

JOB DESCRIPTION AND PERSON SPECIFICATION

Programme Manager – Adult Mental Health BAND 8a

Job Title:	Programme Manager – Adult MH
Band:	Band 8a
Team:	Adult Mental Health and LDA – Newham
Directorate:	Participation and Place
Responsible to:	Head of Strategic Planning and Programmes for Mental Health, Learning Disability and Autism
Location:	Usual office base: Unex Tower, Stratford But required to work at any establishment at any time throughout the duration of their contract, normally within the location of the ICB Staff will be supported to work from home subject to the requirements of the role.

The Adult Mental Health and LDA programme has a focus on ensuring people are able to live as independently and healthily as possible. It aims to increase integration of services, high impact delivery and improved outcomes for the people of Newham. The role will be part of the Newham Place team as part of NHS North East London, and work closely with system partners in East London Foundation Trust, the NEL MHLDA Provider Collaborative, and Newham Council.

1. Job Summary

- The post holder will be a key member of a team to improve the health and wellbeing of the local people in Newham Place.
- The post holder will support the Newham Place Based Partnership and the Mental Health, Learning Disability and Autism Collaborative, and be a subject matter expert in the delivery of a number of its core priorities and outcomes. The post holder will have good knowledge of their dedicated area, with a strong understanding of and experience in the commissioning cycle alongside advanced co-ordination, leadership, management, communication and interpersonal skills that enable them to promote and further the work of the partnership across a wide range of stakeholders.
- The post holder will work as part of the NEL ICB Newham Place Partnership and NEL MHLDA Provider Collaborative, and will hold a pivotal role in respect of adult mental health and wellbeing.

- The post holder will work at Place as well as across north east London, the provider Collaboratives, local government and with other Place Partnerships as appropriate.
- The post holder will support the Partnership to deliver the strategic vision and the priorities for the Place Based Partnership in line with the partnership operating model, focusing on adult mental health and wellbeing and to reduce health inequalities and improve the health and wellbeing of the local population
- The post holder will work to support integrated functions with relevant local authority and NHS partners to ensure best use of resources for the partnership.
- The post holder will work with colleagues in other Place Partnerships to share best practice and learning
- The post holder will work collaboratively with colleagues in other Place Based Partnerships within the ICB and the MHLDA collaborative to ensure that best practice is shared and that, where needed, joint services cross borough services can be developed and supported. To collaborate fully in NEL wide submissions to NHSE national and regional teams and other bodies. To lead on NEL wide transformation and service development projects as and when required

The focus of the role will be on system planning and transformation particularly in relation to place. As a Mental Health Programme Manager, the post holder will be expected to work both collaboratively and independently and to lead transformation projects within the Place Based Partnership and NEL MHLDA Provider Collaborative with system partners. They will also be active in shaping strategy through close working with partners. To support this work the post holder will facilitate an analysis of in service provision in relation to population need across whole pathways. The post holder will engage sensitively and purposefully with managers across a range of stakeholders to resolve differences and develop a consensus around transformation and pathway re-design on adult mental health system planning and transformation particularly in relation to place based pathway that span multiple providers. As a mental health programme manager, the post holder will be expected to work relatively independently and to lead adult mental health transformation programmes within the Place Based Partnership and NEL MHLDA Provider Collaborative

The Mental Health Programme Manager will have the opportunity to hold an honorary contract with East London Foundation Trust to facilitate collaborative working with the NEL MHLDA Provider Collaborative.

2. Key Working Relationships

The postholder will be required to develop and maintain constructive relationships with a broad range of internal and external stakeholders, including, but not limited to, the following:

- The Executive team at Newham Place
- The Management team at Newham Place
- ELFT Directorate Management Team (Newham)
- NEL MHLDA Provider Collaborative
- London Borough of Newham
- Newham Mental Health Partnership board members
- Where matrix managed at Place, their manager in the ICB
- The designated strategic lead for their area based within the relevant Department of the ICB (Finance and Performance, Medical, Nursing, People and Culture, Strategy and Transformation)
- Members of the Newham Place Partnership Board and associated sub-committee
- The Health and Well-Being Board members
- Lead member(s) for Health and Social Care

- Members of borough-based structures relevant to their work, including but not limited to: Community Safety Partnership; Safeguarding Adults Board; Safeguarding Children's Partnership; Health Protection Board; Local Resilience Forum; Learning Disabilities Partnership
- Local Medical Committee (LMC) representatives
- Local Pharmaceutical Committee (LPC) representatives
- Local Optometry Committee (LOC) representatives
- Local people and communities
- Senior managers and practitioners from across the relevant local authority
- Community and Voluntary Sector representatives in the place
- Senior managers and teams working at Healthwatch
- Local residents and public representatives that support the partnership

As the role evolves, the post holder will develop subject matter related relationships, participating in a range of internal and external working groups/projects, services and initiatives to ensure delivery in their area and to provide information and analytical advice and expertise.

The post holder will liaise with other colleagues across the system to share learning and best practice.

3. Accountable Areas

3.1 Operational requirements

The post holder will:

- work within the Mutual Accountability Framework to improve the health and wellbeing of local people in respect of key delivery outcomes for adult mental health and wellbeing
- Understand the needs and assets of their local population and lead within the MHLDA team on the adult mental health and wellbeing agenda adopting a strengths-based approach and considering the wider of determinants of health
- Involve local people, communities and wider stakeholders actively in identifying issues and challenges and in co-producing their own solutions within their area of adult mental health and wellbeing
- Contribute to the development and implementation, in line with the Place Based Partnership's and NEL MHLDA Provider Collaborative' score outcomes and priorities and in line with relevant north east London strategies, of local delivery plans in their dedicated areas
- Understand the potential synergies, interfaces or tensions between partnership priorities and individual organisational priorities and actively work with those organisations to demonstrate the benefit of a partnership approach
- Have a good understanding of the different ways of working and cultures across the partner organisations and use a range of communication techniques to engage and negotiate with different partners
- Identify different ways of working and work with colleagues to support partnership working and co-design as appropriate
- Support partnership processes to be well aligned to the wider system approach, and be able to identify synergies, opportunities or potential conflicts with system-wide, collaborative or other place programmes.
- Be an advocate for the Place Based Partnership and NEL MHLDA Provider Collaborative and be able to demonstrate the benefits of partnership working to a wide set of partners in both formal and informal settings, including at public meetings
- Produce and present written reports for a wide range of audiences including board level committees and politically sensitive settings, for example public overview and scrutiny committees.
- Take a lead role in the Newham mental health partnership board, supporting to help shape its priorities and drive forward Quality Improvement within adult mental health pathways and services.
- Be well informed and up to date on the agenda for adult mental health and wellbeing including national, regional, sub-regional and locally generated policy and guidance

- Deputize for the Head of Strategic Planning and Programmes for Mental Health, Learning Disability and Autism on matters of Adult Mental Health.

The post holder will act specifically as a mental health delivery lead having the following responsibilities:

- **System Planning.** To co-produce with provider and service user partners, adult mental health plans and service developments at place with a focus on system wide pathways that span multiple providers. The post holder is expected to facilitate discussions in partnership with local users and carers, improving mental health outcomes for local people. Working with partners, the post holder will aim to align plans with local and national strategic priorities and to ensure that plans are deliverable within the timescales and financial resources allocated. The post holder will ensure that plans and service developments are documented either as a contract or another written record and that the document is jointly agreed by the appropriate stakeholders and through the appropriate structures and processes. Support the Mental health partnerships board's annual planning of system priorities.
- **System Transformation.** Responsible for developing and leading on one or more major areas of adult mental health Place transformation. Responsible for developing the system transformation priorities for local people and for working collaboratively with Place stakeholders (including social care, health providers, local authorities, VCSEs).
- **Population Analysis.** To use local population health data to identify needs and gaps in service provision and to inform and prioritise equitable outcomes and offers for local people needing mental health services and support across NEL. To review performance information across the whole pathway with system partners and identify areas of good practice and areas of service improvement.
- **Project Leadership.** To lead on specific adult mental health transformation projects, developments and areas of focus across multiple PLACES as part of the wider NEL MHLDA Collaborative achieving delivery targets within agreed timescales and available resources. Take a lead role in the Newham mental health partnership board, working closely with members and the Chairs to agree the board priorities and agenda items.
- **NEL Wide Role.** To work collaboratively with colleagues in other Place Based Partnerships within the ICB and the MHLDA collaborative to ensure that best practice is shared and that, where needed, joint services cross borough services can be developed and supported. To collaborate fully in NEL wide submissions to NHSE national and regional teams and other bodies. To lead on NEL wide transformation and service development projects as and when required

