

Job Description

Job Title	Mental Health Change Manager
Team	Mental Health and LD Team
Directorate	Strategic Commissioning
Pay Band	Band 7
Accountable to	Director of Strategic Commissioning

1. Job summary

The post holder(s) will support the Senior Managers - Mental Health to ensure that programmes of work are planned and managed effectively and take the lead in assisting in their successful delivery:

- Manage and support the commissioning and transformation of mental health services within Norfolk and Waveney, aligned to one of the 3 Localities (Central, East and West), progressing and reporting risk and issue management
- Liaise with appropriate functions within the Clinical Commissioning Group
- Develop and implement a comprehensive management system to ensure information is properly managed and best practice is shared across GP practices and the wider NHS organisations
- Take a lead in the interface and collaboration with the strategic commissioning of mental health services ensuring collaborative working is prioritised.
- Be responsible for the successful planning, delivery and implementation of agreed projects within agreed financial and time constraints
- Provide relevant and timely specialist advice and guidance on responsible pathway areas
- Manage risk and issues, by tracking mechanisms and be pro-active in resolution and escalation processes
- The above is only an outline of the tasks, responsibilities and outcomes required

of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

- The job description, person specification and portfolio may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.
- To be agreed but will be required to travel within and outside of the CCG's geographical area.

2. Key Working Relationships

Key Tasks will include:

- Managing Projects with multiple strands of activity and stakeholders
- Planning, commissioning, researching and evaluating related services
- Developing project proposals, business cases and service specifications and any other documentation required
- Working with clinical leads
- Working with patient and service-user groups to gain understanding and feedback regarding services and establish pathways and outcomes
- To prioritise service improvement work, enabling service re-design to be the driver of the Strategic plan and QIPP programme
- The post holder will be required to work with a wide range of stakeholders, including governing body members, CCG directorates/teams, patients and carers and members of the wider health economy.
- Participate in relevant internal and external working groups/projects, services and initiatives to provide, information and analytical advice and expertise.
- Develop and implement data collection systems that will provide accurate and timely data.
- Present information and issues, explaining highly complex issues, to a wide range of internal and external stakeholders.
- To liaise with other Managers to share best practice.

3. Functional Responsibilities

3.1 Project Management

- Contribute to performance improvement, taking a lead for identified areas where agreed.
- Provide coordination of and participate in relevant internal and external working groups and provide project advice, expertise and support.
- Provide relevant and timely specialist advice and guidance on own portfolio of projects/function.
- Work with members of the Team to investigate the causes of any variance from target/plan and proactively contribute to the implementation of solutions.
- Management of a risk and issues tracking mechanism and its proactive resolution and escalation processes.

3.2 Financial and Physical Resources

- Provide regular reporting on the targeting of resources and monitoring their implementation from a value for money perspective.
- Provide oversight and monitoring of all aspects of Team budgets.
- Evaluate projects/function within identified portfolio for delivery against financial recovery/savings plans through providing sophisticated, high quality project analysis.

3.3 Staff Management

- As part of a commissioning team to support commissioning colleagues and engage with other commissioning portfolios as and when required.
- Provide specialist training, advice and support on own role/responsibilities where necessary
- Support training and induction of new staff.
- Supervises team as required.
- Participate in the recruitment process of support staff.
- Full line management responsibilities including appraisals; sickness absence; disciplinary and grievance matters; recruitment and selection decisions; personal and career development; departmental workload and allocation

3.4 Information Management

- Devise and provide improvements to current management information, analysing, reporting and suggesting procedures to enhance decision making processes.
- Ensure timely and accurate information analysis and reporting to management on agreed areas of work.
- Frequent requirement for prolonged concentration to prepare performance reports, reviewing performance against contract/ service specifications

3.5 Research and Development

- Contribute to the development of key performance indicators for the successful assessment of individual and workstream success
- Delegate aspects of Research and Development activities, collating information, analysing and reporting findings.

4. Operational Responsibilities

4.1 Planning and Organisation

- Contribute to the strategic planning of Team projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary.
- Contribute to the development of performance and governance strategies and the development and implementation of improvement programmes
- Contribute to short, medium and long term business plans, achieving quality outcomes.

4.2 Policy and Service Development

- Contribute to the review and development of existing information management systems and contribute to the development of an integrated approach to, service or initiative management.
- Develop policies and procedures in own work function with an impact on the wider organisation, as required.

Mandatory Responsibilities

Appraisal

The post holder will be expected to participate in an annual appraisal of their work where the job description will be reviewed and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.

