

GOLDEN JUBILEE NATIONAL HOSPITAL

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Clinical Effectiveness Facilitator

Department(s): Clinical Governance

Job Holder Reference: 056150

No of Job Holders: 1

2. JOB PURPOSE

The Clinical Effectiveness Facilitator post is located within the Effectiveness Team of the Clinical Governance Department (CGD).

The post holder will support quality improvement, and will be a key part of a team responsible for implementing the Golden Jubilee Clinical Governance Strategy and Framework and the corresponding work programmes.

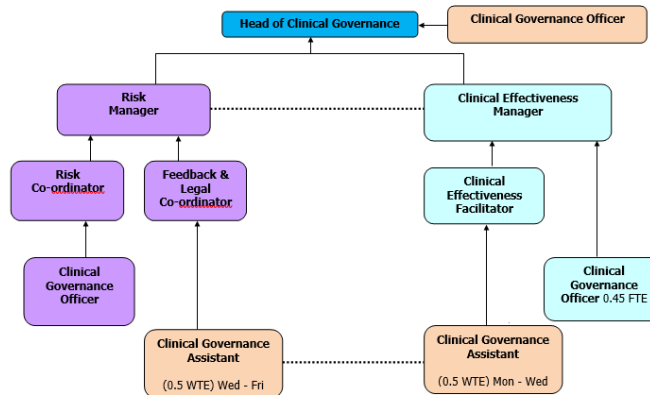
The post holder will make a substantial contribution to the Clinical Governance and improvement agenda by generating improvements in the safety of clinical practice and services.

Providing support to all staff in policy and guideline development and implementation and promoting the use of improvement science and evidenced based practice to support delivery of safe, effective and person centred care.

Support programmes of work in conjunction with clinicians for the application of clinical effectiveness/audit methods and across the wider Foundation family as required.

The post holder will work closely with the Clinical Effectiveness Manager and will maintain a portfolio of improvement projects; this will include support to the Scottish Patient Safety Programme and associated work streams.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The post holder will operate across the GJNH as technical support on clinical improvement and systems to support policy and guideline management, providing assistance and advice at all levels of the organisation, this will include other areas of the Foundation Family as required.

The post holder has responsibility for contributing to and, where agreed through work assignment, supporting the Clinical Effectiveness Manager on the design of systems complying with prevailing national requirements to support collation of reporting of improvement data.

The post holder will play a key role in supporting the Scottish Patient Safety Programme within GJNH. This involves working with staff from all the clinical disciplines, ranging from direct care staff through to Senior Clinicians, Service Managers and Directors. The post holder therefore deals with a broad and dynamic range of complex issues requiring a flexible approach to engaging with the various client groups throughout the organisation.

5. MAIN DUTIES/RESPONSIBILITIES

- Act as a change agent to enable the successful development and implementation of improvement plans.
- To provide advice and support to staff in the application of improvement science in testing, implementing and spreading improvements to achieve reliable and safe systems and processes.
- Support the Clinical Effectiveness Manager in development and delivery of approaches to build capacity in improvement science which will include delivery of training to wide and diverse groups of staff and demonstrable skills in coaching, teaching and mentoring.
- To support the Clinical Effectiveness Manager in the development, implementation and evaluation of policies and guidelines.
- To support the Clinical Effectiveness Manager in the assessment and reporting to HIS in relation to the Scottish Patient Safety Programme and development of any work plans required as a result of this.
- Contribute, as part of the wider Clinical Governance Department, to the development,

implementation and evaluation of Board policies on Clinical Governance specifically, but not limited to, policy/guideline development and clinical improvement.

- To support in the development of standard operating procedures within the team to support activity and key delivery areas, monitor implementation and maintain.
- To produce reports as required within the specified reporting framework and provide feedback to invested stakeholders in relation to those reports within our specified feedback process
- To provide support to services implementing the Board strategy for clinical governance.
- To work with peers within CGD e.g. risk, in supporting the links between the quality strands.
- Represent the Effectiveness Team at sub divisional level on relevant Clinical Governance forums.
- Responsible for the security and confidentiality of any records within the departments.

6. SYSTEMS AND EQUIPMENT

The post holder requires a good working knowledge and awareness of electronic systems to inform, present and communicate information across the organisation.

The post holder requires to effectively convey complex issues to groups and individuals of different professional background using appropriate equipment and technology. To do this effectively he/she will need a good level of knowledge of the following systems.

- Microsoft Outlook – e-mail, electronic notice board
- Microsoft Word
- Microsoft Excel
- Microsoft Access
- Microsoft PowerPoint + laptop and digital projector

The post holder is required to be competent in the use of various computer software packages including Microsoft Office (WORD, Excel, Access, PowerPoint). This includes input, analysis, report generation and information presentation. In addition the post holder requires knowledge and competency to contribute to the design and operational management of data capture processes and systems to the level of system administrator.

