

Role outline template

Job Title:	Clinical Lead- Personalised Care
Band:	One or two clinical sessions a week (one session is 3.5 hours)
Department(s):	SELCCG
Responsible to:	PHB and Personalisation Lead for SE London
Accountable to:	Executive Director of Primary Care and Vaccinations

Role of South East London Clinical Commissioning Group (CCG)

NHS South East London Clinical Commissioning Group is the statutory body responsible for commissioning healthcare services to south east London’s 1.9 million residents of the boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark.

The CCG buys services from hospitals, ambulance service and community service providers.

South East London CCG covers all GP practices in the area and is overseen by a governing body, which is responsible for making decisions about healthcare. The governing body includes GPs, nurses, a hospital doctor and other healthcare professionals and patient representatives. This is supported by other prime committees including Borough Based Boards which will have delegated responsibility for commissioning local services.

Some of the CCG’s key functions include:

- Making arrangements to secure public involvement in the planning and commissioning of healthcare services.
- Contributing to the boroughs’ Joint Strategic Needs Assessment (JSNA) and the Joint Health and Wellbeing Strategies led by the Health and Wellbeing Boards.
- Adhering to relevant principles of good governance and carrying out its functions effectively, efficiently, and economically.
- Working with the local authorities and their partners to improve the wellbeing of children and their families, as well as supporting community care assessments, local education and the police, prison services and probation services.

Working in a single CCG:

All roles will have a core base location and key areas of focus which may be locally within a borough or at scale across South East London. However, as part of operating within a single organisation as we move towards Integrated Care Systems, it is important to note that:

- We all work ultimately for South East London and the residents/ patients and partners within it, and we will need to support our colleagues in other functions or in other locations. Where required you should work with your line manager to ensure your work is prioritised accordingly.

- You may work more closely or as part of mixed teams with local authorities, trusts or other partners
- You may also be asked on occasion to travel to and potentially work in different CCG borough locations

JOB PURPOSE

The NHS Long Term Plan (LTP) commits to the roll-out of the NHS Personalised Care model across the country, reaching 2.5 million people by 2023/24 and then aiming to double again within a decade.

In order to achieve the scale committed in the LTP, the South East London Clinical Commissioning Group is looking to recruit a clinical/professional lead to support the Personalised Care agenda across South East London, to enable us to continue to build on the progress we have already made.

We want to ensure the personalised care agenda is delivered at scale across system, place, and neighbourhood level geographies, improving outcomes for people and communities and enabling services to become more sustainable.

South East London CCG has challenging targets for extending the number of PHBs as part of the long term plan targets which will require a significant expansion of the PHB offer to new client groups. SEL CCGs will need to roll-out an offer of PHBs to patient cohorts where there is at present little to no arrangements in place for these to be offered. This could necessitate changes to provider pathways, the commissioning infrastructure, and contractual arrangements, which this role will support. In addition, there is a need to expand the use of social prescribing access through the Primary Care Networks (PCNs), build on existing social prescribing practice outside of PCNs and see how these roles can complement each other. We are expected to increase the use of self-management tools, such as PAM, which will require looking for opportunities across the system and working with current providers to see how PAM or similar tools can be embedded into their everyday practice.

The post holder will be responsible for providing clinical leadership for personalised care, this could include all elements of personalised care or could the post holder could specialise in one element to accelerate the agenda across settings.

We are seeking a clinical lead with experience of enabling change through clinical/service transformation both at ICS and a borough level.

The post holder will engage and work closely with a wide range of stakeholders, including clinical and non-clinical staff, patients, and service users, across the local health and care system in the design and delivery of each project.

The post holder will need to build effective working relationships and achieve agreed objectives through strong negotiating and influencing skills and by modelling a collaborative and whole system way of working.

Main responsibilities

The following are the key requirements identified for this role and the approaches needed for them.

Contacts and relationships

- Positively engage with external agencies and act as advocate for the organisation
- Actively look for potential opportunities with key contacts to improve overall service delivery and performance
- Connect and build trust with colleagues and patients across traditional boundaries - developing strong networks and relationships that work in service of patients over organisations, places, or professional groups.

Clinical/service decision-making

- Make sound operational and clinical judgements that ensure safe and effective service provision
 - Ensure a collaborative approach with other clinicians leading aspects of the programme
 - Make links with cross-cutting programmes that align to personalised care, including primary care, community based care and long term condition programmes – specifically developing relationships with clinicians across these programmes.
 - Explore developing links with secondary care, mental health, and community care clinicians to embed personalised care approaches across the ICS. This will involve engagement with provider clinicians and GPs to develop new pathway areas.
 - Support the development of personalised care through supporting any reviews of governance and processes from a clinical perspective.
- Listen with compassion to the needs, hopes and challenges of those they work with and serve, using this understanding to actively involve others in the decisions that affect their lives.
- Support the CCG lead to gather, verify and assess all appropriate and available information to gain an accurate understanding of the situation.

