#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title:  | Managed Clinical Networks Support Officer |
| Responsible to | Managed Clinical Networks Manager |
| Department(s):  | Managed Clinical Networks |
| Directorate: | Fife Health and Social Care Partnership |
| Job Reference: | TBC |
| No of Job Holders: | 2 |
| Last Update: | July 2022 |

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| 2. JOB PURPOSE |
| The post holder will work directly with the Managed Clinical Network (MCN) Manager, Lead Nurses, Lead Consultants, Team Leaders, Team Managers, and a wide range of staff groups across Fife, to ensure that clinical care and services are high quality, safe, effective and person centred. The post holder will support the MCN Manager to facilitate and co-ordinate a comprehensive and cohesive approach to service planning, development/redesign and delivery. This will involve working autonomously to project manage some pieces of work as directed by the Managed Clinical Network Manager. All work will be in alignment with Fife Health & Social Care Partnership Strategic Plan and National Improvement Plans.  |

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| **3. DIMENSIONS** |
| The Health and Social Care Partnership in Fife is split into 4 Service Structures – Primary & Preventative Care Services, Community Care Services, Complex & Critical Care Services and Integrated Business Enabling and Support Services. This post will operate in supporting the work of the Managed Clinical Networks (MCNs) within Community Care Services. |
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| ORGANISATIONAL POSITION |
| Head of ServiceCommunity Care Services  Clinical Service ManagerManaged Clinical Network ManagerManaged Clinical Network Support Officer – THIS POST MCN Administrative Staff |

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| 5. ROLE OF DEPARTMENT |
| The Managed Clinical Networks bring together professionals and organisations from primary, secondary and tertiary care to work in a co-ordinated manner, unconstrained by existing professional, organisation and geographical boundaries to ensure equitable provision of high quality clinically effective services throughout Fife.The Networks will develop services focussed on improving the health and experience of the person living with or at risk of a long term condition(s). The Network development will be steered by the Steering Groups.The Managed Clinical Networks are managed by a Managed Clinical Network Manager in line with Scottish Government and local targets and strategy, and under the direction of the Fife Health and Social Care Partnership Senior Leadership Team. |

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| 6. KEY RESULT AREAS  |
| 1. Provide organisational and project management support to the Managed Clinical Network Manager, ensuring that project objectives and milestones are defined, monitored and reported.
2. Hold a portfolio of projects, some of which require the postholder to take forward actions independently.
3. Support the development of integrated services within Fife by collating, analysing, interpreting and reporting on a wide range of data to inform service redesign and presenting this in a clear format to assist decision making. The postholder will also create action plans to support implementation, then monitor and execute to enable the local managers to keep abreast of action.
4. Provide project management support to the Managed Clinical Network Manager in relation to project planning, development of services and integrated working. This includes the creation and maintenance of project toolkit documents, creation of Project Working Groups/meetings/events, and developing content and tools to collect outputs for these.
5. Co-ordinate, implement and monitor actions agreed at Managed Clinical Network meetings to guide service development, redesign and/or process mapping.
6. Assist with planning e.g. mapping of issues & processes, prepare papers, data analysis, create reports and support the process of stakeholder involvement.
7. Support movement towards service improvement and re-design, using Project Management skills e.g. by developing service implementation plans, service development plans and joint training initiatives.
8. Support achievement of the targets and priorities identified in service delivery plans e.g. Health and Social Care Strategic Plan, NHS Clinical Strategy and National Improvement Plans.
9. Create, deliver and implement effective communication plans to inform Managed Clinical Networks, wider staff groups and stakeholders, and to facilitate information exchange.
10. Provide and undertake effective consultation and representation on projects and service improvements.
11. Ensure redesign activities adopt a whole-system approach and appropriate links are made andmaintained across the multi-disciplinary teams to ensure an integrated approach and active client/patient consultation in the service process is demonstrated.
12. Develop and maintain effective budget monitoring systems.
13. Work with others on the design and implementation of projects using e.g. technology based programmes, data analysis, performance reporting, and general management information for electronic dashboards to support service redesign and development, and change management in the broadest sense.
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| 7a. EQUIPMENT AND MACHINERY |
| * Personal Computer (PC) system for e-mail communication (both internally and externally) and for research and data collection via the Internet. PC also utilised as a resource in the development and formulation of plans and projects.
* Laptops and Projectors, Multi-media equipment utilised to support and facilitate Power Point presentations at seminars, meetings and events.
* Full range of general office equipment
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| **7b. SYSTEMS** |
| * Utilise IT systems to meet the requirements of Corporate Governance in relation to information collation, production and sharing.
* The development, management and maintenance of relevant databases and spreadsheets.
* The maintenance of relevant information to help inform the Managed Clinical Network planning processes and implementing National Improvement Plans and the Health and Social Care Partnership Strategic Plan.
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The post-holder’s priorities are agreed within the Managed Clinical Network structure as above and will be directed by the current national, regional and local strategies, by developments arising within the MCN Steering Groups and by the post holder’s areas of priority action, based in the MCN’s appraisal of strategy, policy and opportunities.
* The post holder will contribute to the redesign and improvement of health and social care services in Fife and is accountable directly to the Managed Clinical Network Manager.
* The work of the post is largely self-directed with a significant level of decision making and freedom of action required in use of personal initiative with minimum input from the Managed Clinical Network Manager.
* The post-holder must be flexible and able to respond quickly to an ever-changing environment which often presents conflicting priorities and short timescales.
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| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder will be required to use their own initiative and work on a self-directed basis whilst supporting and on occasions leading on some pieces of project work which can be of a complex nature, under the direction of the Managed Clinical Network and relevant Project Boards.
* The post-holder must be able to anticipate and be proactive in planning for change.
* The post-holder must be innovative in developing new project plans, links, and communications routes.
* The post holder will not be directly supervised on a day-to-day basis and will be required to manage their own workload and prioritise conflicting tasks effectively to meet challenging timescales.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Supporting the implementation of decisions made at a senior level within different organisations within tight timescales.
* Securing involvement and commitment to redesign and service change from within and out with the organisation.
* Facilitating joint working of professionals and organisations across primary, secondary and tertiary care within the context of redesign and service development.
* Promoting a culture of positive change.
* Promoting effective communication and information sharing across agencies.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Facilitate and co-ordinate a comprehensive and cohesive approach to service planning, development and service delivery. This requires that robust internal and external communications and relationships are developed and maintained.
* Communication will be appropriate to manage change and implement project plans.

