



HTP CLINICAL PROJECT MANAGER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	HTP Clinical Project Manager
Band	7
Directorate	Hospitals Transformation Team
Accountable to	HTP Nursing, Midwifery and AHP Lead
DBS Required?	No

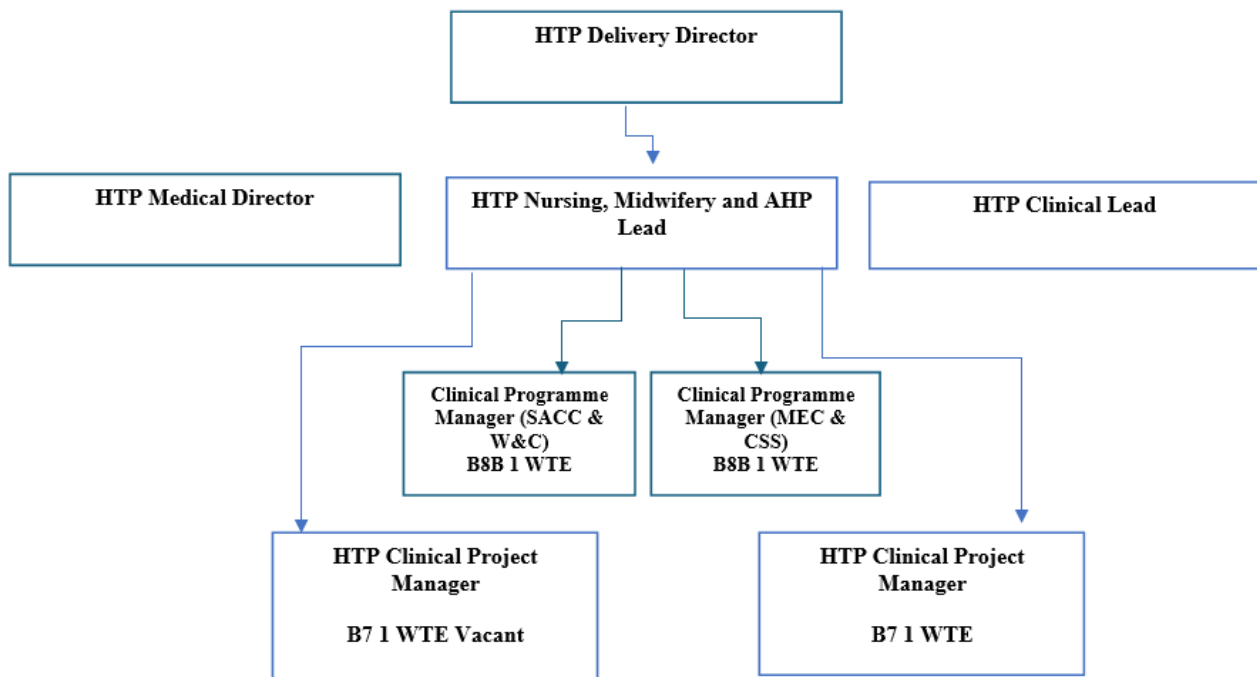
JOB OVERVIEW

The clinical project manager will provide project management for the progression and implementation of the Hospitals Transformation Programme (HTP) clinical workstream, providing support to the clinical HTP workstream within a defined scope and remit. This post holder reports directly to the HTP Nursing, Midwifery and AHP Lead, however, they will be directed to daily tasks and objectives by one of the clinical programme managers.

The post holder will be a key member of the clinical Hospitals Transformation Team and will be responsible for leading & developing a portfolio of project work across the Trust. This will involve managing specific workstreams and projects to achieve the intended benefits of the overall programme. The clinical project manager is responsible for day to day management of a project; start up, maintaining, supporting, facilitating, monitoring progress, closing and evaluating the work streams.

The post holder will be required to bring together staff from all areas of the organisation to support the delivery of specific projects and must have a proven track record of delivering service transformation and of engaging with wider stakeholders to develop and implement mutually driven schemes across all acute/community services

Organisational Structure



Post Purpose / Summary

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Main responsibilities

Work directly with the clinical HTP workstream and closely with the wider HTP team, to manage the implementation of projects involving significant change and service improvement. To align with Trust priorities and to input into Divisional Business Planning where required.

To be able to support projects at all times, directing and facilitating multiple teams to deliver against project milestones and deadlines.

Ensure working practice and behaviour meets the NMC registration standards and code of conduct at all times. Act as a professional role model when representing HTP and the Trust.

To support with the specified work stream in the delivery of project objectives.

To support the specified work streams ensuring effective communication and effective staff engagement in the development of ideas and projects that deliver improvement.

Build strong influential relationships with staff at all levels involved in the work stream.

Act as a leader for change ensuring that all activities and plans are effective and fresh, and in line with the latest thinking.

