**Job Description**

**Programme Manager – Patient Safety**

**Overview of the Role**

The post-holder will be an integral member of the Health Innovation North East North Cumbria (HI NENC) Patient Safety team. This team of Patient Safety and Quality Improvement Specialists are responsible for delivering our nationally commissioned Safety Improvement Programmes, across our Integrated Care System, as part of the NHS England commissioned Patient Safety Collaborative. In 2024-2025, these programmes will span a portfolio of themes covering Maternity and Neonates, Medicines Safety, System Safety (establishment of the Patient Safety Incident Response Framework (PSIRF), and the management/escalation of deteriorating patients.

The Programme Manager will lead one or more of the Safety Improvement Programmes. The post holder will work closely with our regional stakeholders to successfully co-create and deliver a whole systems approach in the roll out of the co-created programme of work in line with the NHS England specification. They will work under the direction of the Patient Safety Lead and Chief Operating Officer, and under the scrutiny and governance of NHS England.   
  
**Main Duties and Responsibilities**

**General**

* Managing the full project life cycle from project initiation to closure, with a significant focus on change management and safety/service improvement.
* Completing and continually updating a comprehensive project plan that provides live updates of project status and highlights/escalates/mitigates key risks and issues.
* Identifying and forging relationships with the key regional and national stakeholders in developing and subsequently delivering the support offered.
* Leading and/or participating in regional and national networks and groups to support cross organisational learning and sharing.
* Monthly, quarterly, annual and ad-hoc reporting to various stakeholders to comply with the programme’s governance arrangements.
* Ensuring that all aspects of the Programme meet and support our local stakeholders' needs whilst also delivering our national commission.
* Working to achieve agreed objectives.
* Promoting the values of Health Innovation NENC
* Communicating effectively within and between teams, being involved in and participating in meetings as requested; and
* Contributing to supporting the development and implementation of the new Innovation pathway/OMNIA system to ensure that relevant project data is captured and evidenced.

**Communication and Relationships**

* Providing and receiving highly complex, sensitive, or contentious information to ensure that the appropriate agreement or co-operation required to deliver projects is achieved. This information is used to develop project plans and associated documentation and for planning and monitoring.
* Working with the national team, clinicians, health care professionals, patient safety teams; colleagues in social care, the independent sector, primary and secondary care, and patient forums to ensure anticipated benefits of the safety improvement programme are fully realised.
* Persuading Project Boards, Project Teams, and staff of the importance of complex projects; negotiates with and motivates staff on project delivery, including linking in with other initiatives.
* Presenting complex, sensitive, or contentious information to large groups using appropriate tools and techniques. These methods may include PowerPoint presentations or the production of documents or leaflets to effect communication to staff, patients and the public affected by the projects.
* Project Lead in support of contract negotiations.
* Developing and implementing project communication plans.

**Analytical and Judgemental Skills**

* Dealing with complex facts or situations which require analysis, interpretation, and comparison of a range of options. Make judgements where there are conflicting views on the projects and where there is a need to make decisions on complex issues.
* Carrying out impact assessment on options in relation to budgets, staff and other resources, timetables, and quality of outcomes.
* Being responsible for individual project budget and tracking, depending on scope of individual project (usually within range of £5,000 - £1,000,000).
* Ensuring that all spending is agreed within project plans, monitored and variance outside of set tolerances reported to the Project Boards.
* Managing multiple projects and the appropriate multiple budgets as identified in the produced business cases.
* Appraising resources required to complete the project within the ‘Cost, Time, Quality’ triangle and therefore the calculation of the project budget.
* Interpreting the impact of project changes in relation to agreed levels of tolerance on current project activities, resources (both staff and budgetary), quality and acceptability of outcomes and timescales.

