NHS

NHS England

Job description and person specification

Position			
Job title	**Regional Clinical Advisor (RCA) – Community & Homefirst**	**Directorate/ Region**	**East of England - Operations**
Pay band	Medical Leader	**Responsible to**	**Deputy Director of Urgent & Emergency Care (UEC) & Virtual Care Improvement**
Salary	ML1	**Accountable to**	**Director of UEC, Emergency Response and Performance**
Tenure	Fixed Term Contract 0.4WTE	**Responsible for**	Supporting the vision, aims and objectives of the UEC & Virtual Care Improvement Team, with focus on development and delivery of patient focused improvement programmes, and of improvement capacity and capability, with particular responsibility for Frailty and Discharge.
Funding Arrangements	Admin Funded	**Base**	The post holder would be expected to deliver their responsibilities primarily via telephone, video conference and email. However, attendance at face to face team meetings and onsite visits will be needed. Shared workspace is available in one of the East of England offices. Working pattern requests will be considered at interview stage based on business, team and individual need.
Our Organisation		**NHS England Values and Behaviours**	
NHS England leads the NHS in England to deliver high quality care for all. We support NHS organisations to deliver better outcomes for our patients and communities, work to get the best possible value for taxpayers, and drive improvement across the NHS.		Having listened to our staff over the last year, we aim to create a healthy and high performing organisation, underpinned by the NHS Constitution values: • Working together for patients • Respect and dignity • Commitment to quality of care	

MINDFUL EMPLOYER

POSITIVE ABOUT DISABLED PEOPLE

disability confident

Through our [seven regional teams](), NHS England supports local [integrated care systems](), made up of public services that provide health and care – NHS organisations, primary care professionals, local councils, social care providers and the community, voluntary and social enterprise sector – to improve the health of the population, improve the quality of care, tackle inequalities and deliver care more efficiently.

- Compassion
- Improving lives
- Everyone counts

Our people all have a part to play in helping to shape and develop our culture and in embedding and living these values. Our behaviors:

- leading by example:
- We prioritise patients in every decision we take.
- We listen and learn.
- We are evidence-based.
- We are open and transparent.
- We are inclusive.
- We strive for improvement

Service and team	About the role
The UEC and Virtual Care Improvement Team are a team of subject matter experts and clinicians based within the Operations Directorate in the East of England Region. The team supports the East of England's six (6) Integrated Care Boards, 14 acute providers, 11 Community Providers, East of England Ambulance Service, NHS 111 services, and Primary and Community Care Urgent Care Services. The Team aims to; - **Improve Quality and Resilience** (Productivity & Operational performance) of UEC & Virtual Care services across EoE - Identify and support/challenge our six systems to address local population level **health inequalities & unwarranted variation** - Support **delivery of ICB, Regional/National strategic priorities** - Support the development of quality improvement & service transformation **capability & capacity** and **a culture of continuous improvement** within regional teams. The UEC and Virtual Care Improvement Team embraces the following principles in all its work; - **Patient focussed and Clinically led** – We work collaboratively with internal and external stakeholders	As the RCA for Community and Homefirst (aka Frailty & Discharge), you will be part of the Senior Management function of the UEC & Virtual Care Improvement Team, within the Directorate of Operations, tasked with supporting delivery of regional improvement objectives. The work includes but is not limited to the NHS national priorities such as Discharge, Anticipatory Care, Intermediate Care, BCF, High Intensity Use and Frailty, working across acute and community services and in close collaboration with Virtual Care and others to improve Flow. You will work closely with the Deputy Director and Assistant Director of Programmes and with other RCAs to lead regional UEC & Virtual Care improvement workstreams. Professionally, you will report to the Regional Medical Director, with dotted line to the National Clinical Advisor/s. You will be a clinician with considerable expertise with an understanding of the key challenges for UEC services, with a passion for Frailty and Discharge enabling you to lead continuous improvement of those services across the region. The teams' approach is directed towards the sharing of good practice and coaching, as well as the delivery of direct improvement support. This requires working with ICB's and directly with provider and commissioner organisations. You will adopt principles of the NHS IMPACT national approach to support systems and trusts to create the culture and conditions for continuous improvement within their organisations, allowing them to focus on the priorities that matter to their patients and staff, and deliver improvements in experience and outcomes.

