

**JOB DESCRIPTION**

**JOB TITLE:** Project Manager – Volunteer Innovators Programme

**BAND:** Band 6 (Subject to Job Matching)

**HOURS OF WORK:** 0.7 WTE fixed term (16 months)

**LOCATION:** St Pancras Hospital/Highgate Mental Health Centre

**SPECIALTY/DEPARTMENT:** Nursing Directorate

**ACCOUNTABLE TO:** Director of Nursing/Head of Occupational Therapy and Arts Therapy

**RESPONSIBLE TO:** Voluntary Services Manager

**1. JOB PURPOSE**

Camden & Islington NHS Foundation Trust (C&I) have recently been awarded a grant from Helpforce. C&I were one of ten trusts chosen, from 115 expressions of interest, for their Volunteer Innovators Programme. In partnership with NHS England, Helpforce are working with NHS hospital trusts to help fund and transform volunteering in and around hospital settings. To develop and scale volunteer services which can bring huge benefits to staff, patients, volunteers, and our local communities. This Project Manager post will play a key role in supporting, facilitating, monitoring and evaluating the progress of our innovation.

**Organisational Position (illustrative)**



## **2. RELATIONSHIPS**

The post holder is expected to establish and maintain positive interpersonal relationships with a wide variety of stakeholders.

### **Internal Relationships**

Board/Executive Team; Project Steering Group; Volunteers; Practice Development Team; Ward Managers and their teams, Service User Involvement Facilitator, Human Resources, Finance Team, Learning & Development Team

### **External Relationships**

Helpforce, Service User Groups, Local Cultural Groups, Local Voluntary Sector Organisations, Local Volunteer Centres, other NHS Trusts

## **3. JOB SUMMARY**

The post holder will be required to manage our volunteer innovators programme project. Our chosen innovation is our Restraint Debrief volunteer role.

The National Institute for Health and Care Excellence (NICE) guidelines [NG10] Violence and aggression: short-term management in mental health, health and community settings and [CG136] Service user experience in adult mental health: improving the experience of care for people using adult NHS mental health services state that debriefings should occur after the use of a restrictive intervention to manage aggression in inpatient psychiatric settings. Restrictive interventions include seclusion, manual restraint and rapid tranquilisation. The debriefings allow issues of physical harm and the emotional impact on service users (SU's) or staff following a restrictive intervention to be addressed and on-going risks to be identified and managed. We created the Restraint Debrief volunteer role to increase the take up of patient debriefs by providing volunteers, independent to the incident, to facilitate these.

The project aims to scale up this role so that all our patients who experience a restrictive intervention are offered the opportunity of a debrief session with our volunteers. It also aims to collect data and learning to improve the offer to patients and staff; and additionally aims to ensure that any learning obtained from this project is made transferable to other NHS services.

The post holder will champion the project and act as lead specialist for the project.

## **4. MAIN DUTIES AND RESPONSIBILITIES**

### **Communications & Relationships**

- Participate in induction, training and national cohort meetings with Helpforce.
- Participate and attend national Helpforce events, promoting NHS Trusts and Helpforce partnership working.
- To be responsible for project communications and promotion ensuring that information is shared with relevant stakeholders.

- To provide updates to the Project Steering Group/Helpforce on the project progress and prepare progress reports/presentations.
- To support and encourage stakeholders through the project process, and consider staff and patient opinions and situations, to overcome potentially significant barriers to change.
- Communication of complex information to various groups of staff and patients, including presentation to groups with conflicting interests and ideas. The post holder will act to ensure stakeholders have a good understanding of, and commitment to, the project. Persuading and influencing key staff to ensure successful project delivery.
- Plan and deliver meetings and other communications with internal and external stakeholders where required, including the delivery of complex and/or sensitive information to individuals and groups at all levels of the organisation.
- Present to and engage individuals in the goals of the project ensuring support and buy-in for required actions
- To build and maintain effective and collaborative working relationships with project steering group, internal and external project partners/stakeholders.

### **Project Planning and Management**

- To bring robust project management skills to the process, keeping people focussed on delivery and able to quickly identify problem areas.
- To be responsible for providing assurance to the Trust Board and Helpforce that the project is on track as per the agreed project plan and provide early warning if milestones are not to be met.
- To ensure the project follows the agreed programme structure and that key deliverables are met, making adjustments to the plans if required to maintain performance.
- To advise the Project Steering Group/Helpforce of any identified or emerging project risks, ensure these are logged and managed.
- To be able to work on own initiative, manage workloads and prioritise against conflicting and competing demands as project specialist with limited day to day support.
- Continually monitor, analyse and evaluate the project with good attention to detail to be able to identify any issues as they arise. Identify possible solutions, assess the implications and implement the agreed actions to keep the project on track.
- Work in collaboration with Helpforce regarding project plan, data collection and any other work relating to your project.
- Analyse post incident debriefs completed with patients to identify trends and/or common themes. Reporting these to the project steering group and into the Positive and Proactive Care Group.

### **Patient/Client Care**

- Responsible for supporting increased awareness in our patient groups of the debrief offer with volunteers following any restrictive interventions they experience, as part of an improvement to patient care and experience.

- Responsible in conjunction with our Voluntary Services Manager to raise awareness within our service user groups of the opportunities available to use their lived experience in a positive way to help others.
- Responsible in conjunction with our Voluntary Services Manager to gather patient feedback to measure the impact of the volunteer debrief offer on our patients experience.

### **Financial & Physical Resources**

- Authorised signatory for the project budget, carrying out day-to-day budget management duties.
- Responsible for providing a quarterly project budget report to our grant giver Helpforce

### **Human Resources**

- Be designated supervisor for Debrief volunteers.
- Support the Voluntary Services Manager with recruitment of new Debrief volunteers.
- Provide induction training for new Debrief volunteers.
- Provide training on the project and the wider Voluntary Services Department to Clinicians, management and staff at all levels as required.