The post holder will be expected to work autonomously across a complex set of partners at place from across the NHS, local government and voluntary and community sector

The post holder will be expected to support the Head of Strategic Planning and Programmes for Mental Health, Learning Disability and Autism to act as lead for north east London in identified areas as appropriate, in line with these Place functions

3.2 Financial and physical resources

The post holder will:

- Ensure that strategies and plans deliver value for money and support financial sustainability as well as improved health and wellbeing outcomes for local people
- Contribute to the development of business cases in respect of the Mental Health and Wellbeing agenda
- Deliver strategies and plans that support greater social value to local residents in respect of the Mental Health and Wellbeing agenda
- Deliver strategies and plans that support greater economic, social and green sustainability, and progress us towards delivering net zero in respect of Mental Health and Wellbeing agenda

- Deliver on required financial targets, including delivery of cost improvements and efficiencies, in respect of the Mental Health and Wellbeing agenda
- Ensure capital developments and programmes form part of the financial planning for their dedicated area to deliver outcomes for local people and good working environments for our workforce
- Be directly responsible for all budgets associated with the management of the Mental Health and Wellbeing function
- Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of this responsibility.

3.3 Staff management

The postholder will:

- Be line manager for their own team/multiple teams including the full range of HR responsibilities enabling them to deliver on its core outcomes, objectives and ways of working, directly managing some team members and matrix managing others
- Where appropriate, be responsible for the recruitment of team staff, undertaking appraisals and personal development including progressing any disciplinary or capability issues
- Manage third parties (such as consultants/interims) to ensure deliverables are met in a timely manner and within budget.
- Develop knowledge and expertise in managing integrated teams to optimise local resources to support Partnership priorities.
- On a practical level, work with the business manager to ensure the workforce can be located and become embedded at Place

3.4 Information management

The post holder will:

- Draft reports summarising status on issues, appraising outcomes, and providing progress reports on their dedicated area
- Interpret and present data to highlight issues and risks, supporting decision making in their dedicated area

3.5 Research and development

The post holder will:

- Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information in their dedicated area
- Deliver projects to comply with key performance indicators in their dedicated area
- Co-ordinate research & development initiatives, delegating as appropriate

3.6 Planning and organisation

The post holder will:

- Responsible for strategic planning of team projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements; and building in contingency and adjustments as necessary
- Pro-actively manage stakeholders, responding to and resolving conflict when this arises
- Ensure projects and initiatives are delivered on time, to quality standards and in a cost-effective manner, adjusting plans as required

Person Specification

Band 8a

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.

Factors	Description	Essential	Desirable	Assessment
Knowledge, training and experience				
	Educated to Post Graduate level in relevant subject or equivalent level qualification or significant experience of working at a similar level in specialist area (replace)	√		A/C
	Educated to Masters level in relevant subject or equivalent level of qualification OR significant experience of working at a similar level in specialist area plus short courses and/ or self-study of equivalent depth and breadth to Masters degree	√		A/I
	Significant experience of successfully operating in a politically sensitive environment		√	A/I
	Evidence of continued professional development	√		A/C
	Member of relevant professional body		√	A/I
	Experience of co-ordinating projects and programmes in complex and challenging environments	√		A/I
	Experience of managing risks and reporting	√ √		A/I
	Experience of drafting briefing papers and correspondence for board level	√		A/I
	Experience of monitoring budgets and business planning processes		√	A/I
	Understanding of the public sector		√	A/I
	Experience in a healthcare environment		√	A/I
	Knowledge of project principles, techniques and tools, such as Prince 2		√	A/I

	Foundation and Microsoft Project or Quality Improvement			
Communication skills				
	Able to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information	√		A/I
	Negotiates on difficult and controversial issues including performance and change.	√		A/I
Analytical skills				
	Ability to analyse highly complex issues which require the analysis, interpretation and comparison of a range of options.	√		A/I
	Ability to act upon incomplete information, using experience to make inferences and decision making	√		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		√	A/I
Planning skills				
	Evidence of planning and delivering programmes, projects and services on time	√		A/I
	Responsible for developing and leading strategies and policies including working with partner organisations to align work plans	√		
	Evidence of turning local and national strategies into deliverable work plans	√		
Autonomy				
	Capable of managing own workload and making informed decisions in the absence of required information, working to tight and often changing timescales	√		A/I
Equality and diversity				
	Ability to demonstrate knowledge and understanding of equality of opportunity and diversity. Being aware of how individual actions contribute to, and make a difference to, the equality agenda	√		A/I

Other				
	Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions	√		A/I
	Professional calm and efficient manner	√		A/I
	Effective organizer, influencer and networker	√		A/I
	Able to manage a team	√		A/I
*A=Application form I=Interview T=Test C=Certificate				

Working for NEL Integrated Care Board

About North East London and the NEL Integrated Care Board (NHS NEL)

North East London is steeped in history and culture, and home to over two million people (and rising). It's the most diverse area of the UK; and because of that, one of the most exciting and vibrant places to work.