(including clinicians, systems and trusts and font line staff) to coproduce patient focussed improvement initiatives.

- **Whole system (ICS) focussed**. Adopting "NHS Impact" Improvement principles and aligning with Population health management principles. We co-ordinate UEC improvement work/support with National and regional teams to reduce unnecessary duplication.
- **Informed by Data and Evidence**. We adopt measurement for improvement principles and work with peers to generate new insights/evidence.

The team operates a matrix model of working across team functions.

- To provide leadership within the regional Improvement Team for the East
- To provide expertise and leadership in areas of specific expertise in Urgent & Emergency and Virtual care - based on experience and qualifications aligned to Regional Objectives and National objectives set out in the Long-Term Plan and Planning guidance.
- To provide expertise and leadership as part of the regional team's interface with the National Directorates as well as to take individual responsibility for creating effective working arrangements linked to your specific area of expertise.
- To provide leadership, experience and expertise in the on-going development of improvement support to create a more holistic and value proposition to systems through collaboration under the new model across NHSE.

Whilst the role is advisory rather than operational, operational experience at a senior clinician level would be expected. The post holder will develop effective personal strategy and working arrangements and relationships to facilitate delivery of agreed objectives, working closely with colleagues across the region to ensure a coherent regional approach. The potential scope is wide-ranging, including:

- Understanding the Frailty and Discharge improvement challenges, risks & opportunities for ICB partners by leveraging relationships to understand this issues & familiarising with relevant reports e.g. performance reports, internal reviews, Peer Reviews or Communities of practice.
- Leading & Coordinating regional initiatives to improve Frailty & Discharge e.g. via patient pathway development and supporting/challenging ICBs to develop clinical & managerial improvement capacity & capability to match their needs.
- Identifying and sharing examples of regional/national/international best practice & learning to help address ICS partner challenges through peer networks.
- Developing and offering bespoke "in-house" consultancy improvement support to ICBs to diagnose & resolve Fraility & Discharge improvement challenges.
- Championing continuous improvement ethos, providing "critical friend" support & challenge, "holding the mirror" & openly championing our Values& Behaviours.
- Promoting Data Quality improvement and championing use of improvement tools e.g. NHS Impact, Population health management, Benchmarking and PDSA to develop insights and robust action plans.
- Sharing information/data openly & promptly, supporting IBCs to "Report for improvement" & develop fit for purpose governance arrangements.
- Advise systems on interpretation of National Policy & Direction, influence national policy/funding, and advocate for our systems.

Key Job specifics and responsibilities	Key accountabilities
Improving quality and outcomes • Deliver sustainable change which improves both the quality of healthcare delivery and outcomes and also the efficiency of delivery. • Improve the patient experience **Enabling patient and public involvement** • To act as a champion for patients and their interests and involve the public and patients in the policy development and decision-making of NHS England • To ensure all public and patient contact with the office is of the highest professional standard • To embed patient and public involvement within NHS England at all levels of decision making **Promoting equality and reducing inequalities** • To uphold organisational policies and principles on the promotion of equality • To create an inclusive working environment where diversity is valued, everyone can contribute, and everyday action ensure we meet our duty to uphold and promote equality **Partnership and cross boundary working** • Engages with ICB executive and Clinical leads to build "trusted critical friend" working relationships, facilitating engagement between clinical leads and executive leaders across the region. • Maintains engagement/relationships with Regional leadership team and ICB UEC Improvement Leads to support work • Actively supports regional peer networks or community of practices, facilitates sharing of information & learning	**Key Functional Responsibilities** **Operational** • Familiarise with key ICB UEC improvement reports, triangulate intelligence, and data insights to develop an understanding on ICB improvement successes, challenges, opportunities and support needs. • To help formulate workstream/project objectives and key performance indicators (KPIs) • Accountable for developing and delivering strategy, promoting innovation and supporting operational excellence in the Sector. Working with a range of data, facts and situations often requiring detailed analysis and interpretation making decisions on the most appropriate approach. • To monitor, interpret and quality assure progress against deliverables. Quality assurance and progress of deliverables to NHS England that often require adjustments specifically in relation to the complex corporate business agenda, strategic objectives and the business planning process. **People Management** • Transfers expertise and knowledge as appropriate, regarding innovation issues throughout the team and also externally to Directors and lead providers – including developing and delivering formal briefing/training to promote innovation. • Support an effective matrix approach to achieve NHS objectives. • To manage, motivate, inspire and develop staff within the team to ensure that they are able to deliver the responsibilities of NHS England. **Research and Development** • Drawing from experience and expertise in other academic fields and industries, ensures that the organisation benefits from relevant

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Leadership for transformational change
- To model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes. Embedding this approach across the Directorate
- To lead "improvement conversations" with ICB/Trust stakeholders e.g. at ICB regional Oversight meetings, or Regional Oversight Group (ROG) etc.
- Acts as Regional clinical lead for nominated UEC & Virtual Care Improvement workstreams
- To support ICBs/ Trusts to develop case studies and make the case for change

Using insight and evidence for improvement
- Provides clinical expertise of national policy to support interpretation by ICB teams
- Runs regular learning events, providing and/or bringing in subject matter expertise
- Supporting local engagement with national data and support systems and providers to improve their data practices to support UEC & Virtual Care Improvement as required.
- Ensuring that the Regional team is kept informed of relevant risks and issues.
- Providing feedback to the Regional team of blockers which would benefit from a national approach to remove.

Developing an excellent organisation
- To ensure the health, safety and wellbeing of all staff within the department
- To ensure compliance with all confidentiality and governance requirements within the department
- To adhere to the NHS Managers Code of Conduct and any other relevant professional codes of conduct at all times.
- To ensure regular, productive and open communication with staff who they lead (e.g. Directorate and matrix teams)

innovations
- Highlight, promote and report innovative approaches to education and training, particularly their impact on service

Planning and Organisation
- Accountable for championing development of agreed UEC pathways, providing ongoing support /challenge to ICB and provider Trust clinical leads and UEC champions
- Accountable for developing and owning the operational strategy and working with the team to ensure that this is incorporated into the consolidated plan.
- Develops plan for the delivery of the role's responsibilities including identifying interdependencies, managing risks, modelling the potential impacts on the wider organisation, determining resource requirements and building in contingency where required.
- Contributes to the strategic planning process and delivery of priorities and manages consequential adjustments to activities.
- Chair or attend as appropriate, meetings with varied internal and external key stakeholders to facilitate the delivery of the strategic objectives.

Policy and Service Development:
- Promote the adoption of innovative strategies and techniques.
- Working across multiple agencies both within and outside of the NHS, equivalent to a directorate when compared to other NHS provider organisations.

Key Working Relationships
- Build and maintain good working relationships with a broad range of internal and external stakeholders on a range of business sensitive issues.
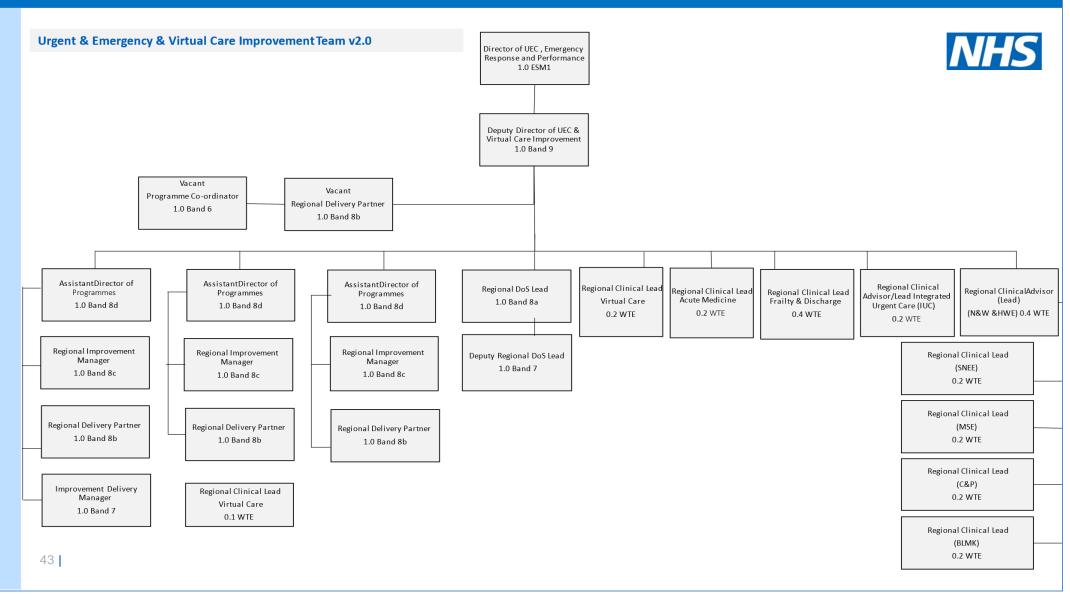
	- Lead as the expert; integrating systems and managing effective working relationships with the appropriate stakeholders. - Manage potentially aggressive and/or antagonistic situations with staff and stakeholders within change programmes for successful outcomes often dealing with complex and conflicting issues with staff and stakeholders. - Link with managers and members of other initiatives to address inter-dependencies and ensure alignment. - Employ effective communication, negotiation and influencing skills to enable an effective change management with stakeholders at all levels (including senior management) who may hold differing and contentious views. - Represent the Sector in sensitive and political situations, delivering difficult messages where required to high-level audiences. - Effective stakeholder management across different departments and at all levels, maintaining relationships with key and high-profile stakeholders, such as key strategic regional and national policy makers.

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Urgent & Emergency & Virtual Care Improvement Team v2.0

