

JOB DESCRIPTION

JOB DETAILS

Job Title:	Maguire Lead
Department / Ward:	Christie Education
Division:	Christie Education
Base:	Withington Site

ORGANISATIONAL ARRANGEMENTS

Accountable to:	1. Head of Education Business Development
Other Accountabilities:	1. Associate Director of Education
Responsible for:	1. Unit staff

JOB PURPOSE

Responsible for the development, delivery and ongoing evaluation of a high quality, internationally recognised, programme of professional interpersonal skills training and education, including the current and future portfolio of the Christie Maguire Communication Skills Training Unit. This will include a variety of activities, including coaching, mentoring, clinical supervision, mediation, human factors training, 360 facilitation and performance management skills. The postholder will play a key role creating and developing new products which will contribute to the profile of the team as a specialist provider of communications and interpersonal skills. The individual will be responsible for governance, budget management, quality assurance and contract delivery, and lead for pedagogical development and review.

DUTIES AND RESPONSIBILITIES

Learning Development

- Responsible for the high quality delivery of evidence based and pedagogically rigorous learning products and experiences for local, national and international audiences.
- Professionally and managerially responsible for the work of the specialist Communication Skills Trainers (band 7) – providing clinical supervision and expert advice on complex training/professional issues



- Advisor/specialist in the development and delivery of communication skills at an organisational level – working closely with Workforce Education on Training Needs Analysis
- Development of bespoke learning activities for a range of external, and internal clients.
- Lead on the development and implementation of evaluation of all outputs from the Maguire Unit, ensuring these inform ongoing service development and delivery. Identifying opportunities for research development.
- Deliver a variety of learning experiences, including workshops, masterclasses and academic programmes in specialist field at a foundation, intermediate and advanced levels.
- Deliver facilitation skills / teach the teacher training courses and provide advice and support to external facilitators on teaching skills and managing groups when appropriate.
- Provide supervision, coaching and mentoring for specialist professionals and receive personal supervision / coaching to facilitate this.
- Source of expert knowledge of the current research and development in specialist field, and communication skills
- Source of expert advice and practical support to specialist trainers and others across the Trust for managing complex and difficult group dynamics, complaints and resistance.

Service Development

- Responsible for the development and delivery of a range of policies to support communication and interpersonal skills development across the organisation
- Be responsible for the ongoing development of a range of new learning products – including academic programmes
- Strategic development of partnerships where this will contribute to the development of Maguire products and building business development/research opportunities.
- Identify opportunities for the development and delivery of academic accreditation and re-accreditation processes including apprenticeship delivery
- Contribute to a linked strategy across a number of CE services to facilitate a variety of learning products
- Work alongside OD colleagues to develop organisation specific learning opportunities.
- Develop the MCSTU profile through collaboration with other units and groups on a national and international basis and to ensure all opportunities for collaboration and publication are optimised
- Play a lead role in the development of activities to support CE's EDI agenda, ensuring that all learning is informed by the latest evidence.

Management of Resources

- Responsible for the management, leadership and ongoing development of all members of the team, employed and contractors, ensuring that the team has the necessary skills to deliver the needs of the service.
- Responsible for the budget, including ambitious income generation targets for the team.
- Professionally responsible for highly specialist Communication Skills Trainers
- Work closely with the Education Events Manager to ensure effective business management, and financial sustainability of the Maguire Team.
- Represent the Maguire Communication Skills Training Unit, when required, at various meetings and events within Christie Education, regionally, nationally and internationally



when required to do so. Delivering presentations and research outputs at conferences and events.

- Responsible for the recruitment of new staff, in the light of service needs, portfolio development and changes in practice
- Any other duties as may be required from time to time and which are commensurate with the grade of the post.

Other

- Participate in the performance review process and annual personal development plan to enable achievement of objectives and management of learning needs.
- Provide supervisory support to students undertaking research in applicable areas.
- Attend relevant mandatory updates
- Participate in the performance review process and annual personal development plan to enable achievement of objectives and management of learning needs

Date Prepared:

Prepared By:

Agreed By:

Employee's Name and Signature:

Date:

Manager's Name and Signature:

Date:

Date Reviewed:

Reviewed By:



PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills, knowledge, personal attributes, interests, other requirements which the post holder requires to perform the job to a satisfactory level.)

