

## Candidate Information Pack



# Message from Ben Travis, Chief Executive

Thank you for your interest in working at Lewisham and Greenwich NHS Trust and for taking the time to read this information pack. You will be joining the organisation at an important time. We are proud of how our staff have met the demands of the Covid-19 pandemic over the last two years, and we continue to work hard to reduce waiting lists for vital non-Covid services.

As an organisation, we've made significant improvements for patients and staff in the last two-and-a-half years. This is reflected in our most recent Care Quality Commission (CQC) inspection (from February 2020), which found improvements across the organisation and gave us an improved rating of "Good" in the Well-Led and Effective domains, in addition to the rating of "Good" that we had already achieved in the Caring domain.

We've laid the foundations to achieve more transformational change and are at the start of delivering our five-year strategy, "Caring for our local communities". This was agreed with staff and partners in November 2020 and provides clarity about our role in the local health and care system. First and foremost, we will be a community focused provider of consistently high quality local and acute care. We will work with our partners to play a more active role in contributing to the vitality of local communities and in reducing inequalities.

Our staff culture change programme has been key to the Trust's improvement journey, as we've stabilised our workforce by reducing vacancy rates and improving staff retention.

As a local employer and anchor institution we work closely with our community to recruit locally and we welcome applications from the widest variety of people to ensure our workforce are reflective of the local communities which we serve. We encourage all suitable candidates to apply including if you are Black, Asian or other ethnic minorities, live with a disability (visible or not) or are LGBT+. We have a number of active staff networks including Disability, LGBT+, Multicultural Inclusion and Women's staff networks to bring staff together and celebrate diversity across our whole workforce.

I am very proud to work for Lewisham and Greenwich NHS Trust and I hope you are excited by the opportunity of joining us.

Ben Travis  
Chief Executive

A handwritten signature in black ink, appearing to read 'Ben', followed by a long, horizontal, slightly wavy line that extends to the right.

# Our vision, values and priorities

## Our vision

To work together to provide high quality care to every patient, every day.

## Our priorities



### Quality

Continually improve safety and quality



### Patients

Put patients at the heart of everything we do



### People

Support and develop our workforce to live our values every day



### Partnership

Work effectively with partner organisations



### Money

Ensure we spend every penny wisely

## Our values



We treat our colleagues with respect and compassion



We take responsibility for our actions



We learn, develop and share knowledge



We work together for patients and colleagues



We work as a team to improve quality

## **General Information**

### **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 the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis.

### **Confidentiality**

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the General Data Protection Regulation 2018, the Caldicott Principles and the Common Law Duty of Confidentiality. The postholder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

### **General Data Protection Regulation 2018**

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Corporate Records Management and Medical Records Management Policies. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Medical Records Management Policy.

All staff have an obligation to ensure that (care) records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the General Data Protection Regulation 2018. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line the General Data Protection Regulation 2018.

### **Systems and IT skills requirements**

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information Systems as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

Health & safety

All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

## **Professional registration**

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.
- iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

## **Risk management**

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical and information governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and

## **Strategic Risk Management Committee.**

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks

to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

### **Infection Control**

All Trust staff are responsible for protecting themselves and others against infection risks.

All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

### **Financial Regulations**

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

### **Safeguarding**

All staff must be familiar with and adhere to Trust adult and child protection procedures and guideline

## **JOB DESCRIPTION**

<b>Post Title:</b>	<b>Stop Smoking Service Facilitator</b>
<b>Department:</b>	<b>Stop Smoking Service</b>
<b>Responsible to:</b>	<b>Stop Smoking Team Lead</b>
<b>Grade:</b>	<b>Band 5</b>
<b>Hours:</b>	<b>18.75 hours per week</b>
<b>Duration</b>	<b>Contract runs to end of March 2025</b>

### **Job Summary:**

Accountable to Stop Smoking Team Lead.

The post holder will play a key role in supporting patients identified as smokers from the elective waiting list who are in the Core 20 plus 5 group. They will work within the Trust and across the community, taking responsibility for identifying smokers, booking appointments, providing follow up, and delivering stop smoking support whilst also reviewing the elective pathways and providing training and resources for key stakeholders.

The post holder will have passed the NCSCT practitioner assessment and will be competent to provide effective patient care in a range of settings, having a close regard for relevant Trust policies to ensure safe and effective working practices when working with vulnerable patients, maintaining patient confidentiality, and designing individually tailored support programmes according to evidence-based practice for the effective delivery of stop smoking interventions throughout the elective pathway using the standards laid out in NICE guidelines (NG209) and by the NCSCT.

They will liaise closely with the community stop smoking services and will be responsible for developing referral pathways and maintaining close relationships with the services to track patient outcomes to ensure they receive a high standard of care to maximise their chances of stopping smoking.

### **Key Result Areas:**

- Act as a Smoking Facilitator for the Elective Waiting List project, working with the multidisciplinary team to assess, treat and support patients identified as smokers before they are admitted to hospital.
- Work with local stop smoking services to increase referrals and clinical attendance.

- Be aware of current advances in public health interventions and be able to facilitate the team members in implementation of evidence-based practice.
- Provide advice, support, and arrange treatments for all identified smokers and track their progress. Manage a small case-load of smokers' quit attempts as their named advisor.
- To ensure services are delivered in a manner that is appropriate, relevant and respectful to all community members, recognising the diversity of ethnicity, culture, belief, privilege and capacity of service users and carers.
- Take an active role in the continuing development and use of protocols and standards for stop smoking interventions.
- Participate in evaluation, audit, and research on the smoking element of the elective pathway, and incorporate appropriate findings into practice.
- Actively work to promote smoking cessation in staff, patients, and their relatives.
- Plan and manage joint initiatives with other health improvement programme managers.
- Promote and maintain a safe and pleasant environment for patients, visitors, and colleagues.
- Contribute positively to the LGT Stop Smoking team.
- Have knowledge of recording relevant patient data in iCare and Quit Manager.
- Attend mandatory annual updates in fire training, information governance, and maintain knowledge of relevant policies.
- Have knowledge and understanding of all relevant Trust policies, including the Major Incident Plan.

### **Work force**

- Manage a group of patients, prioritising their needs in conjunction with those of the Stop smoking service, to ensure safe and effective care.
- Manage an area of responsibility as required within allocated resources.

### **Financial**

- Have an understanding of service budgets and how the division may



become more cost-effective. Work within budgetary requirements whilst maintaining standards of care.

- Participate in the management of skill mix issues, stock control, and available resources.

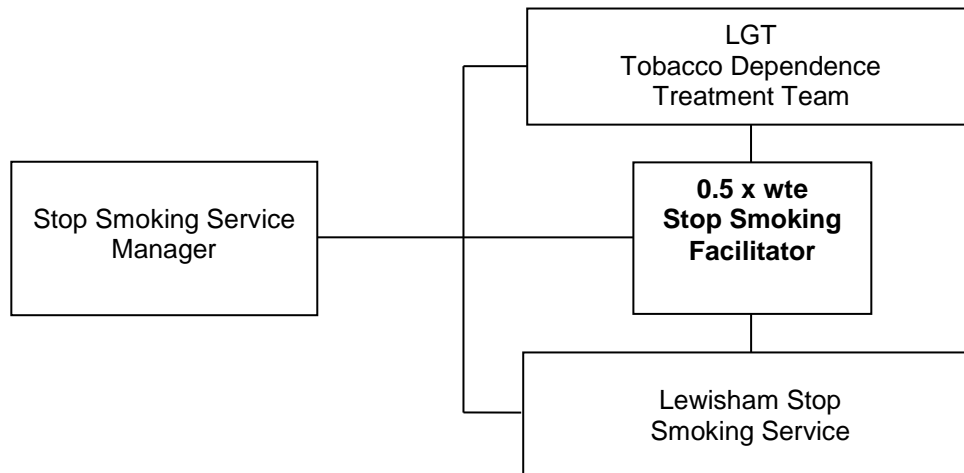
### **Partnerships**

- Take an active role in developing and maintaining effective communication with members of the interprofessional team, patients, and relatives about difficult matters in difficult situations.
- Liaise with stop smoking and tobacco dependence treatment teams to facilitate continuation of treatments during hospital admissions.
- Work with the communications team to produce messages for the wider Trust teams to highlight the service.

