

# NHS England and NHS Improvement



## Assignment Brief

<b>Job Title</b>	Public Participation Project Manager
<b>Reference</b>	Project and Programme Management
<b>Department / Team</b>	<b>Nursing Directorate / Experience, Participation, Equalities Team / Public Participation Team</b>
<b>Location</b>	Leeds (Quarry House) or London (Skipton House)
<b>Band</b>	7
<b>Responsible to</b>	Participation Manager
<b>Accountable to</b>	Head of Public Participation
<b>Responsible for</b>	As Public Participation Project Manager, the post holder will work as part of a dynamic team to support colleagues across NHS England and NHS Improvement to engage with people and communities.
<b>Review date</b>	Quarterly
<b>End date</b>	N/A

### Role Specifics

#### Background

#### The Nursing Directorate

The Nursing Directorate purpose may be summarised as:

- To provide clinical and professional leadership for all nursing and midwifery staff in England (with the exception of public health nurses) including the 350,000 nurses and midwives who work for the NHS and who make up the largest group of the total NHS workforce.
- To provide expert clinical and workforce advice to the NHS and the Boards of NHS England and NHS Improvement to support the development of national policy and strategy (clinical, workforce, commissioning and improvement) and

to the Government and Department of Health and Social Care (in line with the CNO's role as the government's professional advisor for nursing and midwifery).

- To work with and support regional teams to ensure safety, quality and patient experience are integral to work to delivery and system transformation

The functional accountabilities of the Directorate are as follows:

- Accountable for ensuring that the views and insights of nursing and midwifery staff are front and centre in leading and shaping the strategic direction of the NHS and the wider health and care sector as it moves towards delivering care through health systems and integrated pathways.
- Accountable for professional leadership of nursing and midwifery in England excluding public health nurses.
- Accountable for continuously driving improvements in professional standards across nursing and midwifery.
- Accountable, alongside the Medical Directorate for delivery of the national quality agenda including patient safety, patient experience and improved outcomes.
- Accountable for providing relevant and timely nursing and midwifery advice to the Government and senior officials and Ministers at the Department of Health and Social Care.
- Accountable for providing relevant and timely professional and clinical workforce advice to the Boards of NHS England and NHS Improvement as well as the wider NHS and systems, on nursing and midwifery related issues and opportunities.
- Accountable, alongside the Medical Directorate, for leading clinical engagement activities across all national functions, ensuring that clinical input is at the heart of all improvement and transformation programmes.
- Accountable for proactive work with the Chief People Officer, Chief Provider Strategy Officer, Chief Allied Health Professional Officer, national priority programmes, HEE, and LETBs to ensure sustainable nursing and midwifery workforce solutions are developed to meet future models of care in line with the national health and care workforce strategy.
- Accountable for work with the Chief People Officer and the Department of Health and Social Care (DHSC) workforce team and to represent nursing and midwifery on the Workforce Advisory Board.
- Accountable for providing professional clinical insight and counsel to the Regional and National Directors and Regional Chief Nurses as required.
- Accountable, alongside the Medical Directorate, for continuing to develop, refine and improve the model of commissioner, provider and system clinical leadership across NHS providers, CCGs, STPs, ICSs and systems in

England.

- Professional nursing and midwifery leadership responsibility for supporting continuous improvement in the ways NHS health care is commissioned around the needs of patients.
- Accountable for statutory functions including safeguarding, CHC, SEND and IPC.
- Nationally leadership on patient experience, participation, equalities and complaints.
- Provision of support to Regional Directors and NHS Trusts with the appointment of senior nursing leaders.
- Accountable for delivery of LTP priorities relating to nursing workforce, safeguarding, equalities, participation and patient & carer experience and the maternity and CYP programmes.

### **Public Participation team**

The role sits within the Public Participation Team which is part of the Experience, Participation and Equalities Group within the Nursing Directorate.