NHS North East London works with our health, social care, voluntary and community partners and residents) to plan and buy health services to meet our population's needs, making sure all parts of the local health and care system work effectively together. We work as part of the North East London Integrated Care System northeastlondonhcp.nhs.uk

We make sure residents and visitors have the best physical and mental health and have good access to high-quality health and care services. We have a vision to *“work with and for all the people of North East London to create meaningful improvements in health, wellbeing and equity.”*

We serve eight local authority areas: Barking and Dagenham; City of London; Hackney; Havering; Newham; Redbridge; Tower Hamlets; and Waltham Forest.

Our Culture

Every day our NHS people do amazing things, often in challenging circumstances.

The NHS is founded on a set of [principles and values](#) that bind together the communities and people it serves and the staff who work for it.

We are all responsible for bringing NHS values to life and contributing to a culture and working environment which is grounded in compassion, collaboration and inclusion. Our organisational behaviours set out our ambition for the culture we aspire to:

- We are open, honest and act with integrity
- We treat everyone with kindness and compassion
- We are tenacious in our approach to inclusion, challenging inequalities in everything we do to create a place where everyone can belong
- We work collaboratively with colleagues and partners to make the whole system work better for our population
- We focus on achievement and high standards of performance that contribute to improvements for our population
- We contribute to a psychologically safe work environment grounded in trust
- We focus on continuous personal development to reach our potential.

We expect all staff to ensure local people are at the heart of our work, no matter what their role is. Understanding the views of local people and working with them to improve services and lives is critical to our work.

Sustainability and Health Outcomes

In common with the Greener NHS agenda, NHS NEL is committed to reaching net zero carbon by 2040 and have an [ICS Green Plan](#). We have a staff action group, a carbon literacy offer and host system-wide net zero networks. We expect all staff to familiarise themselves with the Green Plan and ensure that they are making low carbon decisions that protect our people and planet when designing and delivering health and care services.

Creating an Inclusive Working Environment

NEL is committed to creating an inclusive working environment and is proud to be an equal opportunity employer. We want to provide a great workplace where our People can develop and thrive in a compassionate and inclusive space.

Equality, diversity and inclusion is more than just a commitment at NEL – it's the foundation of what we do and for the community we serve leading to improved health delivery and greater staff and patient experiences. Our organisation relies on the hard work and commitment of our employees and our dedication to promoting diversity, multiculturalism, and inclusion is clearly reflected in our staff team.

Every employee is responsible for ensuring that they are committed to creating a truly inclusive workplace, respecting others and are clear in what is expected of them. Our Standards of Business Conduct set out the organisation's expectations and we expect our Leaders to ensure that they are familiar with a Code of Conduct reflecting the Department of Health's requirements on NHS Managers.

We will not tolerate any forms of bullying or harassment in the workplace. Everyone has a personal responsibility to seek to improve their own and colleagues working lives to create a healthy and productive working environment.

Confidentiality / Data Protection / Freedom of Information

You have a responsibility to maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998.

Postholders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person, those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, postholders must apply NHS NEL's FOI procedure if they receive a written request for information.

Health and Safety at NEL ICB

All postholders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that NHS NEL's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and

employees.

Risk Management

You have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. It's a great idea to familiarise yourself with NHS NEL's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. You will also be required to attend training identified by your line manager in relation to your role, or where it is stated by NHS NEL to be mandatory.

Safeguarding Children and Vulnerable Adults

You have a general responsibility for safeguarding children and vulnerable adults in the course of your daily duties and for ensuring that you are aware of the specific duties in relation to your role.

Infection Prevention Control

Your Health

It is NHS NEL's policy to promote health within our community. Smoking is actively discouraged and it is illegal within NHS North East London's buildings and vehicles. If you would like to get help to quit smoking, please contact our Smokefree service on 0800 046 99 46.