



<b>Job Title:</b>	<b>NCL Personalised Care Clinical Champion</b>
<b>Hours of work:</b>	4 hours per week (working time flexible)
<b>Contract Length:</b>	6 to 12 month fixed term
<b>Remuneration:</b>	Commensurate with professional registration
<b>Responsible to:</b>	Programme Manager – Long Term Conditions and Personalisation
<b>Accountable to:</b>	Executive Lead, NCL Training Hub
<b>Location:</b>	This role will be hosted in NCL Training Hub Offices hosted by Haringey GP Federation – 48 Station Road, London, N22 7TY. Remote or home working is available.

## **Job Summary**

This is an exciting opportunity for a respected and experienced clinician to champion Personalised Care in North Central London and provide clinical leadership to engage and network across borough providers to raise the profile of the personalisation agenda. The post holder will be responsible for driving the personalisation agenda within their networks, services, and borough whilst building further local networks and a community of practice that will continue to promote the culture change necessary to effect transformational change.

Our Clinical Champions will be multi-disciplinary and cross organisational with a commitment to have representation from across clinical groups and organisations within NCL. Please note that we anticipate this team to be multi professional and as such are looking for applications from a whole range of professions across NCL including MDT in primary care and health and social care.

The current areas of focus for recruiting Clinical Champions are:

1. Mental Health
2. Adult Social Care
3. Inequalities

The role will work at a NCL level with the Programme Manager, Clinical Lead/Director, and other borough Training Hub colleagues.

## **About NCL Training Hub**

The North Central London (NCL) Training Hub is a network of multidisciplinary primary care teams, community providers, and social care providers. Training Hubs receive core funding from Health Education England, but we also have extra commissions from NHS England & Improvement and Local Authorities.

The NCL Training Hub has been established to enhance training, education, and workforce development – with specific focus on enhancing the recruitment of new, and retention of current, staff. The NCL Training Hub has developed innovative educational and workforce initiatives for

primary, community and social care. During 2021-22 & 2022-23, these innovative models have been shortlisted and won national awards, including from HSJ and Nursing Times.

## About Personalised Care

For many years the NHS has talked about the need to shift towards a more personalised approach to health and care so that people have the same choice and control over their mental and physical health that they have come to expect in every other part of their life. As local health and care organisations work together more closely than ever before, they are recognising the power of individuals as the best integrators of their own care. As a result, the NHS Long Term Plan made a commitment to do things differently, giving people more control over their own health and the care they receive.

As part of this, NHS England have developed a comprehensive model of personalised care which aims to give people more choice and control over the way their care is planned by bringing together six, evidence-based components:

1. Shared decision making (SDM)
2. Personalised care and support planning (PCSP)
3. Enabling choice, including legal rights to choice
4. Social prescribing and community-based support
5. Supported self-management
6. Personal health budgets

To support health and care staff to deliver personalised care the Personalised Care Institute (PCI) was set up in 2020 to further develop our workforce's professional skills and behaviours. It is expected that PCI will set quality standards for training in personalised care and ensure that the new health and care workforce are exposed to the relevant training programmes.

We have also seen an expansion in the workforce roles across health and social care supporting personalisation – most notably with the introduction of newly funded roles for Primary Care Networks (Social Prescribing Link Workers, Care Co-ordinators & Health and Wellbeing Coaches). Regionally, Transformation Partners in Health and Care has been providing additional information, case-studies resources, and project support and together we have been working with the Healthy London Partnership to support the development of these new roles so that these staff have the skills to offer this personalisation and meet the needs and expectations of people.

We are now seeking to expand the coverage of the Personalisation components above through facilitating the appropriate workforce development and enabling access to Personalised Care training courses to ensure workforce can support individuals to improve their ability to take a more active role in their own care.

Locally, we have formed a Personalised Care Oversight Group which has agreed the following personalised care workforce priorities for us as a system:

1. Ensure NCL partners achieve personalised care commitments set out in the NHS LTP and the North London Partners in Health & Care STP LTP local implementation plan
2. Identify gaps in the system's ability to deliver against the six components of personalised care and agree how to address these gaps.
3. Learn from other areas on successful implementation
4. Review workforce requirements and training opportunities

The community of practice has the potential to ensure that specific roles/areas have access to, and the ability to influence the development of education materials and resources to ensure that staff members are equipped with the skills to deliver a number of the components from the Personalisation model.

The community of practice will report to the NCL Training Hub Personalisation Workforce Operational Group which is accountable to the NHSE/I London – Personalised Care. The position will be 'interim' and hosted by the North Central London Training Hub on behalf of NCL ICB

## **Responsibilities**

### **1. Clinical Champion**

- 1.1. Identification and working with key stakeholders from the local system and from one of the agreed specified areas to build and develop relationships and networks to facilitate the activities.
- 1.2. Providing local promotion & advertising through locality Training Hubs. This may include but is not limited to:
  - a) Newsletters and communications across primary, community and voluntary sector organisations
  - b) Information webinars and other presentations
  - c) Sessions for GP Trainer groups, local faculty groups, other professional forums
  - d) Utilisation of regular educational webinars training hubs run
  - e) Promoting engagement and uptake of Personalised Care Training.
- 1.3. The targets that have been set for the programme of work. Depending on which area the clinical champion assumes responsibility for, part of their role will be to support achievement of the agreed target numbers.

