

Job Description Project Manager

Job title:	Project Manager
Reporting to:	Urgent Care Operations Lead
Main purpose of post:	To coordinate and engage all stakeholders in the Conveyance Avoidance Service, namely Suffolk GP Federation, Practice Plus Group, East of England Ambulance Service, Ipswich & Colchester Hospitals (ESNEFT) and West Suffolk Hospital (WSFT) in order to successfully deliver a reduction in conveyances to Hospitals.

Project Background

Suffolk GP Federation in collaboration with Practice Plus Group have been commissioned to deliver a Conveyance Avoidance Service in partnership with the East of England Ambulance Service NHS Trust. The aim of the project is to safely reduce the number of patients taken to hospital in an ambulance across Suffolk and North East Essex by providing on-scene paramedics a direct pathway to access a GP or Advanced Clinical Practitioner. This aims to allow, where appropriate, for patients' health and social care needs to be effectively and safely met in a community setting, within or close to their own home.

Safe reduction in avoidable conveyance is a system-wide responsibility and challenge; it cannot be achieved by ambulance services working in isolation. Therefore, this partnership/collaboration is intended to support and reduce the number of people taken to an Emergency Department (ED) when there is a more suitable care alternative available. The service will operate 24/7/365. This will be a fixed term project for 9 months.

Role

- To plan, manage and deliver the project within agreed time frames and budgets.
- To represent the interest of the stakeholders including at meetings to ensure the delivery of the project
- To manage project expectations with team members and other stakeholders to ensure effective communication throughout.
- Be responsible for developing effective relationships, such as Commissioners, East of England Ambulance Service, Urgent Care Providers and Hospitals, to enable discussion and negotiation where necessary and to motivate staff to ensure project compliance and success.
- To provide regular updates and progress reports, both verbal and written, on defined work streams.
- To develop appropriate reporting tools suitable for all stakeholders which evaluate the progress of the project.

- Complete analysis of service delivery and performance against agreed KPIs or other requirements related to the project.
- Provide regular, high quality management information and updates to senior management on programme delivery, escalating issues and decisions as appropriate.
- To work across various organisations, urgent care teams and geographical boundaries.
- Providing, receiving and interpreting complex information; the ability to communicate and negotiate the importance of the project to staff across the project group
- Develop policies, protocols and pathways for own work area and propose project changes which would impact the project and teams
- Ensure adherence to relevant governance frameworks to ensure patient safety and quality of service at all times
- Provide onsite support to the operational teams as and when required, enabling the delivery of the project.
- Managing the delivery of the team and key roles invested in the project to complete assigned activities on time and to the required standard
- Work closely with specific work stream leads which include but are not limited to Communications, IT and Governance
- Establish and maintain communications, change management processes, and input from key stakeholder groups to ensure that any change designed is fit for purpose and deliverable in live service
- Provide feedback to aid service development and suggest solutions.
- To work autonomously, unsupervised and using own initiative deciding best course of action in order to meet required project outcomes.
- Provide support and training, where necessary, to complete projects and work streams.

This job description is not intended to be exhaustive and will change according to the needs of the services and Suffolk GP Federation.

Person Specification:

Job Title: Project Manager

The post holder is required to have:-

Attribute	Essential	Desirable
Qualifications, Training & Education	<p>Good standard of general education</p> <p>Excel skills including formulae to intermediate or advanced level</p> <p>Word processing skills to intermediate or advanced level</p> <p>PowerPoint skills to intermediate or advanced level</p> <p>Data analysis skills</p> <p>Willingness to undertake further training as required and agreed</p>	<p>Knowledge of the NHS structure, nationally, regionally and locally</p> <p>Project Management training such as Prince2 or equivalent experience</p>
Experience	<p>Experience of providing project management</p> <p>Evidence of successful project delivery</p> <p>Experience of project reporting and delivering against KPIs</p> <p>Experience of successfully delivering a change programme involving and engaging several stakeholders</p> <p>Experience of working with databases and extracting data for reporting purposes</p> <p>Experience of working within policies, procedures and guidelines</p> <p>Experience of working within a team and independently</p>	<p>Experience of managing own portfolio of projects within a healthcare environment</p>

<p>Personal Qualities & Attributes</p>	<p>Ability to work on own initiative without supervision and prioritise own workload</p> <p>Ability to work under pressure with conflicting demands in a fast paced and ever changing environment</p> <p>Self-motivated</p> <p>Ability to adapt to a changing workload and priorities</p> <p>Ability to relate to all levels organisations confidently and effectively</p> <p>Ability to create and maintain effective working relationships</p> <p>Ability to proficiently network and build strong connections</p> <p>Ability to work in line with strict guidelines in respect of confidentiality</p> <p>Ability to effectively deliver the strategic plan</p>	
<p>Skills & Aptitudes</p>	<p>Strong communication and interpersonal skills at all levels and mediums</p> <p>Strong conflict management and resolution skills.</p> <p>Effective time management skills</p> <p>Strong organisational skills and attention to detail</p> <p>Awareness of Equality & Diversity regulations</p>	

Amending the job description: It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality: The post holder must at all times maintain 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 post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

Data Protection: The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

Policies & Procedures: The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

General: The post holder 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 post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

Health & Safety: Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

Equal Opportunities Policy and Anti-Harassment: The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

Safeguarding Children: Everyone employed by the organisation regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Southend Essex and Thurrock (SET) child protection procedures and the organisations safeguarding policy to ensure you are equipped to carry out your

duties effectively, you must also attend mandatory child protection training and updates at the competency level appropriate to the work you do.

Safeguarding Adults: Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do.

Organisation Chart