Internal * Senior Managers in Fife Council, NHS Fife and Fife Health and Social Care Partnership.
* Locality/Service administrative teams.
* NHS Fife and Fife Council IT Managers.
* Finance & H.R. departments.
* Communication and networking with all the Health and Social Care Partnership staff across Fife.
* Clinicians, Service Managers, Team Leaders and frontline staff.

External * Communication throughout NHS Fife, Local Authority, other agencies and the Voluntary

Sector.* Communication with service users, carers and the general public.
* Information Services, Change Management and Performance Management Staff.
* Service teams within other NHS Boards / Local Authorities.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * The nature of the job and its unpredictability in terms of the range, volume and type of work expected of the post-holder places demands upon the post-holder who requires to be flexible in his/her approach.
* The post-holder requires to be fully adaptable in the face of often conflicting, difficult and

tight timescales and expectations.* The post holder should have the ability to travel between sites across Fife.
* The post holder should be able to demonstrate resilience and emotional maturity in order to support and implement various projects involving service change within a complex and dynamic environment.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * **Communication Skills** – the post-holder is required to have excellent communication, negotiating and presentational skills to develop and maintain communication and engagement with people on complex matters.
* **Service Improvement** – the post-holder is required to work in partnership to support the development of Managed Clinical Network services.
* **Quality** – the post-holder is required to contribute to improving quality, acting consistently with legislation, policies and procedures.
* **Equality and Diversity** – working with others, the post-holder is responsible for promoting equality and diversity.
* **Learning and Development** – the post-holder must be capable of promoting the aims of learning anddevelopment within NHS Fife and the Fife Health and Social Care Partnership.
* **Project Management** – Working with others the post-holder will identify issues and produce plans that contain all the necessary detail for managing and delivering services.

**Qualifications/Experience** * Have a broad and varied level of experience in senior secretarial or administrative position preferably acquired within an NHS or Social Work environment.
* Have experience of managing change within a complex environment.
* Degree in Business Management / Administration or other relevant subject or experience and training commensurate to degree level.
* Knowledge and experience of implementing service change.
* Knowledge of community health and social care, acute hospital issues and a broad understanding of Scottish Government policy and strategy.
* Knowledge and experience of implementing new systems to support service delivery e.g. technology and information systems.
* Excellent knowledge of Microsoft Office packages.
* Ability to work on own initiative and with minimal supervision.
* Ability to consistently meet challenging deadlines.
* Ability to deliver objectives within agreed timescales.
* Accustomed to looking ahead and planning appropriately.
* Excellent interpersonal, communication and organisational skills.
* Proven track record in project management (desirable).
* Able to forge positive relationships and work effectively across organisational boundaries.
* Demonstrable project management skills.
* Excellent interpersonal and organisational skills.
* Have the ability to travel within and out with Fife to perform aspects of this role.

Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23 Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |

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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |