

JOB DESCRIPTION

JOB TITLE: Head of People Participation

BAND: 8c

REPORTING TO: Chief Operations Officer

ACCOUNTABLE TO: Chief Executive

Hours: 37.5

Job Summary:

The Head of People Participation is responsible for:

- Leading the development and implementation of the Trust's People Participation Strategy. Ensuring all activities links with the Quality Improvement Strategy and the Trusts strategic plans.
- Develop and lead the implementation of the Patient Employment Strategy in the Trust. To link together all the potential pathways around People Participation, Peer Support, Recovery and Employment into a strategic and operational manner for the benefit of service users and carers.
- Provide leadership to ensure the services provide creative, innovative and effective support to the service Directorates and Trust as a People Participation service for the Trust.
- Responsible for the implementation and standardisation of Peer Support across the Trust.
- Responsible for ensuring Recovery is at the heart of our approach (including strategic responsibility for recovery colleges, clinical work, partnership working and service delivery).
- The post-holder will be responsible for and manage the following departments/staff groups: People Participation Team, and The Volunteer Coordinator and by default all volunteers.
- To work with external partners in relation to raising awareness of both mental/physical health (DLR, Met Police etc).
- To work with COO to deliver the Carers Strategy trust wide.
- To work with Working Together Structure to identify priorities from service user/carers for the Trust annual plan.
- To promote People Participation amongst our STP partners.

Key Responsibilities:

- Ensure the implementation of an innovative Trust-wide programme of activities to support the Trusts Quality Improvement programme.
- To provide expert advice to and work with executive Directors, to ensure excellent standards in relations to People Participation.
- The post holder is expected to have the ability to gain the confidence and trust of staff and service users at all levels of the organisation up to and including regular presentations to the Trust Board.
- The post holder will be expected to assess service delivery plans for each department under their remit and formulate improvement strategies where opinions may differ. This will include the development of bi-annual strategies/annual updates and work plans.
- Disseminate People Participation work nationally and internationally, working with NHSE, NHSI, and The Institute for Health Improvement and other national and international partners. In doing so, to act as an ambassador for the Trust.
- Ability to negotiate targets and expectations between clinicians, service users and managers of the Trust.
- The post holder will be expected to manage and deal with distressing situations both in the context of managing large scale change and potentially represent service users within the organisation.
- Work as a dynamic, innovative leader using a strong influencing style to ensure that all teams run effectively and efficiently – ensuring that ELFT is portrayed in a positive, collaborative manner. The post holder is expected to act with significant freedom and represent the Trust with all other organisations.
- To create appropriate statistical reports, as and when required.
- Represent the Trust at local level including CCG, Health and Wellbeing and Healthwatch meetings
- To contribute to Trust wide programmes of work and take the lead on specific areas as requested
- Develop constructive relationships with all areas in the Trust ensuring that inclusion is given the highest priority.
- Ensure that People Participation activities are effectively integrated into overall governance programme.
- Work collaboratively with the Chief Nurse/Chief Medical Officer, consultants, clinical leads and wider team to develop the vision and ongoing strategy for our services promoting excellence in care and respect for people who use our services and those who care for them.

- To ensure that systems and processes are in place to ensure that service users and carers are actively involved in the planning and development of our services.
- To develop and support a Service User/Carer training team (this should include CHN patients) to support in house trainers at all levels, working to a model of evidenced co-production.
- To develop, train and support a ‘bank’ of service users who can act as experts by experience (this should include CHN patients) in a variety of settings including;
 - Interview panels up to and including the CEO appointment.
 - Attendance and contribution to meetings up to and including the Trust Board meeting
 - Design, develop, and present a variety of audits and surveys.
- Lead on effective strategic approach to development of People Participation structures.
- Lead on the development of a variety of effective methods of obtaining Service User/Carer feedback and views. Support the Directorates in work plans/Quality initiatives to improve the Patient Experience.
- To support the development of local improvement initiatives to drive up quality in patient experience.
- To support the Executive Directors in running staff networks.
- Lead the development and delivery of the Trust People Participation Strategy.
- To plan ahead to ensure annual strategies and reports are completed in a timely fashion, presented the Trust Board with realistic and achievable action plans.
- To challenge the status quo within the Trust to ensure that the service user/carers voice is heard in all environments and on all occasions, it is acknowledged that this may bring conflict.
- Provide strong leadership across the Trust in the development of a culture that recognizes and appropriately responds to race equality and the inclusion agenda. Supporting and maintaining effective communication in this area, contributing to the training needs of staff and members of the public in this area.
- The post holder will participate in the development and implementation of policies and procedures for People Participation team, and the Volunteering service.
- To lead the implementation of the Employment Strategy including:
 - Supporting the Trust to become exemplar employer.

