##### **Job Description**

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| **Job Title** | **:** | Hepatology Project Manager for SW London Operational Delivery Network |
| **Care Group** | **:** | Gastroenterology and Hepatology |
| **Division** | **:** | Medicine and Cardiovascular |
| **Band / Grade** | **:** | 7 |
| **Responsible to** | **:** | Assistant General Manager Specialist Medicine |
| **Accountable to** | **:** | STHepNet West Clinical Lead  STHepNet West Lead Hepatology Pharmacist |
| **Number of direct reports** | **:** | 2 |
| **Budgetary Responsibility** | **:** | STHepNet West budget responsibility |
| **Location** | **:** | St George’s Hospital, Tooting |

**St George’s Hospital**

South West London Hepatitis Network (STHepNet West) is the South West London Operational Delivery Network (ODN) for hepatitis C services. It is one of 22 ODNs in England, who have been commissioned by NHS England specialised commissioning to treat hepatitis C virus (HCV) and work towards the NHS England elimination agenda of 2025.

The ODN aim to diagnose the undiagnosed and treat all, including the disengaged with curative HCV treatment. We have a record of innovation in terms of how we organise care and diagnostics and were the first ODN to achieve HCV microelimination in a drug and alcohol centre

The Hepatology team at St George’s Hospital have recently achieved Improving Quality in Liver Service (IQILS) level 2. The team are dedicated to improving liver health across South West London.

**Job Summary**

This is an exciting opportunity for a Project Manager to support the delivery of the Hepatitis C Elimination programme across South West London. Viral Hepatitis is a serious public health challenge, the post holder will be expected to work with the lead clinician and lead pharmacist to develop innovative models of care which are essential for the success of this programme.

The post holder will also be expected to support the delivery of projects to improve general liver health, this includes the Community Fibroscan and Early Liver Cancer Programme in South West London, focussing on vulnerable patients and working alongside the outreach work of the Hepatitis C Elimination Programme. They will also be expected to support the St George’s Hepatology team service improvement through the IQILS programme.

The post holder will be responsible and accountable for the effective development and delivery of the ODN objectives. This will include achieving NHS England and Commissioning for Quality and Innovation (CQUIN) objectives as well as the broader ODN goals. The post holder will be required to work closely and support the clinical lead and the Hepatitis C Multidisciplinary Team to lead and ensure the successful delivery of the programme.

The post holder requires initiative and effective communication with a variety of stakeholders to ensure continuity in achieving excellence in patient care across SW London, including Drug and Alcohol Centres, Community Services and Prisons. The successful applicant needs to be an organised and motivated self-starter with experience of leading programmes, with an awareness of NHS transformation and improvement activities

**Key Working Relationships**

**Internal:**

* St George’s Hospital Department of Gastroenterology and Hepatology
* Consultants
* Nursing staff
* Pharmacists
* Peer coordinators
* Administrative and Secretarial staff
* Finance

Service managers **External:**

* STHepNet hub, spoke and partner sites across South Thames
  + Kingston General Hospital NHS Foundation Trust
  + Croydon Health Services NHS Trust
  + Epsom and St Helier University Hospitals NHS Trust
* South West London Pathology
* Drug and Alcohol Services across South West London
* Homeless and other charities e.g. St Mungos, Spear
* NHS England National and Regional teams
* Hepatitis C Trust
* London Joint Working Group
* Primary care
* Local Authorities across South West London
* Clinical Commissioning Groups across South West London
* Health and Justice Commissioners

**Main Duties and Responsibilities**

1. **Project management**

* Project management of HCV ODN elimination initiatives, providing leadership and direction to ensure delivery on time and to desired quality in line with the CQUIN requirements.
* Work with the ODN Clinical lead and Lead Hepatology Pharmacist to identify areas for innovative service development and improvement to diagnose and engage the most vulnerable hepatitis C patients into therapy.
* Support the writing of business cases for service developments and future bidding projects both internally and to NHSE.
* Routine management of delivery of multiple projects involving multiple stakeholders at any one time.
* Maintain a continuing understanding of viral hepatitis and general hepatology service delivery to comply with internal and external standards and requirements.
* Facilitate the development and implementation of shared working between providers and establish appropriate governance with the development of Service Level Agreements and Memorandum of Understanding.
* Support the management of Community Fibroscan and Early Liver Cancer Programme
* Timely and comprehensive reporting to the ODN lead and NHS England when required for activity and financial reporting.
* Provide project management support to the St George’s Hepatology team to develop services and work towards IQILs accreditation.
* Support, guide and lead the HCV Testing and Data Co-ordinators in their roles.

1. **Finance and Business Planning**

* In conjunction with other members of the Management Team within the trust, ensure that the service provided is of the highest standard, efficiently delivered and effectively controlled within the service budget
* In conjunction with the Finance team, support the preparation of the service budget allocating resources in line with the business plan.
* Provide timely reports and analysis of the ODN income and expenditure position.
* Oversee the allocation of financial resources to the ODN for the programme and specific projects. Identify opportunities to secure additional income and ensure all income is maximised and appropriately claimed.
* Co-ordinate projects and work collaboratively with the Finance team to develop and evaluate business cases/service development options and their resource implications.
* At any point in time, have a detailed view of the key CQUIN and Programme milestones for the next 6-12 months, including associated dependencies, risks and issues. Initiate and complete internal auditing of ODN expenditure, stock control and use of financial resources as required.
* Demonstrable diplomacy and consultation skills when negotiating contract agreements with local commissioning groups with adept management of relationships across both external provider and specialist commissioning organisations.