NHS

Director of UEC , Emergency Response and Performance
1.0 ESM1

Deputy Director of UEC & Virtual Care Improvement
1.0 Band 9

Vacant
Programme Co-ordinator
1.0 Band 6

Vacant
Regional Delivery Partner
1.0 Band 8b

Assistant Director of Programmes
1.0 Band 8d

Assistant Director of Programmes
1.0 Band 8d

Assistant Director of Programmes
1.0 Band 8d

Regional DoS Lead
1.0 Band 8a

Regional Clinical Lead Virtual Care
0.2 WTE

Regional Clinical Lead Acute Medicine
0.2 WTE

Regional Clinical Lead Frailty & Discharge
0.4 WTE

Regional Clinical Advisor/Lead Integrated Urgent Care (IUC)
0.2 WTE

Regional Clinical Advisor (Lead)
(N&W &HWE) 0.4 WTE

Regional Improvement Manager
1.0 Band 8c

Regional Improvement Manager
1.0 Band 8c

Regional Improvement Manager
1.0 Band 8c

Deputy Regional DoS Lead
1.0 Band 7

Regional Delivery Partner
1.0 Band 8b

Regional Delivery Partner
1.0 Band 8b

Regional Delivery Partner
1.0 Band 8b

Regional Clinical Lead (SNEE)
0.2 WTE

Improvement Delivery Manager
1.0 Band 7

Regional Clinical Lead Virtual Care
0.1 WTE

Regional Clinical Lead (MSE)
0.2 WTE

Regional Clinical Lead (C&P)
0.2 WTE

Regional Clinical Lead (BLMK)
0.2 WTE

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Person specification				
Criteria		**Essential**	**Desirable**	**Evidence***
Qualifications	Full GMC registration	√		A/C
	Appropriate post graduate qualification	√		A/C
	Relevant CCT or equivalent ('equivalence' must be confirmed by PMETB/GMC by date of AAC)	√		A/C
	Entry onto the GMC Specialist Register	√		A/I/C
	Training in improvement methodology and management		√	A/I
	Demonstrate involvement in and enthusiasm for improving acute care and urgent and emergency care delivery		√	A/I
Knowledge and experience	Relevant experience in a Urgent & Emergency Care related speciality	√		A/I
	Evidence of leadership role in System, Provider or Commissioner setting	√		A/I
	Experience of managing a senior team.	√		A/I
	Evidence of clinical audit experience and methodology	√		A/I
	Evidence of management and administration experience	√		A/I
	Experience in team working outside of work	√		A/I
	Proven leadership skills	√		A/I
Skills and capabilities	Ability to communicate effectively with colleagues, managers, executive directors, nurses and other agencies	√		A/I
	Enthusiasm and ability to work under pressure	√		A/I
	Good organisational and management skills	√		A/I
	Supportive	√		A/I
	Ability to work within a multidisciplinary team	√		A/I
	Caring attitude to patients and total commitment to patient safety and experience	√		A/I
	Commitment to good team working and relationships	√		A/I
	Commitment to training and continuing medical education (CME)	√		A/I
	Willingness and ability to travel within region as required	√		A/I
	Highly developed communication skills with the ability to communicate on highly complex matters and difficult situations	√		A/I
	Ability to provide and receive, convey and present highly complex, sensitive and/or contentious information to large groups, responding openly to questions to ensure full understanding and engagement		√	A/I

	High level analytical skills and the ability to draw qualitative and quantitative data from a wide range of sources and present in a clear concise manner		√	A/I
Analytical skills	Ability to analyse numerical and written data, assess verbal, written, numerical and draw appropriate conclusions	√		A/I
	Numerate and able to understand complex financial issues combined with deep analytical skills.	√		A/I
	Leadership, vision, strategic thinking and planning with highly developed political skills		√	A/I
Autonomy/ Freedom to Act	Ability to work on own initiative and organise workload, allocating work as necessary, working to tight and often changing deadlines.	√		A/I
	Ability to quickly establish personal and professional credibility with colleagues and other key stakeholders.	√		A/I
Values and behaviours	Commitment to and focused on quality, promotes high standards in all they do.	√		A/I
	Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales.	√		A/I
	Able to make a connection between their work and the benefit to patients and the public.	√		A/I
	Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients.	√		A/I
	Values diversity and difference, operates with integrity and openness.	√		A/I
	Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others.	√		A/I
	Consistently looks to improve what they do, look for successful tried and tested ways of working, and also seeks out innovation.	√		A/I
	Actively develops themselves and supports others to do the same.	√		A/I
Physical skills	Working knowledge of Microsoft Office with intermediate keyboard skills. Sound understanding of clinical governance.	√		A/I
Equality, diversity and inclusion	Understanding of and commitment to equality of opportunity and good working relationships.	√		A/I
	Will consider the most effective way to promote equality of opportunity and good working relationships in employment and service delivery and has the ability to take actions which support and promote this agenda	√		A/I
	Values diversity and difference, operates with integrity and openness	√		A/I
	Self-awareness in terms of emotional intelligence, biases and personal triggers with cultural sensitivity and awareness	√		A/I
	Commitment to and focused on quality, promotes high standards in all they do	√		A/I

Other	Proven ability to work flexibly and autonomously	√		A/I
	Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients	√		A/I
	Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others	√		A/I
	Consistently looks to improve what they do, looks for successful tried and tested ways of working, and also seeks out innovation	√		A/I
	Actively develops themselves and supports others to do the same	√		A/I
	Determination, perseverance and resilience	√		A/I
	Ability to handle rapidly changing and ambiguous environment	√		A/I

* Evidence will take place with reference to the following information:	
A	Application form
I	Interview
T	Test or Assessment
C	Certificate