Co-ordinate and Chair project meetings – coordinating meetings, agendas, leading the format of the meeting whilst also contributing and assisting in the implementation of key work programmes.

Support the delivery of the work programme, ensuring projects are organized, managed and reported to the delivery director against the master programme. Ensure a focus on objectives which deliver the highest standards of efficiency with no adverse impact on quality or patient safety.

Apply creativity and innovation techniques to the projects including learning from other hospitals and from non-healthcare sectors.

Ensure that evidence-based practice is fully and effectively deployed in all project work.

Key skills, responsibilities and tasks

Communications

To be able to prioritise and use a range of communication tools and techniques as appropriate to differing workload situations and different stakeholder groups, producing reports on a range of subjects on both regular and ad hoc bases. To be proactive in the dissemination of information, motivational in technique and possess a good level of negotiation skills.

Use Project Management Skills to underpin required service change. To be persuasive, motivational and possess good negotiating skills and to be able to portray a “compelling” need to change when dealing with medical and clinical staff.

To be able to teach/train or coach in formal/informal setting, in particular with regards to Lean Thinking and Change Management tools and techniques to help develop new ways of delivering care. To transfer improvement knowledge and skills to other staff within the organisation through direct involvement on the Project. Be able to demonstrate model leadership skills and behaviours as an example of best practice.

To be able to describe and portray a need to change to operational staff and to be able to impart unwelcome news to stakeholders e.g. where performance targets have deviated from agreed objectives.

To be able to describe and portray the need and delivery of change to audiences outside the NHS aligned with the project and deal with challenging circumstances by delivering accurate information, recognizing impact on different patient groups and audiences and escalating issues that are relevant but not addressed by the project and give feedback using established lines of communication.

To prepare, present and receive highly complex information where there are significant barriers to acceptance to individuals, small and large groups in order to promote change and service improvement. To present accurate information in a variety of formats using good verbal and written skills, and deal with complex reports.

The post holder will be required to maintain constructive relationships with a broad range of internal and external stakeholders to enable the successful planning, implementation and delivery of projects in which they are either leading or supporting.

Identify, involve and incorporate the views and needs of patients, the public, NHS staff and stakeholders and ensure their voices are evident in all stages of projects within the work stream area as appropriate.

Analysis

To be able to interpret the project brief and act autonomously in the development of project plans and the delivery of service improvement projects.

Assimilate facts or situations, undertake analysis, interpretation, comparison of a range of options, and to be able to link projects with other initiatives and, in some cases, manage conflicting priorities.

To be able to analyse existing clinical and non-clinical systems and support the appropriate processes of redesign and go on to implementation stage as required in line with the future vision for the Trust.

To be able to analyse data resulting from audits/research or from information systems and be able to extract and present appropriate and meaningful information, or to manage the process of data extraction and analysis undertaken by other departments on behalf of the project team.

To assist with the development of policies and procedures to ensure improvements are made to patient service delivery, suggesting improvements to current rules or policies, e.g. to assist with the development or improvement of patient care pathways.

Review impact of any new services on interrelated departments e.g. diagnostics, medical records, and wards.

To identify, raise and monitor risks and issues raised by and to the project, to plan the mitigation of impacts and escalate as appropriate to the HTP Nursing, Midwifery and AHP Lead and through the HTP agreed risk process.

Planning and Organisation

To plan and organise activities such as Clinical and Non-Clinical Workshops involving larger groups of staff, from Director to Operational level (including Clinicians) and to adjust plans and activities as required by changes in circumstances.

To use project management and other related skills and experience to underpin service change / improvement and to develop specialist skills in service Improvement methodology and to apply those skills in planning and facilitating service change.

Plan and organise broad range of complex activities; formulations, adjusts plans or strategies or programmes.

Be an enabler or change agent and to influence change, using Lean methodology and negotiation skills.

Implement policies and propose changes to practices, procedures for own area/propose policy or service changes, impact beyond own area.

Human Resources

Deals with change management issues, e.g. changing roles, redeployment of staff etc. The post holder will be involved in change management issues within project areas that affect large numbers of staff.

Provide support to project teams by facilitating discussions to encourage creative thinking, identify options to test new ways of delivering care.

Provide coaching and support for new project members in a range of project management techniques and change management tools, e.g. Lean Thinking tools, Six Sigma etc.

Financial

Must have a good understanding of financial and contractual arrangements with both internal and external providers, and to be able to align service improvement proposals with business priorities.

Must be able to identify opportunity and to develop plans for the cost efficient / cost effective use of resources in service improvement, for the Divisions and the organisation as a whole.

Research and Development

To be able to use a range of research sources such as journals, library resources, DOH directives, audit findings and the internet and to use information, research and development activities and clinical/non-clinical evidence as an enabler of change, and to influence service improvements to be made within the Divisions.