The Team leads the policy and strategy for involving people and communities in the design, commissioning and delivery of health and care services. There are four core team programmes of work:

- NHS Citizen and Lived Experience Forums: Working with people and communities as partners, directly connecting their voice, skills and experience to influence policy, strategy, commissioning and improvement.
- Governance, Policy and Assurance: developing governance, policy and assurance processes which support the system (including NHS England, NHS Improvement, STPs, ICSs, CCGs, PCNs, Local Government and the VCSE sector) to better involve people and communities in health and care.
- Learning, development and Peer Practitioner Support: developing and implementing training and resources to support both PPV members and staff to constantly improve the involvement of people and communities. This also includes developing and supporting the Engagement Practitioners network for staff across the system working in engagement.
- Primary care Networks (PCN) and Inclusion Health: Leading on the People and Communities Workstream for the PCN development programme to ensure that both general practice and PCN are designing appropriate services in partnership with people and communities. Working with PCNs to understand their population and engage with those people and communities

that have the worst health outcomes.

Key factors underpinning the work of the team for 2020/21 are: -

- Supporting the aims of the NHS Long Term Plan across the health system
- Addressing health inequalities and working with health inclusion groups as a key theme;
- Enabling public participation across an aligned NHS England and NHS Improvement.

## **Role**

As Public Participation Project Manager, the post holder will work as part of a dynamic team to support colleagues across NHS England and NHS Improvement to engage with people and communities.

The post holder will be responsible for:

- Working proactively with team members, other NHS England and NHS Improvement staff, external organisations and on their own initiative, to develop and support programmes to embed patient and public participation in the work of NHS England and NHS Improvement
- Supporting colleagues in the Public Participation Team in developing and supporting patient and public networks and engagement practitioners' networks, including taking a lead for the development and support of some specific identified networks
- Providing project management support to several projects, including those which drive the Public Participation Team's strategic transformation programme
- Supporting statutory assurance and assessment processes relating to engagement within Clinical Commissioning Groups
- Developing the support offer which includes both face to face and online (such as courses and webinars) training and development for members of the public and staff working with them
- Sharing good practice around approaches and methods of engagement to support the meaningful engagement of people and communities. This includes managing the Community Grants programme which enables organisations to share their good practice creatively so that others can learn from the approaches they used and replicate in their own areas.
- Supporting the procurement of training courses, sourcing external facilitators, direct liaison with training providers to ensure all contract requirements are met as well as with patient representatives and colleagues working with them (e.g. STPs/ ICSs, CCGs, NHS England and NHS Improvement and others) to ensure information about training opportunities is widely disseminated and all

queries and concerns are addressed

- To support the team's engagement and partnership work with public, patients and communities, alongside and/or supporting colleagues as appropriate
- Develop strong working relations with internal and external stakeholders. Supporting effective communication and stakeholder management
- Report to senior manager on development and implementation of named projects relating to patient and public partnerships that the post holder is responsible for
- Lead and deliver to time and budget on named discrete areas of work relating to development and implementation of patient and public partnerships
- Day-to-day budget management of programme budgets as agreed
- To be part of the Public Participation Team's rota for engagement enquiries, responding to enquiries for advice and support of engagement for NHS England and NHS Improvement and wider NHS

### **Improving quality and outcomes**

- To work collaboratively across the NHS England and NHS Improvement matrix to ensure the patient and public participation is embedded across the organisation
- To build the delivery of added value public engagement, which ensures that approaches to quality and outcomes are co-produced with patients and the public where relevant

### **Enabling patient and public involvement**

To act as a champion for patients and their interests and involve the public and patients in the policy development and decision-making of NHS England and NHS Improvement.

- To ensure all public and patient contact with the office is of the highest professional standard
- To embed patient and public involvement within NHS England and NHS Improvement at all levels of decision making
- To drive information transparency and support to public participation; working with private/voluntary & community sector intermediaries to channel and empower effective collective engagement and action focused on quality and outcomes improvement

### **Promoting equality and reducing inequalities**

To uphold organisational policies and principles on the promotion of equality.

- To create an inclusive working environment where diversity is valued, everyone can contribute, and everyday action ensure we meet our duty to uphold and promote equality
- To develop approaches to public engagement which ensure voices that are seldom heard are brought to the fore and influence the commissioning and provision of services
- To take account of diversity in developing communication materials and content, to make them meaningful and accessible to the greatest number of audiences

#### **Partnership and cross boundary working**

- To work in partnership with other team members and as part of cross-directorate teams to deliver successful outcomes, co-ordinating the activities of others in respect of engagement business needs
- Participate in relevant internal and external working groups/projects, services and initiatives to provide engagement advice and expertise
- 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

#### **Organisational Chart**