7. DECISIONS AND JUDGEMENTS

- The post holder has day to day responsibility for assessing, prioritising, managing and delivering the programme of work in relation to competing priorities. Anticipating problems and developing solutions as part of a wider improvement network within the Foundation.
- The post holder will meet monthly with the Clinical Effectiveness Manager, and participate at team meetings and weekly departmental huddles, to review progress on work plans, escalating issues appropriately.
- The post-holder has significant discretion to identify, collaborate and communicate with a broad range of stakeholders in meeting personal objectives and organisational priorities.
- Required to support in the analysis of complex (and often conflicting) information from various sources, and support integrating these different strands of information. This includes providing support in investigating events and reviewing, interpreting and summarising complex data.
- The post holder will be required to negotiate with healthcare professionals on data and improvement issues, requiring an understanding of medical terminology and a working

<p>knowledge of audit and quality improvement methodologies, data interpretation, to ensure activities are conducted within appropriate clinical governance frameworks.</p> <ul style="list-style-type: none"> • The post holder has the scope to take decisions necessary for specific projects they directly manage, in conjunction with advice from the Clinical Effectiveness Manager • In conjunction with the Clinical Effectiveness Manager the post-holder will contribute to development of Foundation policy related to Clinical Governance and improvement. • The post holder will direct the workload of support staff in support of role objectives.
<p>8. COMMUNICATIONS AND RELATIONSHIPS</p> <p>Key Working Relationships</p> <p>To promote clinical effectiveness as an integral part of the working practice of all staff involved in the provision of services, as a means of enhancing and improving the quality of care, treatment and clinical outcomes provided by the Foundation.</p> <ul style="list-style-type: none"> • The post holder is expected to communicate with all levels of management, clinical and non-clinical staff, patients, visitors, volunteers and also clinical and managerial colleagues in other services, and other organisations, in relation to highly complex, sensitive and contentious information. • The post holder must have excellent presentation skills and be able to express a view convincingly and coherently both verbally and in writing. The post holder will have the ability to deliver and convey complex and, at times, contentious information in formal presentations to large multi-disciplinary groups, some of who may hold different views, utilising persuasive and negotiation skills as required. • The post holder will discuss issues of common concern; share good practice and contribute to the development of common strategies in conjunction with colleagues at senior level both internally and externally. • The post holder will have occasional face-to-face communication with patients through their involvement in projects, through presentations at events with patients in attendance and informal contact when visiting patient areas. • The post holder will meet on a monthly basis with the Clinical Effectiveness Manager and with the wider Clinical effectiveness team as part of the agreed meeting schedule. <p>Modes of communication</p> <p>Communication is verbal (face-face, over the telephone and Webex), written (via reports, letters, fax, e-mail) and through a variety of other interactions, such as meetings, group/committee work, presentations, conferences, and delivering internal and external training events.</p>
<p>9. PHYSICAL DEMANDS OF THE JOB</p> <p>Physical</p> <ul style="list-style-type: none"> • The post holder will regularly spend prolonged periods on a computer undertaking analysis and report construction. • Travel off site may on occasion be required for meetings. <p>Mental</p> <ul style="list-style-type: none"> • The job requires the post holder to work at a high concentration level for extended periods of time (e.g. 3-4 hours) and this demands a high level of attention to detail and accuracy. • The post holder is required to manage short, unexpected periods of high workload, which may be associated with a shift in priority.

- Prioritisation of conflicting demands and managing multiple projects.
- Requirement to balance output against ensuring quality information and work.

Emotional

- The post holder will rarely encounter images or descriptions that may be perceived to be distressing, or be indirectly exposed to emotionally difficult circumstances.
- The post holder may be required to deal with complex and stressful situations, providing advice, information and guidance. This may include the challenges of managing people and workload.
- Need to ensure deadlines are met and work, is consistently of a high quality.
- Challenging others constructively and in a professional manner to think and work differently.

Environmental

- The post holder works in general office conditions.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Acting as a change agent, and managing the requirements of multiple stakeholders and staff groups to deliver projects that support the application of improvement science to bring about measurable improvements in the safety and quality of care for patients.
- Effectively supporting in the managing a range of portfolio improvement projects and, at times competing, priorities.
- Maintaining standards of personal conduct and managing relationships to sustain the high level of trust necessary for the development of an improvement culture within organisation.
- Providing and receiving complex, multifactorial clinical quality information; which involves the production of written and verbal reports for key stakeholders supporting improvement developments.
- Having the self awareness to know when to seek advice and guidance from senior colleagues, including the Clinical Effectiveness Manager but also within the wider Clinical Governance Department.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Qualifications & Training

- Educated to Degree level in a relevant field, with specialist knowledge, or has acquired demonstrable expertise and experience.
- Trained in the theory and application of improvement science or can demonstrate relevant experience and applied knowledge.

