

Job Description

Job Information	
Job Title:	Project Manager (Palliative Care)
Directorate / Service:	Palliative Care Volunteer Service
AfC Band:	6
Accountable to:	Head of Service
Reports to:	Line Manager
Base Location:	As directed
AFC Job Code:	AS.IT.R0090f
ESR Position Number:	

Job Summary
<p>The aim of this role to manage and coordinate the Palliative Care Volunteer Service, developing and extending the service across the Trust and scaling the programme to other Trusts across the UK.</p> <p>The Project Manage should ensure that the Programme and team provides a customer orientated service to meet the business requirements of Trust. This service includes the full management of Programmes and Projects as well as providing advice and expertise in this area.</p>
Key responsibilities
<ol style="list-style-type: none"> 1. Work with the Senior Manager to provide expertise within the service area. 2. Have responsibility for the Helpforce Innovators Award Project, making independent decisions at appropriate level. 3. Work with the Senior Manager and team members with regards to the Helpforce Innovators Award Project. 4. Contribute to a robust governance structure. 5. Monitor the progress of the original project plan, adapting to changing requirements adjusting plans so that the deliverables are on time, to specified quality and within budget. 6. To analyse and evaluate potential conflicts and priorities within the project plan. Be responsible for developing and tracking the progress of plans, including resource planning. 7. Provide regular reports to managers and to appropriate stakeholders, as

defined within protocols.

8. To identify and manage risks and issues within the service , including the development and implementation of contingency plans
9. Work collaboratively with other service areas within the Trust to ensure successful service delivery.
10. To support the successful delivery of the key outputs and benefits of the service, which support service improvement initiatives
11. Ensure that appropriate plans, documentation and procedures are in place.
12. Attend meetings as necessary, report progress and resolve issues.
13. To make routine presentations, covering complex issues to groups on topics associated with programmes/projects and to demonstrate systems to users when necessary.
14. To assist other departmental managers and colleagues by providing specialist advice or support when appropriate
15. The postholder will be required to participate in the development of Key Performance Indicators and Critical Success Factors within the service.
16. The postholder will be required to monitor and manage delivery against these targets and produce regular management update reports detailing performance levels and provide supporting information to explain improvements or degradation in service and action taken to resolve situations and to achieve progress.
17. The postholder in conjunction with the Senior Manager, will liaise with others to ensure they are briefed as to service achievements..
18. The post holder will work to achieve agreed service objectives working within broad professional policies acting on their own initiative.
19. Provide full support for internal and external audits and act on recommendations as appropriate.
20. Dedicate the required concentration required to collate, analyse, check and report on information, while coping with ongoing project issues and interruptions
21. Work within protocols, and contribute towards their on-going development.
22. Under the guidance of the Senior Manager, the post holder will work with national and local strategies, policies and guidance and develop plans, through collaborative working, that will lead to the successful delivery of service objectives.
23. Under the guidance of the Senior Manager post holder will be involved in and in some cases will lead on the development of policies and procedures to support the service
24. The post holder will liaise, as necessary, with senior managers, service leads, clinicians and IM&T departments as well as external NHS organisations, suppliers, local government and other key stakeholders.
25. The post holder will plan and organise the allocation of work to staff in such a way that makes best use of resources and provides the best possible service to patients.

26. Undertake regular evaluations to ensure the continued high performance of both the project(s) and the team of staff for which the post holder is responsible.
27. Any 'good practice' developed as a result of local developments should be shared widely within the local health community and beyond.
28. The post holder will also be expected to supervise and allocate work to staff and volunteers as appropriate.
29. All staff have the responsibility to ensure they participate fully in a performance review and appraisal process ensuring that any key work objectives, targets, key performance indicators are reviewed on a regular basis with their line manager and contribute to an end of year performance appraisal
30. Where applicable the post holder will manage delegated budgets in specified areas of work. This will include forecasting and monitoring expenditure and authorising expenditure where necessary
31. The post holder will also be expected to train others within the service and scale the programme to other Trusts as per the project plan.
32. Ensure that they have a Personal Development Plan (which is reviewed six monthly). Identify and agree training requirements for staff, including mandatory training

Clinical Governance / Quality

Contribute to a robust governance structure.

Education and training development

The post holder will also be expected to train others within the service

Infection Prevention & Control

All staff will adhere to infection control policies and procedures at all times and carry out role specific duties as per roles and responsibilities.

Confidentiality

Confidentiality/Data Protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours). All staff should ensure that they are familiar with and adhere to all Trust privacy, confidentiality and security policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action taken.

Freedom of Information

In accordance with Freedom of Information and other associated legislation, the Trust may be required to make public recorded information available upon a request, or do this as part of a publication scheme. Please note, that in your public role, your name or job role may be contained in a document that is published in accordance

with such legislation.

Management of Risk & Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with the Trust in meeting its statutory requirements. All employees will proactively contribute to the management of risk by identifying hazards in the workplace which have the potential to cause harm, raising issues of concern and risk to the appropriate level.

Safeguarding Children and Vulnerable Adults

All trust employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and adherence to trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.

IT Skills

All staff are expected to have or to gain a minimum of basic level IT skills to enable them to use the Trust IT systems to support Trust services and needs. All staff should be familiar with relevant IT systems and security policies and procedures.

Records Management

All staff are personally responsible for record keeping. A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Please ensure that records are retained in accordance with the Records Management Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.

Information Quality

All staff must ensure complete and accurate data is collected to the highest standard at all times. Data collection should be supported by adequate documentation and processes should be regularly reviewed. Staff should ensure that processes conform to national standards and are fit for purpose. All staff should comply with the Information Quality Policy.

Professional Responsibility

The post holder will work to achieve agreed service objectives working within broad professional policies acting on their own initiative.

Clinical Responsibility
N/A
Administration Responsibility
N/A
Research
Provide full support for internal and external audits and act on recommendations as appropriate.
Strategic role
N/A
HR Management
Staff management and training
Financial Responsibility
Where applicable the post holder will manage delegated budgets in specified areas of work. This will include forecasting and monitoring expenditure and authorising expenditure where necessary
Change of Job Description
The duties outlined above are not intended to be exhaustive and may change as the needs of the department alter in line with current agendas. This job description will be subject to periodic review and amendment in accordance with the needs of the Trust.

Person Specification

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AfC Band:	6	AfC Job Code:	AS.IT.R0090f

Person Specification				
	Qualifications	Essential	Desirable	Assessment
1	Relevant first degree or equivalent within Palliative and End of Life Care	E		
	Experience	Essential	Desirable	Assessment
2	Experience of working in a project environment	E		
3	Experience of managing projects	E		
4	Experience of Designing and facilitating education programmes	E		
5	Experience of working within a Multidisciplinary Team	E		
	Knowledge	Essential	Desirable	Assessment
6	Ability to interpret information and to present information to diverse groups	E		
7	Manage conflicting priorities.		D	
8	Understanding the role of the Volunteer in the Acute Hospital setting	E		
	Skills	Essential	Desirable	Assessment
9	Excellent interpersonal and facilitation skills	E		
10	Negotiation, motivation and influencing skills	E		
11	Completion of Advanced Communication skills Training	E		
	Other	Essential	Desirable	Assessment

12	Knowledge and experience of reflective learning and practice	E		
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