Service delivery and outcomes

- Ensure that the needs of service users and their carers are at the core of the way we deliver services
- Catalyse and embed ways to test and share new and innovative ideas and approaches that improve how we design and deliver care to our patients and population
- Ensure that service delivery is person centred, outcomes focussed and protective of individual service users' dignity
- Support Service Manager to ensure that the service meets all relevant quality standards, specifically CQC, CCG and all relevant NICE guidelines
- Support the effective and efficient deployment of resources to achieve agreed outcomes and targets
- Work as a team member developing and maintaining effective working relationships

- Keep up to date with relevant policies and procedures

Creativity and innovation

- Encourage and test new ways of working together, collaborating, and learning from each other to achieve our collective ambition to improve the health and wellbeing of our population
- Seek out and embrace different ideas, perspectives, and challenges - being able to adapt and change course by continually learning from others around them.
- Takes an innovative and creative approach to solving problems
- Considers innovation in the workplace an ongoing responsibility and welcomes change as an integral part of both individual and organisation development
- Acts as a positive role model for innovation and a facilitator for change

Planning and organising

- Develops practical and realistic plans to achieve outcomes/objectives
- Considers the wider implications with regards to skills, resources in achieving plans/ outcomes/objectives
- Ensures appropriate resources and levels of capability to deliver priorities
- Takes responsibility for delivery of plans, outcomes and objectives which may involve coordinating and organising others

Communication

- Actively contribute to a culture of positive communication
- Support the CCG lead to deliver presentations and training internally to staff and externally to partners/ agencies, where appropriate
- Support the CCG lead with CQC inspections, service developments and other relevant tasks

Financial Management

- Effectively manage resources within your control.

Personal development

- Continually develop own clinical knowledge and practise with respect to service speciality
- Maintain professional registration relevant to the role (e.g. GMC, NMC, etc.)

Equality and Diversity

- Act in ways that support equality and value diversity
- Help to develop and maintain an organisational culture that supports equality and diversity.

Eligibility

Important note: Covid Vaccination Requirement

The Government has formally announced it is pausing the regulations requiring

specific healthcare sector roles to be fully vaccinated (1st & 2nd dose) against COVID-19, subject to government consultation. Should the regulation remain in effect and in force after the consultation process, this post may be identified as requiring full COVID-19 vaccination as a condition of employment unless an individual is medically exempt and we will ask for proof of vaccination during the recruitment process.

Person Specification

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	Essential	Desirable	Assessment Method
Qualifications			
Evidence of continued professional development	√		A/I
Experience & Knowledge			
A good understanding and experience of delivering the personalisation agenda and the strategic direction of the NHS in the context of the Long Term Plan.	√		A/I
Considerable experience of successfully operating in a politically sensitive environment	√		A/I
Experience of managing risks and reporting.	√		A/I
Experience of drafting briefing papers and correspondence for a senior audience.	√		A/I
Demonstrated experience in a Healthcare environment.	√		A/I
Experience of coproduction with people with lived experience in a health or social care setting	√		A/I
Skills and Abilities			
Excellent verbal and written communication skills.	√		A/I
Ability to work as part of a team as well as independently. Demonstrable leadership skills and an ability to influence and motivate others	√		A/I
Ability to analyse complex issues where material is conflicting and drawn from multiple sources.	√		A/I
Ability to make difficult and challenging	√		

<p>decisions that support strategic aims and the long term vision for personalised care.</p>			A/I
<p>Leadership, vision, and strategic thinking and planning with highly developed political skills.</p>	√		A/I
<p>Ability to provide and receive complex, sensitive, and contentious information and present complex and sensitive information to large groups and senior stakeholders.</p>	√		A/I
<p>Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly.</p>	√		A/I
<p>Flexibility and willingness to travel across the South East London area to provide widespread support to continuously develop the programmes of work</p>	√		A/I
			A/I
<p>Other</p>			
<p>Demonstrates commitment to improving care for patients and promoting the wider interests of the health service through personalised care.</p>	√		A/I
<p>Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales</p>	√		A/I
<p>Tenacity: demonstrates high levels of self-belief, drive, enthusiasm, and stamina to achieve goals and see things through</p>	√		A/I
<p>Ability to work effectively under pressure</p>	√		A/I
<p>Self-confident and motivated</p>	√		I

A = Application	I = Interview	C = Certificate	T = Test
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