Mobility

Employees may be required to work at any of the other sites within the organisation subject to consultation. The organisation is in a period of rapid change due to developments and rationalisation of services. This will lead to modification of structures and job descriptions. The post holder will be expected to co-operate with changes subject to consultation, at any time throughout the duration of your contract

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Confidentiality

All employees are subject to the requirements of the Data Protection Act 1998 and must maintain strict confidentiality in respect of patient, client and staff records.

Data Protection Act

To comply with the requirements of the Data Protection Act.

Data Use and Quality

All staff employed by the organisation or an external agency, working in the NHS are bound by a legal duty of confidence to protect and input personal information accurately, securely, efficiently and effectively, in order to deliver the best possible care.

Safeguarding Responsibilities

The organisation takes the issues of Safeguarding Children, Adults and addressing domestic violence very seriously. All employees have a responsibility to support the organisation in our duties by:

- Attending mandatory training on Safeguarding children and adults
- Making sure they are familiar with their and the organisation's requirements under relevant legislation
- Adhering to all relevant national and local policies, procedures, practice guidance (e.g. LSCB Child Protection Procedures and Practice Guidance) and professional codes
- Reporting any concerns to the appropriate authority.
- Smoking and Health
- The organisation has a no smoking policy throughout its premises, including buildings and grounds.

Equality and Diversity

The organisation will adhere to, and is committed to, all legislation relating to equality and diversity. All staff must act in ways that are in accordance with legislation, policy,

procedures and good practice relating to equality and diversity. This includes ensuring that they do not discriminate against others in relation to their race, disability, gender, age, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity and religious belief, and promoting equality of opportunity in relation to employment and service provision.

Management and Technology (IM&T)

All staff are expected to utilise the relevant national and local IM&T systems necessary to undertake their role.

Flexible Working

The organisation is committed to offering flexible, modern employment practices, which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered.

Smoking and Health

The organisation has a no smoking policy throughout its premises, including buildings and grounds.

Clinical Supervision

It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development for a minimum of four sessions per year. Clinical Supervision will be monitored via an annual Performance and Development Review (PDR).

Risk Management

All CCG 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.

Sustainability and Carbon Reduction

- To work in a sustainable manner
- To consider alternative working practices where possible to contribute to carbon reduction and show consideration to environment issues

Reasonable Adjustments

The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Job Description Agreement

This job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job-holder will also be required to carry out any other duties that may be reasonably requested by their line manager. It is likely that the post will evolve over time and may be reviewed on an on-going basis in accordance with the changing needs of the Department and the Organisation. Job titles may also be subject to change on an on-going basis and in accordance with the introduction of any corporate naming conventions agreed during the establishment of the organisation.

	Signed	Print name	Date
Post Holder			
Line Manager			

Person Specification - Mental Health Change Manager Band 7

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Desirable	Assessment
Knowledge, Training and Experience	Educated to higher level in relevant subject or significant experience of working at a similar level in specialist area	√		A/C
	Significant experience of successfully operating in a politically sensitive environment	√		A/I
	Evidence of continued professional development	√		A/I
	Demonstrated experience of co-ordinating projects in complex and challenging environments	√		A/I
	Experience of managing risks and reporting	√		A/I
	Experience of drafting briefing papers and correspondence at EMT level	√		A/I
	Experience of monitoring budgets and business planning processes	√		A/I
	Understanding of the public sector		√	

	Demonstrated experience in a healthcare environment		√	A/C
	Comprehensive knowledge of project principles, techniques and tools, such as Prince 2 Foundation and Microsoft Project		√	A/I
				A/I
				A/I
Communication Skills	Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required	√		A/I
	Experience of creating and giving presentations to a varied group of internal and external stakeholders	√		A/I
Analytical	Ability to analyse very complex issues where material is conflicting and drawn from multiple sources.	√		A/I
	Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making	√		A/I
	Numerate and able to understand complex financial issues combined with deep analytical skills	√		A/I
	Experience of setting up and	√		A/I

	implementing internal processes and procedures			
	Knowledge of financial systems/managing resources e.g. staff costs, monitoring budgets, processing invoices and procurement	√		A/I
Planning Skills	Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly	√		A/I
	Experience of setting up and implementing internal processes and procedures.	√		A/I
Autonomy	Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales	√		A/I
Equality and Diversity	The promotion of equality of opportunity and good working relations (providing practical leadership)	√		A/I
Physical Skills	Working knowledge of Microsoft Office with intermediate keyboard skills	√		A/I
	Ability to travel to places of work that may not be accessible by public transport	√		A/I
Other	Experience of achieving			



	outcomes via team members who are not direct reports	√		A/I
*Assessment will take place with reference to the following information				
A=Application form I=Interview T=Test C=Certificate				