**Planning and Organisational Skills**

* Planning and organising a broad range of complex activities including formulations; adjust plans on an on-going basis. Agree these plans with the Project Boards considering strategic and operational project goals.
* Developing business cases to local and NHS standards.
* Planning - including task identification, duration, resource requirement and determination of critical path to determine project length. Additional work on contingency planning and risk and issue analysis.
* Stage planning in complex projects.
* Ensuring that plans are clearly and concisely presented in project documentation including project mandates, project initiation documents, highlight and checkpoint reports, Gantt charts and project related standard reports.
* Encompassing all aspects of the project, making adjustments if targets are not met. This must be reflected in assessments on budgets and other resources being reported accordingly and reflected in the project plan.
* Skilled in the use of Product Based Planning.
* Benefits realisation identification and planning and monitoring of delivery.
* Delivery of Lessons Learned Reports.

**Education**

* Facilitating and coaching teams in quality improvement and project management, through a variety of formats (workshops, conferences, action learning sets etc) to enable delivery of the programme objectives at local level
* Ensuring that the Programme Board and Team members are fully versed in the responsibilities of their roles and local corporate governance, that they are to undertake in relation to the project and its governance.
* Maintaining skills to professional standards, e.g. through training courses.

**Leadership**

* Directing and motivating Programme Team members in the delivery of the project.
* Chairing Project Team meetings and facilitate discussion.
* Fully informing the Programme Boards on all aspects of project progress to support their decision-making. Present risks, issues and options for resolution.

**Information Resources**

* Responsibility for maintaining one or more sets of project documentation to support project administration and local standards.
* Defining and delivering communications strategies.
* Responsible for project information systems to ensure the accurate documentation, reporting and audit of projects.
* Production of routine and ad hoc reports on project progress and issues.

This job description is designed to identify key responsibilities of the post. It is not an exhaustive list of duties and will be subject to amendment as necessary in consultation with the post holder.

**Person Specification**

**Skills and Experience**

Essential

* A Quality Improvement qualification and/or significant experience delivering quality/service or patient safety improvement projects.
* Ability to create and deliver comprehensive project plans.
* Able to develop effective stakeholder relationships.
* Experience of managing multiple complex projects and delivering change management.
* Ability to work across multiple departments, organisations and agencies to develop relationships, strategies and partnership working to implement change programmes.
* Manage / understand Service Level Agreements
* Workshop facilitation and presentation skills.
* Interpreting, analysing, and presenting highly complex multi stranded information of varying quality from a number of diverse sources.
* Excellent IT skills, including proficiency in the Microsoft Office suite and use of video conferencing
* Evidence of on-going CPD.

Desirable

* Currently holds or has had a similar patient safety or quality improvement role in an NHS healthcare environment.

**Qualifications**

Essential

* Be educated to degree level or equivalent level of qualification or experience in quality improvement or patient safety.
* Hold a current recognised project management qualification, preferably PRINCE2 Practitioner or equivalent experience in project management techniques.

# Personal Attributes

* A positive, friendly, and supportive attitude, as well as the ability to work flexibly and cooperatively with others.
* Enthusiastic, forward-thinking and an inspiring leader.
* Structured and methodical approach to complex tasks.
* Exceptional influencing and negotiation skills.
* Ability to work under and meet strict deadlines.
* Key focus on customer service and user requirements.

**Values and Behaviours**

HI NENC has developed a clear vision for the direction of the company. A set of values and behaviours have also been developed and agreed to underpin this vision and these are listed below.

Applicants and employees will be expected to demonstrate an understanding of and commitment to these values and behaviours, which will be assessed through the recruitment, selection and appraisal processes.

**Support -** We are respectful of others, value their opinions, are approachable and inclusive in all that we do. ​

**Collaborate -** We promote connections, and open and honest professional working environments where knowledge and experience is shared.​

**Achieve -** We are committed to delivering high quality work, pushing the boundaries, setting high ambitions, sharing our successes and celebrating our achievements with pride. ​

**Adapt -** We work with positivity, agility and flexibility, adapting our approach and solutions in response to the challenges at hand. ​

**Innovate -** We encourage creative thinking by adopting an open-minded approach, providing a safe space to fail and learn without judgement. ​

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