1. **Communication and Relationship Management**

* Use developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams across the ODN, such that they understand and work to achieve the Programme goals.
* Deploy good communication, negotiation and influencing skills to build and maintain excellent working relationships with a broad range of internal and external stakeholders involved in a range of service improvement projects, driving and challenging each key working relationship to innovate and achieve reform in accordance with agreed objectives.
* Ensure optimum engagement from staff, colleagues and stakeholders in order to deliver continuous change, securing appropriate buy in, support and understanding and effective flows of information.

1. **People Management and Performance**

* To directly manage agreed members of the ODN team and be responsible for the recruitment, selection and management of these members of staff.
* To ensure staff are made aware of ODN objectives and performance targets and have an annual individualised performance review and personal development plan.
* Lead, coach and manage the performance of the team in line with good people management practices. Ensuring excellence is recognised and underperformance is addressed.
* Participate in regular performance appraisal meetings and ensure each member of the team has a clear set of objectives and development plans.
* Ensure the team is compliant with all statutory, mandatory training together with any professional training requirements, ensuring they are up to date and fully compliant.
* Manage team absences including sickness in line with Trust policy ensuring the appropriate return to work meetings occur, e-roster is updated and productivity is kept to the highest possible level.
* Assess resource and identify and fill any vacancies that arise within the team in line with the Trust’s recruitment policy and process to minimise the impact of any staff shortage on project delivery.
* Support career development of the ODN staff and follow the internal talent management process in order attract and retain and succession plan for your team.
* Review skills mix at regular intervals in order to identify any potential opportunities to maximise resource utilisation / allocation, ensuring job descriptions are kept up to date.
* Identify areas for expanding the team in line with new and expanding projects and complete the Trust processes for recruitment.
* Ensure overall wellbeing of the team is maintained. Continuously support in improving the morale of the team and implementing a culture of zero-tolerance for bullying and harassment.

1. **Data and Reporting**

* Collate reports and updates for the clinical lead when requested.
* Produce the necessary quarterly and annual reporting for NHS England on time and according to deadlines.
* Oversee the management and monitor the data entry into HepCare, Lost to Follow up Database and the Hepatitis C registry.
* Manage the analysis of data relating to the CQUIN triggers and the Programme goals so that clinical leads and the management team have access to timely and accurate information on all key performance indicators.

1. **General**

* The post holder has a general duty of care for their own health, safety and wellbeing and that of work colleagues, visitors and patients within the hospital, in addition to any specific risk management or clinical governance accountabilities associated with this post.
* To observe the rules, policies, procedures and standards of St George’s Hospital NHS Trust together with all relevant statutory and professional obligations.
* To live and role model the St George’s Values of:
  + Excellent
  + Kind
  + Responsible
  + Respectful
* To observe and maintain strict confidentiality of personal information relating to patients and staff.
* To be responsible, with management support, for their own personal development and to actively contribute to the development of colleagues.
* This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review in consultation with the post holder.

**Safe Guarding**

The Trust takes the issues of Safeguarding Children, Adults and addressing Domestic Abuse very seriously. All employees have a responsibility to support the organisation in our duties by;

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* attending mandatory training on safeguarding children and adults
* familiarising themselves with the Trust's processes for reporting concerns
* reporting any safeguarding child or adult concerns appropriately

**Infection Control Statement**

The post holder has an important responsibility for and contribution to infection control and must be familiar with the infection control and hygiene procedures and requirements when in clinical areas.

The post holder has an important responsibility for and contribution to make to infection control and must be familiar with the infection control and hygiene requirements of this role.

These requirements are set out in the National Code of Practice on Infection Control and in local policies and procedures which will be made clear during your induction and subsequent refresher training. These standards must be strictly complied with at all times.

# **PERSON SPECIFICATION**

## Hepatology Programme Manager for SW London Operational Delivery Network - 7

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|  | **Essential** | **Desirable** |
| **Education and Training** | | |
| Minimum of degree level or equivalent | X |  |
| Experience at a senior level in a complex organisation | X |  |
| Extensive NHS experience |  | X |
| Previous role in service improvement or operational service experience equal to service manager level | X |  |
| Project management qualification or skills course |  | X |
| **Knowledge and Experience** | | |
| A proven track record of service improvement and innovative working withing health or health related settings. | X |  |
| Experience of working at a senior operational management level in a large complex environment |  | X |
| Evidence of managing service change at a senior level | X |  |
| Experience of managing a budget and resource allocation procedures |  | X |
| Qualification in service improvement methodologies e.g. Lean, Six Sigma |  | X |
| Experience in managing staff and office management | X |  |
| Knowledge of Hepatitis C and the elimination agenda |  | X |
| **Skills and Competencies** | | |
| Highly developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams | X |  |
| Ability to lead the redesign of services to ensure they are delivered to the highest standard and are cost effective | X |  |
| Ability to be intellectually flexible and to look beyond existing structures, ways of working, boundaries and organisations to produce more effective and innovative service delivery and partnerships | X |  |
| Ability to influence and work at a senior level with a multi professional group of staff | X |  |
| A commitment to improving patient services through an ability to sustain a clear ‘outcome goals’ focus | X |  |
| Demonstrable expertise in clinical, service and business management functions including in the application of HR and finance to achieve outcomes in agreed timeframes | X |  |
| Ability to engage and fully involve senior staff in the redesign of patient pathways | X |  |
| A strong sense of personal and team accountability coupled to a clear understanding of the boundaries around delegated authority | X |  |
| Excellent IT skills (Microsoft Excel, Word, Databases) | X |  |