Knowledge and experience

- Knowledge of a range of quality improvement techniques, which they can apply appropriately to the project supported.
- Good knowledge of a range of statistical/numerical techniques, which includes descriptive statistics, and the ability to present data meaningfully utilising a range of techniques including run charts and Shewart control charts.
- Experience of working within the NHS.
- Experience in a clinical governance/ quality improvement related field, which will have resulted in a good level of knowledge and experience. This will include knowledge and skills in quality improvement tools and techniques, project management methodologies,

and statistical techniques.

- Track record in having played a role within clinical improvement projects to a successful conclusion within an ability to demonstrate sustained improvements.

Skills

- Leadership skills and the ability to influence and support others and support change across organisational boundaries.
- Developed problem solving, analytical and interpretative skills.
- Demonstrable experience of involvement within projects and improvement work.
- Competent presentation skills.
- Good levels of written and reporting skills.
- Well developed numeracy and data analysis skills.
- Highly articulate with well-developed communication/negotiation and interpersonal skills.
- Excellent social skills with proficiency in managing relationships and building networks.

12. 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:

Date:

Head of Department Signature:

Date:

Recruitment Person Specification Clinical Effectiveness Facilitator

The aim of this form is to record the criteria applicants need to meet to qualify for appointment to the vacant post. It must be completed before the recruitment process begins and must reflect the job description for the post.

	Essential	Desirable
Qualifications/Training	<ul style="list-style-type: none"> • Educated to degree level or equivalent experience in relevant field • Trained in improvement methodologies 	
Experience	<ul style="list-style-type: none"> • In depth experience of applying improvement tools and techniques in practice • Experience within a clinical governance/ improvement role in NHS • Proven ability to manage projects leading to sustained improvements 	<ul style="list-style-type: none"> • Experience of policy management
Skills/Knowledge	<ul style="list-style-type: none"> • In depth knowledge of a range of statistical/ numerical techniques • Highly developed data analysis skills • Leadership skills • Problems solving/ analytical skills • Competent presentation skills • Advanced written and report writing skills 	
Additional job requirements Eg. unsocial hours		
Any other additional information		

Delivering care through collaboration

NHS Golden Jubilee

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Telephone: 0141 951 5000

www.nhsgoldenjubilee.co.uk



Chair: Susan Douglas-Scott CBE

Chief Executive: Jann Gardner

Recruitment line: 0800 0283 666

Dear Candidate

POST: Clinical Effectiveness Facilitator

HOURS: 37.5 per week

CLOSING DATE: 18 June 2021

NHS Golden Jubilee welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees, please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call.

In the meantime, I wish you success with your application and should you require any further information please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely

Recruitment Assistant

NHS Golden Jubilee

General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about NHS Golden Jubilee (NHSGJ).
- The contents of this package are as follows:-
 - Job Description/person specification
 - Terms and Conditions of Service
 - Application Form
 - Equal Opportunities Monitoring Form
 - Information on Agenda for Change
- The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- Please note, to ensure that we adhere to our current policy on Equal Opportunities; CV's received with Application Forms will be destroyed prior to Application forms being passed for Short listing.
- NHSGJ operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of two year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please submit your completed application through the Jobtrain Recruitment System
- The short listing process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
 - Valuing dignity and respect
 - A "can do" attitude
 - Leading commitment to quality
 - Understanding our responsibilities
 - Effectively working together

NHS Golden Jubilee

Terms and Conditions of Service

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

1. Superannuation

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from to 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

2. Salary

£26,104 to £32,915 per annum

3. Grade

This post is offered at Band 5.

4. Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

5. Hours of Duty

37.5 Hours per week

6. Tenure of Employment

This post is offered on a permanent basis

7. Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

NHS Golden Jubilee

Benefits

NHS Superannuation scheme:

New entrants to NHS Golden Jubilee who are aged sixteen but under seventy-five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

Annual leave entitlement (including public holidays):

35 days' annual leave on appointment

37 days' annual leave after 5 years

41 days' annual leave after 10 years

Free car parking

Continuing professional development opportunities

Discounts at the Golden Jubilee Conference Hotel

Leisure Club membership – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £30 per month.

Discounted Room Rates - Rooms rates discounted subject to specific conditions.

Discounted Dining - 20% off food and beverage when dining in the hotel.

Golden Bistro (Hospital Restaurant) - Discounted food in our award winning hospital restaurant.

NHS Staff Benefits

As a staff member in NHS Golden Jubilee, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit www.nhsstaffbenefits.co.uk - new offers are added on a weekly basis.