- Ensure systems are in place to facilitate support or users to maintain/find employment.
- Ensure that the Trust has a variety of placement opportunities to aid Service Users back into employment
- Develop links with local businesses/colleges to support users to fulfil their potential.
- Develop excellent links with staff from a variety of statutory and third sector organisations involved in the delivery of employment and disability.
- To work closely with Job centre plus, Remploy and others to ensure that our service users have the best access to employment opportunities.
- To manage and budgetary responsibility for the People Participation team.
- Ensure that all staff have access to appropriate support for their continuing professional development, including arrangements to identify and meet their training and development needs.
- It is unlikely that the post holder will have a predictable pattern of work. The post holder will be expected to manage conflicting demands and workload and to be able to prioritise their working week to compensate for this.

To chair the following meetings:

- Patient/Carer Experience Committee
- Working Together Group (Trustwide)
- QI Service user/Carer steering Group
- People Participation Team Meeting
- Peer Support Steering Group
- Employment Steering Group
- To support the Trust Chair in the running of the People Participation Committee

TRUST POLICES

Confidentiality & Data Protection

All employees must abide by the principles outlined in the Data Protection Act 1998 and the Freedom of Information Act 2000, as per the Trust's Information Security Policy.

In the course of your employment you may become aware of information, including medical information, relating to patients, visitors or members of staff. Such information is confidential, and must not be passed on to anyone other than those authorized to receive it in the course of their duties. Staff are reminded that a breach of their duty of confidentiality could lead to disciplinary action up to and including dismissal.

All information and data, made or received by you and kept in whatever form, concerning the business of the Trust shall be the property of the Trust. When required, or on the termination of your employment you shall give all such information and data to your manager. You shall also return all Trust equipment issued to you during the course of your employment.

You must not remove any documents, computer disks/tapes or other electronic storage device containing any confidential information from any of the organizations premises at any time without proper advanced authorization. Where authorization is granted and the documents are in electronic format, you must transport them in an encrypted format to current NHS standards. For paper copies, these must be transported in a secure, robust envelope/container.

All records, both paper and electronic, must not be left unattended or in an unsecure location at any time. All such documents, computer disks/tapes or other electronic storage devices and copies are the property of the employer, as is any other material whatsoever in your possession relating to the organization or its personnel, suppliers, clients or affairs.

Data Protection – Your Data

As part of your employment with ELFT we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources Department.

Health & Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts and omissions at work. This includes co-operating with management in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly any defects, risks or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

Equal Opportunities

The post holder must comply with and promote the organisation's Equal Opportunities Policy and avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of gender, sexuality, age, race, ethnic or national origin,

religion, disability or social class.

You are at all times required to carry out your responsibilities with due regard to the Trusts Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

Conflict of Interests

You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.

Risk Management

Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.

Personal and Professional Development/Investors in People

The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.

Infection Control

Infection Control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:

- Staff must observe stringent hand hygiene.
- Alcohol rub should be used on entry to and exit from all clinical areas.
- Hands should be washed before and after following all patient contact.
- Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.

Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy.

Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

Safeguarding Children and Vulnerable Adults

To carry out responsibilities in such a way as to minimise risk of harm to children or young people and promote their welfare in accordance with the Children Act 2004 and Working Together to Safeguard Children, HM Government 2010.HM Government 2010.

Smoking/Alcohol

The Trust provides a smoke-free work environment and has a No Smoking Policy in all its premises. Staff must not be on duty under the influence of alcohol.

Service User and Carer Involvement

ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work

This Job Description is not meant as an exhaustive description of all aspects of your role as duties will vary according to the needs of the service. All such variations will be by reasonable request and agreement with your line manager and will be commensurate with the status and banding of the post.

PERSON SPECIFICATION

Factors	Essential	Desirable	How Tested
Educational/Qualification	<p>Educated to a masters level or equivalent experience</p> <p>Evidence of strong and recent commitment to continued development – through study or alternatives</p>	5 years relevant management experience including experience of using influencing skills to shape and deliver significant change	Application
Experience	<p>Proven track record of working with Patients and carers (not just mental health) to improve the delivery of services.</p> <p>Understanding and experience of the tools, methods and approaches for creating the conditions to improve the Trust's to patient/carer experience</p> <p>In depth understanding of organisational development</p> <p>Substantial experience of working in an ethnically diverse environment</p>		
Knowledge/Skills	<p>The highest level of communication skills to engage NHS leaders and local communities in service development and change. This includes negotiation, influencing and conflict management skills.</p> <p>Ability to engage, manage and motivate staff from all professional backgrounds to implement new ways of working across traditional boundaries</p> <p>Highly developed analytical and problem solving skills for the assessment of service delivery plans and formulation of improvement strategies where opinion may differ. This will include</p>	<p>Ability to use up to date information and communications technology</p> <p>Highly developed skills in interagency and partnership working</p>	



	<p>the development of annual/bi-annual strategies and work plans.</p> <p>Politically aware and sensitive</p> <p>Excellent presentational skills Ability to work unsupervised and to represent the trust with a variety of external organisations.</p> <p>Ability to constructively challenge current thinking in order to improve or develop practice Excellent verbal and written communication skills.</p> <p>Ability to model and promote anti-discriminatory practice and service delivery at all times</p> <p>Training, coaching and mentoring skills</p> <p>Prioritising skills with the ability to manage multiple projects.</p>		
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