree level or a relevant professional qualification.</p> <p>Excellent management / leadership skills.</p> <p>Evidence of continuing professional or managerial development.</p> <p>Teaching qualification Business and project management experience</p>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	<p style="text-align: center;">*</p>
<p><u>Knowledge</u></p> <p>Interpretation and implementation of national strategies into local initiatives.</p> <p>Ability to provide specialised advice to clinical and non-clinical areas on service development and re-design initiatives in line with the Trust's business.</p> <p>A good working knowledge of the requirements of clinical service delivery in Inpatient, Community and Specialist services. This will include the performance management agenda in the NHS and clinical governance, and the needs of service users across the Trust.</p> <p>A thorough understanding of the NHS Modernisation Programme.</p> <p>Knowledge and experience on NHS business planning process.</p>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	

<p style="text-align: center;"><u>Skills</u></p> <p>Ability to achieve deadlines and work under pressure;</p> <p>Excellent communication skills with the ability to influence, negotiate and manage change successfully in both clinical and non-clinical areas of the Trust and across all key partnership agencies;</p> <p>Demonstrate interpersonal skills, report writing and presentation skills;</p> <p>Strong negotiating skills;</p> <p>A good team player with the ability to be self-directed;</p> <p>Project management skills</p> <p>Enhanced IM&T skills</p>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	
<p style="text-align: center;"><u>Behaviours</u></p> <p>Positive attitude to those experiencing mental health problems</p> <p>Ability to work autonomously and meet tight deadlines</p> <p>Proven credibility to achieve and maintain quality relationships with consumers</p>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	

Highly motivated and enthusiastic

Willing to learn and constantly updated
knowledge base

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