Job Description

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| Job Title | Engagement Manager |
| Directorate | ICS and CCGs Communications and Engagement |
| Pay Band | 7 |
| Accountable to | Head of Insights and Engagement |
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| **CCGs and ICS Organisations Summary:**  The CCGs in Nottingham and Nottinghamshire are integrating the workforce to work jointly across six Clinical Commissioning Groups (CCGs) – Mansfield and Ashfield, Newark and Sherwood, Nottingham City, Nottingham North and East, Nottingham West and Rushcliffe in anticipation of a formal merger in April 2020. Working together in this way allows the organisations to work more effectively and efficiently by streamlining processes, avoiding duplication and delivering consistency of quality across a larger area. The CCGs collectively cover the area of Nottingham and Nottinghamshire. There is a single Accountable Officer and Executive Team.  In addition to this, NHS and Local Authority bodies are working together in an Integrated Care System (ICS) across the same geographic footprint – seeking to join up health and care and integrate the delivery of better outcomes for patients and service users. The ICS and CCG Communications and Engagement team serves the Communications and Engagement needs of both the CCG and the ICS, acting as an exemplar of joint working and streamlined delivery. The Director of Communications and Engagement reports into both the CCG AO and the ICS Executive Lead.  Staff working within the ICS and CCG Communications and Engagement team are expected to have strong links with CCG colleagues and ICS partner teams across the entire county. All individuals will have an identified base, but travel and cross-working between the CCG and ICS partners is expected for all roles.  **Job Summary**  The post holder will support the Head of Engagement and their team to coordinate the delivery of patient and public engagement on behalf of the CCGs and the ICS, providing operational management of engagement activities in line with CCG and ICS priorities. This includes:   * Operational management and delivery of engagement activities in line with CCG and ICS priorities. * Advising colleagues across the organisation on appropriate approaches to patient and public involvement. * Working closely with the patient and public involvement leads across health, Local Authorities and the voluntary sector to provide an integrated and co-ordinated approach to patient and public involvement. * Management and coordination of the work programmes of the CCGs’ patient committees, including liaison with the patient committee Chairs and Vice Chairs. * Management and coordination of the work programme of the ICS Partnership Forum. * Developing and implementing processes and systems that enable high quality patient and public engagement activity to be delivered. * Develops and owns an operational plan of engagement activity aligned to CCG and ICS priorities. * Develops and maintains relationships with patient and community groups and networks to enable high quality patient and public engagement activity to be delivered.   **Skills**   * Required to manage the operational engagement function of the ICS and CCGs. This requires a high level of skill in planning, prioritising and coordinating engagement activities, including the management of staff and management of relationships across the CCGs and ICS. * Manages relationships with others outside the CCG and ICS, including with other health organisations; Local Authorities and the voluntary and community sector. * Identifies opportunities for maximising public participation, particularly with seldom heard groups * Involves working with volunteers and patient and community representatives. * Manages difficult conversations with external stakeholders and is required to use persuasion and negation skills to achieve a desired outcome. * Provides presentations to a wide range of audiences, including volunteers and patient and community representatives. * Produces reports for presentation to a wide range of audiences, presenting complex information in ways that are easy to understand. * The delivery of engagement activities will occasionally involve unsociable hours and travel to venues across the Nottinghamshire area.   **Responsibilities**   * To manage the operational delivery of patient and public involvement on behalf of the CCGs and ICS. * To provide expert advice and guidance to staff across the CCGs and the ICS on appropriate patient and public involvement activities. * To work with the Head of Engagement to develop and deliver a programme of engagement activity aligned to CCG and ICS priorities. * To work with the Head of Engagement to develop and deliver a work programme for the CCGs’ patient committees. * To work with the Head of Engagement to deliver a work programme for the ICS Partnership Forum. * Liaise with colleagues across health, Local Authorities and the voluntary and community sector to support the alignment of engagement activity across the health and care system. * To provide operational management and delivery of specific programmes of engagement work aligned to CCG and ICS priorities. * Provide advice and guidance to ensure that the CCGs meet their statutory duties for patient and public involvement including co-ordinating with the QIPP PMO on potential re/decommissioning activities. * Proactively build relationships with, and seek participation from, communities (including seldom heard groups) who experience the greatest health inequalities and poorest health outcomes, developing a wide range of techniques to engage and involve them. * Develop and implement processes and systems that enable high quality patient and public engagement activity to be delivered, including the use of digital technology for engagement * Develop policies and procedures as required for patient and public involvement. * Ensure effective stakeholder management, including maintaining relationships with key stakeholders and attendance at stakeholder/partner meetings. * Produce progress reports and briefings for presentation at Board meetings. * Attend relevant engagement forums and networks to develop strong and productive relationships with Engagement Leads in other NHS organisations and with wider stakeholders/partner organisations. * Deputise for the Head Engagement, as appropriate. * Undertake such other duties as may be reasonably required from time to time as are consistent with the responsibility and scale of the post.   **Freedom to act**  The post holder acts with a high degree of autonomy in managing the operational delivery of engagement, in line with CCG and ICS priorities.  **Effort and Environmental factors**  The role requires a high level of concentration for some analytical tasks. The operational delivery of engagement can involve difficult conversations with stakeholders, volunteers and patient and community representatives.  The delivery of engagement activities will occasionally involve unsociable hours and travel to venues across the Nottinghamshire area. |