### **2. Communities of Practice**

- 2.1. Establishing and leading a community of practice to:
  - a) Understand the training needs of the staff group
  - b) Promote current online learning from PCI
  - c) Identify specific training providers
  - d) Share lessons learned and escalate any learning needs/revisions to material
  - e) Recognise expertise and experiential learning
  - f) Monitor uptake of training offers
  - g) Liaise with ICS and ICB colleagues in any service provision gaps and link into local pathways
  - h) Identify other enablers

### **3. Clinical Leadership**

- 3.1. Providing feedback and insight to influence the programme and regional training offer.
- 3.2. Attend relevant meetings chiefly the Personalised Care Oversight Group and/or Workforce Personalisation Operational Group, and Communities of Practice meetings.

### **4. Reporting**

- 4.1. Report to NCL Personalised Care Workforce Operational Group on activities with key progress, risk and issues being reported then to the ICS Personalisation Oversight Group to NHSE Personalised Care Regional Team to ensure quality of programme across London.
- 4.2. Support other reporting requirements as agreed.

### **5. System connectivity**

5.1. Ensure educational synergies identified and capitalised upon, including prevention of duplication of activities

5.2. Support development of best practice for educators across NCL

## **6. Key Working Relationships**

6.1. Work with a broad range of internal and external stakeholders, including:

- North Central London Training Hub leads (across all boroughs)
- ICB Primary Care teams
- Place (i.e. borough) Partnerships (including any LTC Steering Groups or Age Well Boards)
- Primary Care Networks (PCNs) & General Practice
- Health Education England (HEE)
- Local Medical Committee (LMC)

6.2. Develop and maintain excellent relationships with providers across care settings, education providers and other partners to ensure continuous development of new career pathways, development, and implementation of new ways of working and relevant recruitment and retention strategies

6.3. Participate in relevant internal and external working groups/projects, services, and initiatives which may be highly complex, sensitive, political, and contain contentious information with the aim of providing information and analytical advice to the teams

## **7. Confidentiality / Data Protection / Freedom of Information**

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

## **8. Equal Opportunities**

Post holders must at all times fulfil their responsibilities with regard to equality laws.

## **9. Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

## **10. Risk Management**

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the risk management strategy and emergency procedures and attendance at training as required.

## **11. Infection Control**

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Hygiene Code (2006), Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

## **12. Safeguarding**

Within their sphere of competence, each member of staff is responsible for promoting and safeguarding the welfare of the children, young people and / or vulnerable adults for whom they are responsible or may come into contact with, in the job role.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	ASSESSMENT*
<b>Education / Qualifications</b>	1.1 Registered Healthcare Professional regularly providing health care in NCL		1.1 AF & HR
	1.2 Not subject to interim suspension or investigations		1.2 AF & HR
<b>Experience</b>	2.1 Experience in organising peer support, working groups or similar	2.5 Experience of working with peers in an educational context	2.1 AF & IV
	2.2 Experience in liaising with key contacts across primary care.		2.2 AF & IV
	2.3 Using webinars to communicate the groups and audiences	2.6 Experience in the three areas of focus (mental health, adult social care, or inequalities)	2.3 AF & IV
	2.4 Developing communications materials e.g. power point presentations to convey information		2.4 AF & IV 2.5 AF & IV 2.6 AF & IV
<b>Knowledge</b>	3.1 A strong interest and understanding in Personalised care.		3.1 AF & IV
	3.2 Good working knowledge of educational support in primary care training, and health systems.		3.2 AF & IV
	3.3 Knowledge of the NHS, its structures and processes, including an understanding of the multi-professional workforce agenda.		3.3 AF & IV
	3.4 Awareness and understanding of the healthcare landscape in North Central London.		3.4 AF & IV
<b>Skills &amp; Aptitudes</b>	4.1 Proactive, ability to think and plan ahead prioritising own workload.		4.1 AF & IV
	4.2 Excellent verbal and written communication skills, including using MS Teams		4.2 AF & IV
	4.3 Ability to work as part of a team as well as independently.		4.3 AF & IV
	4.4 Attention to detail and high level of accuracy.		4.4 AF & IV
	4.5 Excellent analytical skills.		4.5 AF & IV
	4.6 Ability to adapt working to changing programme requirements.		4.6 AF & IV
	4.7 Educational expertise and small group facilitation skills		4.7 AF & IV
	4.8 Commitment to new ways of working and workforce transformation		4.8 AF & IV
	4.9 Value personalised care as an approach to improve patient engagement and health outcomes		4.9 AF & IV
*Assessment AF = Application Form / I = Interview / HR = Human Resources			