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	<u>ESSENTIAL</u> The qualities without which a post holder could not be appointed)	<u>DESIRABLE</u> Extra qualities which can be used to choose between candidates who meet all the essential criteria)	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> • Masters or equivalent in a communication or psychosocial area • Teaching qualification at post-graduate level 		Certificates
EXPERIENCE	<ul style="list-style-type: none"> • Experience in the delivery of creative, experiential learning, on-line, face to face and hybrid • Development and application of QA processes in learning • Experience of developing and teaching faculty development workshops • Experience of comprehensive evaluation and research output • Experience of working with single or multi-professional groups • Experience of delivering workshops to a wide variety of audiences dealing with challenge in a constructive and supportive way 		Application Form Interview References



<p>SKILLS</p>	<ul style="list-style-type: none"> • Exceptional communication and interpersonal skills • Ability to handle complex and difficult group dynamics and support and advise the team on handling difficult dynamics, complaints and resistance • Ability to deliver contentious feedback to senior clinicians (inside and outside the organisation) • Translating organisational and individual learning needs into comprehensive programmes • Highly developed interpersonal skills • Highly skilled in the delivery of presentations, running interactive sessions and facilitate role-play • Leadership skills and the ability to manage team dynamics 		<p>Application Form Interview References</p>
<p>KNOWLEDGE</p>	<ul style="list-style-type: none"> • Specialist knowledge and professional legitimacy in a field associated to the work of the team • An informed understanding of research and developments in appropriate areas 		<p>Application Form Interview References</p>
<p>VALUES</p>	<ul style="list-style-type: none"> • Ability to demonstrate the organisational values and behaviours 		<p>Application Form Interview References</p>
<p>OTHER <i>(Please Specify)</i></p>	<ul style="list-style-type: none"> • Enthusiastic, calm and confident • Acts in a professional manner at all times • Working hours can be regular, but will involve additional and unsocial hours 		<p>Application Form Interview Document Check</p>

Date Prepared:
Agreed by: Employee

Date Agreed:
Date Reviewed:

Prepared By:

Agreed By:
Manager
Date Agreed:
Reviewed by:



GENERAL STATEMENTS:

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT/DATA PROTECTION

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work within the trust. The records may be paper, electronic, microfiche, audio or videotapes, x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust undertakings.

CONFIDENTIALITY AND INFORMATION SECURITY

As a Trust employee you are required to uphold the confidentiality of all records held by the trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment.

All Information which identifies individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the Data Protection Act 2018 and should be managed in accordance with this legislation.

TRUST POLICIES

The Trust operates a range of policies, e.g. Human Resources, Clinical Practice (available on the Trust intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.



EQUALITY, DIVERSITY AND INCLUSION

The Christie NHS Foundation Trust is committed to advancing equality, diversity and inclusion for all our patients, other service users and staff. We want to ensure that everyone who works at the Christie or uses our services is welcomed, valued and treated with dignity and respect.

It is your responsibility to understand and work in line with the Trust's equality, diversity, inclusion and human rights policies. You should value others and treat everyone you come into contact with at work with fairness, dignity and respect at all times and uphold their human and other rights.

INFECTION CONTROL

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with the best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI

ENVIRONMENTAL SUSTAINABILITY

All employees of the Trust have a responsibility to ensure they have an awareness of environmental sustainability issues which affect the Trust and to contribute to the achievement of the reduction of the Trust's environmental and energy performance footprint e.g. (but not limited to) the use of energy consumed in workspaces (heat/light/paper consumed) and to recycle consumable products wherever possible using appropriate facilities.

FLU VACCINATION

All Trust staff must take part in the Trust's annual flu vaccination programme and ensure they receive the influenza vaccination on an annual basis.

