

# SHAPE YOUR STORY

## Recruitment Information Pack





**Our Vision** To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

## WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

Value	Key behaviours
<b>W</b> WELCOMING 	<ul style="list-style-type: none"> <li>Introduce yourself by saying "Hello, my name is ..."</li> <li>Smile and acknowledge the other person(s) presence</li> <li>Treat others as you would wish others to treat you</li> <li>Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors</li> </ul>
<b>E</b> ENGAGING 	<ul style="list-style-type: none"> <li>Get involved in making improvements and bring others with you</li> <li>Encourage feedback from patients and colleagues and respond to it</li> <li>Acknowledge efforts and successes; say thank you</li> <li>Use feedback to make improvements, and empower colleagues to do this without needing to seek permission</li> <li>Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable</li> </ul>
<b>C</b> COLLABORATIVE 	<ul style="list-style-type: none"> <li>Give time and energy to developing relationships within and outside own team</li> <li>Demonstrate pride in Team Barts Health</li> <li>Respect and utilise the expertise of colleagues</li> <li>Know your own and others' part in the plan</li> </ul>
<b>A</b> ACCOUNTABLE 	<ul style="list-style-type: none"> <li>Always strive for the highest possible standard</li> <li>Fulfil all commitments made to colleagues, supervisors, patients and customers</li> <li>Take personal responsibility for tough decisions and see efforts through to completion</li> <li>Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing</li> <li>Do not pretend to have all the answers; actively seek out those who can help</li> </ul>
<b>R</b> RESPECTFUL 	<ul style="list-style-type: none"> <li>Be helpful, courteous and patient</li> <li>Remain calm, measured and balanced in challenging situations</li> <li>Show sensitivity to others' needs and be aware of your own impact</li> <li>Encourage others to talk openly and share their concerns</li> </ul>
<b>E</b> EQUITABLE 	<ul style="list-style-type: none"> <li>Value the perspectives and contributions of all and ensure that all backgrounds are respected</li> <li>Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out</li> <li>Work to enact policies, procedures and processes fairly</li> <li>Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment</li> <li>Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them</li> </ul>



## 1. Job Particulars

<b>Job Title</b>	<b>Improvement Manager</b>
<b>Reference Number</b>	XXX-XXXXXXX
<b>Pay Band</b>	Band 8A
<b>Location</b>	St. Bartholomew's Hospital
<b>Reports to</b>	Head of Quality & Efficiency Improvement
<b>Responsible to</b>	Deputy Chief Executive

## 2. Job Purpose

The Improvement Manager is required for the provision of project management and quality improvement of the Breast Family History Service for North East London (NEL). The role is hosted at St. Bartholomew's Hospital They will be responsible for identifying opportunities, developing strategies and implementing the changes in conjunction with the wider MDT. This requires a highly motivated individual able to demonstrate leadership and problem-solving skills.

The successful candidate will also be responsible for providing accurate reports to internal and external stakeholders on the progress of the project.

The post holder will lead on the extension of Genomics in the Breast Cancer department, including improving access, identifying barriers, supporting education and training of the MDT and externally for example local GP practices.

Providing exemplary leadership and management to the family history team, ensuring all their development and practice needs are met.

The Improvement manager will also play a fundamental role in support the delivery of the Trust Quality Strategy. The post holder will work within the larger Cancer CNS team and have close working relationships with the Breast Multi-Disciplinary Team, Breast Family History Consultant Clinical Lead, Consultant Breast Surgeons, Breast Clinical Nurse Specialists, Clinical Genetics Department, Screening Units, the Oncology Department, the Gynaecology Department and Primary Care. This post managing more junior members of the family history team.

The post holder will work within the established programme governance structure to ensure consistency of monitoring and reporting at both work stream and portfolio level.

This role would well alongside a clinical role. Discussions about the capacity for clinical activity should take place with the line manger following successful appointment.

## 3. Key Working Relationships

Other Cancer CNS team members	Community partners/ Stakeholders
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Oncology Drs	Patients & families
Surgical Team	External Cancer Genetics Team
Wider members of the Cancer MDT and other trust based genetics teams.	
Data manager	
Allied Health professional staff	
Gynaecology MDT	

#### 4. Main duties, responsibilities and results areas

##### Service Delivery

- Develop local written information particular to the service for service users in conjunction with the North Thames regional Genetics' service
- Ensure patients and carers are given appropriate written and oral information regarding breast disease and management in line with agreed Barts Health Standard.
- Utilise advanced communication skills to advise and empower other healthcare professionals involved in the care of patients with an increased risk of developing Breast Cancer.
- Liaise with relevant personnel, specialities and services coordinating care and ensuring the seamless pathway of care during surveillance and in the case of an adverse event such as the development of breast cancer.
- Work collaboratively with specialist Consultants within the Multidisciplinary team, and take the lead, where appropriate, in identifying innovative ways to improve the service and therefore, patient care.
- Development of documentation and specialist nursing interventions beneficial to patient care, to reflect current practices, Trust policies and up to date knowledge, research, and national standards.
- To develop relations with other genetics specialities such as lynch syndrome to developing innovative pathways and ways of working.
- Participate in the development of Specialist nursing services (nurse-led clinics) enhancing the delivery of patient
- Maintain awareness of relevant national recommendations and standards, constantly striving to achieve these through updating and critical analysis of relevant research issues, Trust policies, trends and new developments. Initiate and develop own standards in order to continue specialist levels of nursing currently in place.
- Be a figurehead for the Family History Service for both external and internal stakeholders for example the North east cancer alliance.



## Service Improvement

- To lead a project looking at the needs and future possibilities of the Breast family history and genomics service.
- Being responsible for the planning and documentation.
- Identifying any deviations from the project plan and using risk assessment methodology to recover the position of the project.
- Working closely with the family history data manager to produce regular reports on the progress of the service and feeding this back to trust board members and external stakeholders.
- Utilizing service improvement techniques, to ensure the effective delivery of the project.
- Producing quarterly reports that monitor, measure and report on projects progress and project issues.
- Reporting progress on the project to the East London Cancer Alliance meetings.
- The post holder might be required to work across the Trust at any time throughout the duration of his/her contract, which may entail travel and working at different hospital.

## 5. Working conditions

Criteria	Description
<b>Physical</b>	The post holder may be required to travel between Trust sites. They will frequently be required to sit, stand and walk for long periods.
<b>Emotional</b>	Emotionally demanding role commensurate with pay banding Would be required to manage difficult situations when managing major change
<b>Working Conditions</b>	The postholder works across sites in acceptable working conditions Combination of office and clinically based working environments with frequent periods of VDU usage
<b>Mental</b>	Intellectually demanding role commensurate with pay banding. Concentration required for analysing data, writing reports etc. Will be frequently interrupted due to the operational nature of the role



## 6. Person Specification

Domain	Essential Criteria	Desirable Criteria
<b>Qualifications / Knowledge</b>	Master's degree or equivalent management qualification/ experience	Project Management Qualification e.g. PRINCE2  Quality improvement qualification
<b>Experience</b>	Ability to work effectively across boundaries and drive change  Evidence of leading and delivering improvements  Experience of working with a wide range of internal and external stakeholders, at all levels  Effective governance skills  Operational or clinical knowledge of how the NHS operates	Successful strategic management in a complex organisation  Knowledge of Genomics or Family history services and how they operate.
<b>Skills</b>	Ability to receive, process, summarise, interpret and communicate highly complex, sensitive and contentious information where there are barriers to acceptance and resistance to change  Organisational and project management skills, with the ability to influence and build positive and productive relationships at all levels  Excellent written and oral	Programme Management skills



	<p>communication skills</p> <p>Excellent numeracy skills.</p> <p>Clear commitment to quality and attention to detail</p> <p>Ability to sustain performance under pressure</p>	
<b>Personal and People Development</b>	<p>Ability to support development of positive team culture</p>	
<b>Communication</b>	<p>Ability to develop concise written reports which convey complex messages simply</p> <p>Ability to convey key, simple points in oral presentations or in more informal conversations</p>	

## 7. Summary of Terms & Conditions and Employee Benefits

Domain	Summary
<b>Salary Band and Range</b>	8a + Inner London HCA
<b>Annual Leave Entitlement</b>	Per agenda for change



## About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