Person Specification

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| Skills and Capabilities |
| Ability to prepare and produce concise reports and presentations on complex issues for presentation to a wide range of audiences, including volunteers and patient and community representatives |
| Ability to analyse very complex issues where material is conflicting and drawn from multiple sources |
| Demonstrated capability to act upon incomplete information, using experience to make inferences and make decisions |
| Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly |
| Ability to set up and implement systems, processes and procedures |
| Excellent organisation and prioritisation skills |
| Excellent facilitation skills, including the ability to deliver engagement activities |
| Excellent written and verbal communication skills, particularly the ability to use language appropriate to the audience |
| Knowledge |
| Good understanding of the CCGs’ statutory duties in relation to patient and public involvement, and the ability to advise others on these |
| Awareness and understanding of the challenges facing health and care systems and how patient and public engagement can contribute to addressing these |
| Good understanding of the principles of effective patient and public engagement and their practical application |
| Understanding of a wide range of engagement approaches, tools and techniques and their practical application |
| Awareness of current trends in patient and public involvement and how these relate to the development and transformation of health and care systems |
| Understanding of the Equality Act 2010 and how this relates to patient and public involvement |
| Experience |
| Experience in managing patient and public involvement activities, including the management of volunteer/community/patient groups |
| Experience developing and maintaining relevant processes and systems to support the delivery of engagement |
| Experience of delivering engagement, including experience using a wide range of engagement tools, techniques and approaches |
| Experience in developing and implementing patient and public involvement plans |
| Experience managing others, both directly and indirectly i.e. through project management and/or stakeholder management |
| Experience of creating and delivering presentations to a wide variety of internal and external stakeholders |
| Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales |
| Significant experience of successfully operating in a politically sensitive environment |
| Understanding of the public sector |
| Demonstrated experience in a Healthcare environment |
| Qualifications |
| Educated to degree level in relevant subject or equivalent level qualification or significant experience of working at a similar level in specialist area |
| Post-graduate degree in Management Studies or equivalent, or significant experience of working at a similar level in a specialist area |
| Evidence of continued professional development |

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| **Miscellaneous**   1. This is not an exhaustive list of duties; staff are therefore required to undertake any other duties commensurate with the grade and in line with the requirement of this post. 2. Confidential information may be accessed at times and all staff must ensure that the highest level of confidentiality is maintained at all times. 3. All staff must comply with the Staff Code of Conduct. Senior Managers must also comply with the NHS Code of Conduct for Managers, based on the Nolan principles of public accountability. 4. Membership of a professional body in order to practice (e.g. NMC registration for nursing staff) is a requirement of some roles, for those staff it is a condition precedent of employment to maintain membership of such a professional body. Individuals are also responsible for complying with the relevant professional body’s code of practice. 5. This job description may be subject to change. |