Ensure all relevant guidance, research and evidence based practice is accessible when scoping and implementing change. Undertake base line measurements to enable effective evaluation.

The postholder will be required to plan, organise and implement audits in areas such as ward activity, clinical outcomes, patient flow process, in order to support service improvement.

Undertake research of process and activities within the NHS and related organisations in order to identify areas of potential service and cost improvement.

Research and use information, undertake development activities using clinical evidence e.g. NSF, NICE as an enabler of change. Use DoH guidance, White Papers etc and ensure services meet NSF requirements and standards, and manage change where required following Healthcare Commission visits.

Information Resources

Co-ordinate the collection, analysis and presentation of appropriate quantitative and qualitative data, ensuring projects and service improvements can be measured against set parameters for success.

Ensure the service improvement objectives are driven by the patient experience and priorities within the organisation. Use evidence of capacity and demand analysis, clinical governance requirements, clinical processes, peer review and redesign methodology in facilitation of service improvement.

Systems and Technology

To make use of existing systems and develop appropriate new management systems for service improvement projects to include accountability, deliverables, milestones, regular monitoring, reporting and evaluation.

To have knowledge of and make appropriate use of a variety of other tools and techniques used in service change.

To understand the technologies involved in modern computerised systems (both clinical and non-clinical) and be able to explain their relevance and usage to a range of audiences.

Uses a range of IT applications to create reports; maintains project information System.

To regularly use the full range of Microsoft Office software, with additional requirement to be able to use Microsoft office and a range of other analytical, project management and process mapping software.

Freedom to Act

Works autonomously under own initiative.

Identifies and monitors risks in delivering service change, reports on and escalates as appropriate.

The postholder must be able to represent the Trust when dealing with external suppliers, partners, other healthcare providers, commissioners, customers and patients groups.

Propose and deliver service improvements that may impact beyond the functions e.g. cross-Divisional or Trust wide, and be responsible for implementation.

Physical, Mental and Emotional demands of the post

The role will involve a combination of sitting, standing and walking with some additional physical activity required in some circumstances. There will be a frequent requirement for prolonged periods of use of a VDU, e.g. for the regular production of reports, and a requirement for close attention to detail requiring periods of extended concentration. There will be occasional exposure to emotional/distressing circumstances when dealing with change management issues.

Other

To undertake any other such duties that may be agreed within the potholder's level of competence.

Contribute to corporate management groups and corporate strategy as requested by the Head of Continuous Improvement.

To ensure all Trust polices and procedures are adhered to and make recommendations on their amendments where necessary.

This job description is a summary of the main responsibilities of the post holder and is not intended to be an exhaustive list of duties to be undertaken. The duties will change and develop in line with organisational needs.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> NMC registered Nursing or Midwifery Degree level training Must be willing to participate in any relevant training identified to develop skills required to carry out duties 	<ul style="list-style-type: none"> Prince 2

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> General working knowledge of NHS processes NHS experience Significant experience of Project Management, Process Redesign and Service Improvement tools and techniques Experience of leading and delivering significant programmes of change Proven track record of project delivery from planning through to implementation Good working Knowledge of Microsoft Products ie word, excel, PowerPoint Experience of leading and delivering significant programmes of change Experience of working with staff and individuals of all grades and professional backgrounds Providing and receiving highly complex, highly sensitive or highly contentious information, where developed persuasive, motivational, negotiating, training, empathic or re-assurance skills are required Understanding of a range of work procedures and practices, which require expertise within a specialism or discipline, underpinned by theoretical knowledge or relevant practical experience 	

<ul style="list-style-type: none"> • Judgements involving highly complex facts or situations, which require the analysis, interpretation and comparison of a range of options. • Proven track record of achieving challenging targets 	
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SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Project Management skills • Excellent communications skills, written and oral with the ability to communicate highly complex and sensitive data • Able to work collaboratively with partner organisations • Able to switch from one task to another without losing focus, holding a clear overview while paying attention to key aspects of detail • The ability to work under pressure to meet agreed service levels • Ability to adapt to changing milestones, assessing problems as they arise and identify solutions • Competent in the use of Microsoft office packages and skills in order to collect and interpret data, present reports and compile presentations • Effective time management skills in order to meet deadlines • Awareness of working within financial guidelines • Ability to adapt to changing milestones, assessing problems as they arise and identify solution • Positive attitude to dealing with change; flexible and adaptable, willing to change and accept change and to explore new ways of doing things and approaches • Highly motivated and reliable • Concentration required for checking documents, writing reports and analysing statistics 	<ul style="list-style-type: none"> • Highly developed motivational, influencing and negotiating skills, with proven experience of success • Ability to use Microsoft project/other project management tools

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

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The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital