

JOB TITLE Directorate Support Officer – Integrated Care Directorate
BAND Band 5

Job Summary

To provide wide-ranging administrative support to the Integrated Care Directorate of Velindre NHS Trust, in particular supporting the Head of Nursing, but also the wider directorate team, with a focus on Quality & Safety, service improvements, Transforming Cancer services and nVCC, writing business cases, policy development and project management.

Responsible to

Reporting: Head of Nursing & Integrated Care

Accountable: Head of Nursing & Integrated Care

Professionally: Head of Nursing & Integrated Care

Responsibilities and Duties

- Provide support to the Head of Nursing and other senior nurses in developing business cases
- Co-ordinate input from all stakeholders on projects, as well as co-ordinating the involvement of external advisors
- Represent the Integrated Care directorate at relevant Trust Project Board meetings
- Establish relationships with Senior Clinicians and Managers
- To develop and produce an Annual Report for the Division in conjunction with Senior Management Team
- To work closely with the Service Improvement Team to support improvement projects across the centre
- To support the Head of Nursing in advancing organisational improvement projects.
- To assist in developing local policies/procedures as required.
- Ensure full implications and consequences of policies are considered and addressed, including monitoring completion of Equality Impact Assessment process.
- To produce and present various reports, procedures and policies on behalf of Velindre Cancer Centre
- To assist consultants and departmental managers in the production of detailed reports and business cases
- To support the Head of Nursing in business continuity planning, ensuring the centre has full arrangements in times of emergency
- To take an active lead in the Divisions assessment against the Standards for Healthcare, liaising with Trust colleagues to ensure processes are followed in a timely manner

- To be the focal point within the nursing department at Velindre Cancer Centre for consultation of new nursing policies and review of existing policies. To seek input from Velindre Cancer Centre Senior Nurses/Managers and to collate their responses, with appropriate comment/advice for consideration.
- To ensure that staff can access up to date policies and procedures.
- Provide support for large, multi-dimensional projects as appropriate/required by the Head of nursing and other senior colleagues
- Co-ordinate input from all stakeholders on projects, as well as co-ordinating the involvement of external advisors
- To use project management techniques as appropriate in order to deliver change.
- Work with senior colleagues to support the annual business planning process and SWaFF (Service, Workforce and Financial Framework) process for the Velindre Cancer Centre
- Support Velindre Cancer Centre activity to ensure a comprehensive approach to service planning
- Co-ordinate and monitor action plans to deliver both Velindre Cancer Centre Business objectives and the relevant aspects of the Trust Corporate Plan
- To take an active role in the in the support of the 3 year rolling capital programme for Velindre Cancer Centre
- Provide support for large, multi-dimensional projects as appropriate/required by the Director and other senior colleagues, e.g. transport modernisation
- To achieve and maintain Investing in Volunteers accreditation
- Work with senior colleagues to support the planning process and IMTP (Integrated Medium Term Plan) process for the Velindre Cancer Centre
- Co-ordinate and monitor action plans to deliver both Velindre Cancer Centre Business objectives and the relevant aspects of the Trust Corporate Plan
- To take an active role in the in the support of the 3 year rolling capital programme for Velindre Cancer Centre
- Work with managers to support defining performance management targets and systems for Velindre Cancer Centre
- Ensure full cost's/savings implications are identified in the course of the role
- Management of the chemotherapy improvement budget.
- Delegated signatory of £1,000 for the Head of Nursing
- To manage the Nursing Admin Supervisor
- Produce written reports to divisional and trust boards and to the Welsh Government, detailing progress made by Velindre Cancer Centre
- To analyse data in order to make sound judgements and decisions for the service
- Produce completed business cases for submission to the Senior Management Team, Trust Board, Local Health Boards and Welsh Government.
- To undertake Root Cause Analysis investigations as requested by the Serious Clinical Incident Forum
- Research and collate information for business cases
- Produce completed business cases for submission to the VCC Senior Management team, Trust Board,
- Ensure full cost's /savings implications are identified within the nursing budgets
- Assist nursing colleagues in developing full specifications ahead of current procurement of capital items
- To use project management techniques and service improvement methodologies as appropriate in order to support the delivery of change
- Produce written reports to divisional and trust board detailing progress made by Velindre Cancer Centre against targets
- Ability to attend off-site meetings by either driving or public transport

- Standard keyboard skills
- The post holder will be responsible to the Head of Nursing, but will have the autonomy, and be expected, to work independently to meet defined objectives
- The post holder will be required to concentrate for prolonged period of time when compiling reports, checking documents and analysing statistics
- The post holder will require regular emotional effort, due to the fact that Nursing Management Offices is the main point of contact for patient concerns.
- The post holder may also be asked to attend concern resolution meetings, which will require emotional effort
- The post holder will be largely office-based and be required to use VDU for the majority of the day
- Occasional requirement for travel to other venues.

PERSON SPECIFICATION

Qualifications and Knowledge

Essential

Degree or equivalent level of study

Understanding of NHS Business case processes

Knowledge of Project Management principles

Desirable

Project Management

IQT

A knowledge of NHS systems and procedures

Experience

Essential

Previous NHS experience at a junior management level

Performance management systems

Demonstration of a degree of responsibility and autonomy of actions

Project Management

Experience of working with best practice

Experience of working with NHS concerns regulations

Business cases, written reports and action plans

Desirable

Experience of preparing policies and procedures

Previous NHS experience

Project management
Management of change
Service Improvement experience
Formal presentations to senior managers
Performance management systems

Skills and Attributes

Essential

Excellent computer skills, and experience of using Microsoft Office
Excellent interpersonal skills
The ability to influence others
Excellent communication skills, both written and verbal
Ability to work independently and proactively to complete projects and/or tasks
Ability to interact effectively with people at all levels within the organisation and with people from outside the organisation
Excellent organisational and time management skills
The ability to prioritise workload

Desirable

Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh
The ability to influence others

Other

Able to understand the principles of and to maintain confidentiality
Able to demonstrate a high level of professionalism
Able to demonstrate attention to detail
Able to work under pressure
Empathetic
Proactive and able to act on own initiative
Able to deliver to tight deadlines
Team player
Patient centred approach
Innovative
Confident
Flexible approach to meet service needs
Ability to travel between sites in a timely manner
Satisfactory Standard/Enhanced DBS clearance