### **General**

- Participate in the orientation of new members of staff within their Division
- Attend relevant meetings and participate in discussions relating to the improvement of the service.
- Act as a change agent where necessary
- Ensure all Trust policies and procedures are adhered to
- Be aware of operational personnel issues relevant to the directorate including management of absence and sickness, disciplinary and recruitment matters
- Where necessary, and with support, investigate the stop smoking aspect of complaints and clinical incidents, and initiate corrective actions
- Ensure own continuing professional development and identify own Personal Development Plan
- Participate in the clinical and educational development of other staff within the team
- Act as a role model for all levels of staff
- Encourage other staff to keep abreast of new developments and encourage the exchange of information, ideas and experiences.

## Structure Chart



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### **Safeguarding Children**

All staff must be familiar with and adhere to Trust child protection procedures and guidelines.

#### **General**

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required, It is anticipated duties will change over time and the job description may need to be reviewed in the future.

- All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

### **Valuing Diversity**

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end the Trust has a Single Equality Scheme and it is for each employee to contribute to its success.

### **No smoking policy**

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

### **Waste disposal**

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy

### **Role Model the NHS Values**

**Respect and dignity.** We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

**Commitment to quality of care.** We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

**Compassion.** We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.

**Improving lives.** We strive to improve health and well-being and people's experiences of the NHS. We value excellence and professionalism wherever we find it - in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

**Working together for patients.** We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

**Everyone counts.** We use our resources for the benefit of the whole community, and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken - and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

## PERSON SPECIFICATION

**Job Title: Stop Smoking Service Facilitator**

**Department: Allied Clinical Services**

	Essential	Desirable
Qualifications and Training	<p>Educated to degree level or appropriate professional qualification e.g. nursing, social work, counselling, health promotion</p> <p>NCSCT Practitioner Certification</p> <p>Evidence of continuing professional development</p>	<p>SCTRP 'Setting up and running stop smoking groups'</p>
Experience	<p>Experience in delivering health improvement programmes</p> <p>Experience of delivering behaviour change programmes to vulnerable groups</p> <p>Experience of project development and management</p> <p>Experience of designing and delivering training to a wide range of professions.</p> <p>Experience of successful partnership work across agencies and/ or professional groups</p> <p>Excellent interpersonal skills, both verbal and written</p> <p>Able to formulate and verbalise views</p> <p>Able to anticipate and forward plan</p> <p>Able to use initiative and work with minimum supervision</p>	<p>Working with smokers</p> <p>Helping people to change behaviours</p>
Knowledge	<p>Ability to work under pressure and remain calm</p> <p>Understands key issues around smoking cessation delivery in acute and community settings</p> <p>Can translate national guidance into local practices</p>	

	<p>Able to analyse data and to evaluate the effectiveness of different initiatives</p> <p>Able to recognise stress in self and others and support colleagues through stressful situations.</p> <p>Able to create press releases and statements to consisely elucidate service activity and benefits to the wider Trust teams.</p> <p>Computer literate</p> <p>Patient focused</p> <p>Reflective</p>	
Personal Qualities	<p>To demonstrate knowledge of being up to date within the speciality</p> <p>Tact and sensitivity in working with others Able to work effectively across a range of social groups to deliver an equitable service Able to empathise, be supportive and sensitive to the needs of others as well as being able to cope with distressing circumstances Flexible, able to travel across the Trust as the service needs demand</p> <p>Adaptable to changes in working days to meet requirements of the service</p>	

**Post Holder's name/s:**

**Post Holders' Signature/s:**

**Date:**

**Manager's Name:**

**Manager's Signature:**