

JOB DESCRIPTION

JOB TITLE: Service Redesign Facilitator	
BASE	Amersham THQ with Trust-wide remit
SALARY/GRADE:	Band 8b tbc
HOURS:	37.5 HRS :
RESPONSIBLE TO	Programme Director for Change
ACCOUNTABLE TO	Director of Strategy and System Reform

JOB PURPOSE

The post holder works within the Trust's central resource which provides advice, support and training for service redesign and transformational change initiatives throughout the Trust. S/he will be a core team member of the Patient Services Institute (PSI) which will support a network of change agents based in Divisions across the Trust. His/her main responsibility will be to directly support a programme of change projects which will contribute to achievement of the Trust's corporate objectives.

The PSI is a centre of excellence, a source of expert advice and training on Lean and other service redesign techniques, facilitation, project management, data analysis, etc.

The PSI also provides a work space and knowledge/resource support for staff leading fixed term change projects or programmes.

The PSI will have networking links to external partners such as the PCT, SCHA, DoH and the Institute of Innovation and will provide a service to the Trust for identifying trends in change in the health environment.

KEY RELATIONSHIPS

- Programme Director for Change
- ADOs/GMs and Heads of Service
- Operational Managers
- Head Nurses
- Information Team
- Finance Team
- Divisional Chairs
- HR Department (workforce redesign)
- PPI Forum
- Bucks PCT Service Redesign Team

MAIN DUTIES/RESPONSIBILITIES AND KEY RESULT AREAS

Main duties and responsibilities will include:

1. The promotion of patient focussed service development throughout the Trust

This requires a detailed understanding of the Trust's corporate strategy and annual objectives, as well as national NHS drivers. The post holder will work alongside clinical and non-clinical staff and senior managers throughout the organisation in order to promote and support service redesign projects which are achievable and sustainable and meet the trust and national objectives and values. It also requires the ability to work with staff from other organisations as a representative of the Trust with regard to whole system reform, and with patients/carers who will contribute to the design of patient focussed services.

2. Expertise and capability to support sustainable change and development projects in the organisation (projects and individual skills)

This requires up-to-date specialist knowledge, underpinned by theory and experience, in the fields of service redesign, project management, creative thinking, Lean and facilitation skills, as well as a detailed knowledge of the organisation structure and function. Skill in negotiation and diplomacy will be key to this role, and a high degree of emotional intelligence. In equal part, this will require the ability and experience to cost and finance projects, identifying funding and work within an agreed financial framework and timescale. Whilst this will be under the supervision of the Programme Director for Change, the postholder will be required to demonstrate the ability to work autonomously for most of the time. Training will be provided to ensure ongoing development of skills.

3. Train staff in the use of Lean and other service redesign and development techniques

This requires experience in training and communication techniques, and the ability to adapt delivery to small or large groups in both formal and informal situations. Use of PowerPoint and other training techniques will be essential.

4. Provide and publish measurable evidence of successful change

This requires the interpretation of complex data, facts and situations in order to design, collect and present measurable project outcomes. A project's success may be expressed in financial terms (savings against budget or increased income) and/or quality of care, and the postholder must have a detailed knowledge in both these dimensions.

5. Promote high visibility and a clear profile for the PSI throughout the organisation and externally

This requires the confidence to communicate with staff at all levels, clinical (e.g. consultants, junior doctors, nurses, AHPs) and non-clinical, and external agencies, and may involve speaking at conferences and regional/national meetings.

6. Have links to external partners such as the PCT, SCHA, DoH, etc

The postholder may be asked to represent the Trust at external meetings and will be expected to maintain contacts, and an ongoing working relationship, with our partners in other organisations.

7. Provide a networking service for staff both internally and externally

The PSI team should be recognised as a first port of call for staff wishing to network with other organisations and departments regarding service redesign and development.

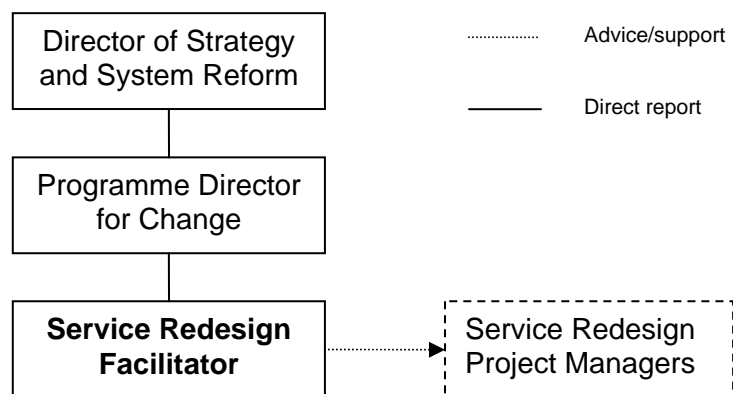
8. Identify and publicise trends in service change in the health environment

This requires an up-to-date knowledge, analysis and interpretation of current trends and initiatives in the health community in order that they can be communicated appropriately throughout the organisation.

SUMMARY OF KNOWLEDGE AND SKILLS REQUIRED

- Trust corporate objectives and national NHS drivers
- Lean
- Project/Programme management skills
- Change management skills
- Data handling and analytical skills including some statistical techniques (e.g. SPC)
- Knowledge of Trust information systems
- Knowledge of national information systems (e.g. Dr Foster, NoDelays website)
- Negotiation/facilitation skills
- High level of verbal and written communication skills
- IT skills including Word, Excel, Powerpoint, Microsoft Outlook, Intra/Internet
- Knowledge of Trust/national targets
- Wide knowledge of health delivery issues

ORGANISATIONAL STRUCTURE



ADDITIONAL INFORMATION

Health & Safety at Work Act

The postholder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The postholder is also required to co-operate with and adhere to the statutory and departmental safety regulations of Buckinghamshire Hospitals NHS Trust.

Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the Data Protection Act 1998, the Confidentiality: NHS Code of Practice and Trust policy on confidentiality and Data Protection are applied to patient, staff and Trust business/information.

Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

Managing risk: maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them.

The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.
- iii) Participate in mandatory training

Governance

Postholders will aim to ensure that areas of the trust under their responsibility comply with "Standards for Better Health" Core and Developmental Standards and bring deficiencies to the attention of their Director"

Information Management/ Data Quality

The post holder must ensure that Trust records are documented, secured, stored and disposed of appropriately and in accordance with the Records Management: NHS Code of Practice and Trust policy. In addition, information recorded must be fit for purpose - accurate, relevant, and up to date and complete.

Freedom of Information

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

Travel to other sites

You may be required to travel to other Trust locations. Please complete the travel expenses form. Details of allowances can be obtained from the Human Resources Department.

Smoking statement – Smoke Free Sites

The Trust is introducing a new policy to Create a Smoke Free environment. This comes into effect on 1st October 2006 and is fully operational from 1st December 2006. This means that smoking is not permitted on our sites. All staff are required to comply with this new policy. Please observe and comply with any notices in or around the Trust premises.

Other Duties

The post holder will be required to undertake any other duties according to the needs of the service. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.