### **Information Resources**

- The ability to generate and manage many types of documents, including statistical reports, schedules, project reports.
- Manage the projects documents and have the ability to manipulate documents in Excel, Word and Powerpoint at an advanced level. Provide reports with charts/graphs, timelines, project plans, lessons learned document, flyers/posters.

### **Research and Development**

- Undertake/participate in evaluation and survey activity with Helpforce as required.
- Participate in the Helpforce Learning Network, actively engage with sharing and learning to the wider NHS network in collaboration with the Voluntary Services Manager. As well as researching best practice options that could potentially be adopted at C&I.
- Undertake audits relating the project.

### **Policy**

- The post holder will work with the project steering group to develop and implement changes to relevant trust policies as appropriate.
- The post holder will follow Trusts guidelines and policies and implement relevant policies as required.

## **6. GENERAL**

- All staff are responsible for the continual compliance with CQC standards and outcomes.
- The postholder must be aware of, and work in line with, the Trust's Safeguarding Adults and Children procedures.

## **7. PERSONAL DEVELOPMENT**

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed. Where necessary, help and support will be provided and development opportunities agreed in line with service provision and knowledge and skills competency framework.

### **MANDATORY TRUST RESPONSIBILITIES**

#### **AMENDING THE JOB DESCRIPTION**

This is a newly created role and it is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the postholder. This will be done in consultation with the postholder and it is hoped that agreement can be reached to any reasonable changes.

#### **PROBATIONARY PERIOD**

This post is subject to the requirements of a six month probationary scheme for new staff only.

#### **CONFIDENTIALITY**

The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The postholder must respect patient named confidentiality in keeping with "Caldicott principles".

#### **CODE OF CONDUCT**

Camden and Islington NHS Foundation Trust has a code of conduct for all non-registered staff in a direct care role. As an employee of the Trust you are expected to comply with this code at all times, and any breach of it whilst in practice will be investigated by the Trust.

Copies of the code of conduct can be obtained from the Human Resources Department and it is also available on the Camden and Islington NHS intranet.

## **DATA PROTECTION**

All staff who contribute to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping Policy. 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 Confidentiality of Health Records 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 Data Protection Act.

## **PROFESSIONAL REGISTRATION**

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.

You are required to advise the Foundation Trust if your professional body in any way limits or changes the terms of your registration.

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.

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 Foundation 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 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 receive appropriate training, that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Governance Committee and Risk and Assurance 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 Governance Committee or Risk and Assurance Committee if resolution has not been satisfactorily achieved.

### **POLICIES & PROCEDURES:**

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of the Trust's Risk Management Strategy which includes the responsibilities placed on them by the Health & Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

### **SAFEGUARDING**

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the Trusts' Safeguarding policies and procedures, act promptly on concern, communicate effectively and share information appropriately.

### **HEALTH AND SAFETY**

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work etc Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for the other employees and visitors.

### **INFECTION CONTROL**

Employees must be aware of the responsibilities placed upon them by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE)

### **GENERAL**

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The postholder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the postholder. As the Trust develops, the requirements of the job may change and the postholder is expected to adapt to these changes.

### **EQUAL OPPORTUNITIES POLICY**

The Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work.

All employees are expected to abide by the Trust's equal opportunities policy, failure to do so could result in disciplinary action up to and including dismissal.

**Date: Feb 2019**

Prepared By: Joanne Scott, Voluntary Services Manager



## Person Specification

<b>Post Title:</b>	<b>Project Manager – Volunteer Innovators Programme</b>	<b>Grade:</b>	<b>6 - TBC</b>	<b>Review Date:</b>	<b>N/A – Fixed Term</b>
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<b>Selection Criteria</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>QUALIFICATIONS / REGISTRATIONS</b>		
Degree level qualification or equivalent	✓	
Project Management Qualification, such as Prince 2, or equivalent experience	✓	
<b>EXPERIENCE/ KNOWLEDGE</b>		
Experience of success in effective project and programme management – an ability to plan, manage and monitor according to the project framework	✓	
Experience and evidence of negotiating with a range of stakeholders	✓	
Experience of working in partnerships across multiple organisations		✓
Experience of working the mental health environment or experience of personal mental health difficulties	✓	
Experience of research and/or audit	✓	
Experience of supervising and training staff/volunteers		✓

Good knowledge of the differences between volunteer and staff roles		✓
<p><b>SKILLS/ ABILITIES</b></p> <p>Exercise professional leadership that inspires and encourages staff to participate in the project and use of best practice.</p> <p>Excellent communications skills on complex matters and in difficult situations, requiring persuasion and influence, and the ability to utilise appropriately with a large group of dispersed stakeholders at all levels.</p> <p>Demonstrate sound budgetary management skills</p> <p>Demonstrable ability to analyse data, identify trends and solve problems in the collection of required project data</p> <p>Excellent report writing and presentation skills</p> <p>Good knowledge of MS office packages</p> <p>Excellent organisational and time management skills, with ability to prioritise tasks.</p> <p>Good analytical and problem solving skills and ability to develop practical and workable solutions</p> <p>Ability to implement new processes and systems</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

<b>PERSONAL QUALITIES</b>		
Appreciation and understanding of equality, diversity and inclusion.	✓	
Ability to liaise with staff at all levels of the organisation and stakeholders	✓	
Quick learner and effective problem solver	✓	
Ability to use tact and diplomacy when dealing with highly sensitive issues	✓	
Flexible in approach in order to achieve results and meet deadlines	✓	
Excellent team worker, with a flexible approach, able to support other team members as appropriate	✓	

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