

Job Description

Job Title:	Quality Improvement Facilitator
Hours of work:	Full-time (37.5 hours per week)
Contract Length:	12 Month Fixed Term Contract
Remuneration:	£45,000 – £50,000
Responsible to:	Director of Operations (Enfield) Senior Development Manager (Haringey)
Accountable to:	Executive Lead, North Central London Primary Care Training Hubs
Responsible for:	Identification of training needs, and provision of Quality Improvement Training for the delivery of a new Long Term Conditions service
Location:	This role will be hosted across Enfield & Haringey Boroughs with occasional support in Barnet, Camden & Islington. Travel is expected within boroughs to provide in person training and support at GP Practices. A mobile phone & travel allowances will be included.

Job Summary

North Central London Integrated Care System Primary Care Training Hub has been commissioned to secure and support the training of staff to deliver a new Locally Commissioned Service to support patients proactively manage their long-term conditions. The aim of the programme is to ensure that a comprehensive model of personalised care is embedded across primary care, specifically general practice.

The postholder will work closely with the Programme Team to:

- Proactively develop relationships with stakeholders (internal and external) to support the development of a Quality Improvement network, aimed at improving clinical practice across all general practices and primary care networks in north central London.
- Identify ways, in line with recognised Quality Improvement approaches, that patient care, patient experience, and clinical practice can be improved – specifically related to Long Term Condition Management
- Promote the Long-Term Condition Service to ensure comprehensive support from all practices and PCNs is in place
- Provide guidance to Business Change Facilitators to ensure that business change activities are aligned to supporting improvements in clinical practice
- Work with other TH QI facilitators to proactively manage the change across the



different boroughs in North Central London

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager and may be reviewed in accordance with the changing needs of the NCL Training Hub.

These posts will be working across a series of London Boroughs to ensure that all Primary Care Networks and practices can receive the support necessary to deliver the requirements of the 2023/24 Locally Commissioned Service Contract. The roles will be divided as follows:

- 2 whole time equivalent posts will support Barnet, Enfield, and Haringey
- 1 whole time equivalent post will support Camden and Islington

About the Training Hub

This is an exciting opportunity to join a growing team aimed at developing our health and social care workforce in North Central London.

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, these innovative models have been shortlisted and won national awards, including from HSJ and Nursing Times.

1. Key Working Relationships

- 1.1. Work with a broad range of internal and external stakeholders, including:
 - North Central London Training Hub leads (across all boroughs)
 - ICS Primary Care teams,
 - Primary Care Networks (PCNs)
 - General practice
 - Health Education England
 - ICS senior management teams
 - NHS England Primary Care team
- 1.2. 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
- 1.3. Participate in relevant internal and external working groups/projects,

services, and initiatives to provide, information and analytical advice and expertise.

- 1.4. Develop and implement data collection systems that will provide accurate and timely data.
- 1.5. Produce data analysis when identifying practices training needs, patient needs and areas of vulnerability and health inequalities
- 1.6. Present information and issues, explaining highly complex issues, to a wide range of internal and external stakeholders.

2. Functional Responsibilities

2.1. Operational

- To support the members of the Trainings Hubs team delivery of day-to-day activities and projects
- To support a range of business initiatives and projects relating to clinical education, development, and training
- Support the portfolio of identification and tracking of agreed benefits
- To work with primary care stakeholders and other QI facilitators to identify practice training needs to support practice readiness to deliver the LTC specification,
- to support the development of a Quality Improvement Practitioner network across North Central London boroughs

2.2. Project Management

- Support the development of project plans, identifying risks, issues and dependencies, considering best practice and current options
- Support management of stakeholders, respond to, and resolve conflict between different stakeholders through facilitation or other appropriate mechanisms.
- Be responsible for a high standard of work supporting the delivery of projects on time, to quality standards and in a cost-effective manner.
- Support the development and maintenance of project initiation documentation (PID) and associated plans, and regularly monitor progress and delivery.
- Ensure the flexibility of the project if required to meet conflicting/changing requirements.
- Support the planning and organisation of events/meetings
- Ensuring communication tools are used to their maximum value for circulating the minutes, agenda, and presentations in a timely manner.
- Demonstrate effective stakeholder management across different departments and at all levels.
- Support other project managers as and when required.
- Consider the impact of any change the projects will have on the Training Hub and oversee handover of any products to ensure full ownership and buy-in
- Ensure that the projects maintain business focus, have clear authority and that the context, including risks, are actively managed in

alignment with the strategic priorities of North Central London.

2.3. Financial and Physical Resources

- Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of budget management responsibilities.
- Budget holder for assigned function/, budget setting and for ensuring adherence to the budget, ongoing monitoring of expenditure against budget and ensuring the appropriate documentation is available for scrutiny.
- Responsible for making recommendations, providing advice and able to prepare strategic reports/briefings for the Directorate leads, Steering/Reference Groups and others as required.

2.4. Staff Management

- Forge close positive working relationships to support effective matrix working
- Support, motivate, and develop staff within the wider team to ensure that they can deliver the contractual requirements for Training Hubs
- Line manage the borough Business Change facilitator

2.5. Information Management

- Drafting reports summarising issues, appraising outcomes, and providing progress reports for the programme managers and programme management meetings
- Collate information and lead appropriate analysis to develop business cases and contribute to project management resources
- Analyse, interpret, and present data to highlight issues, risks, and to support decision making.

2.6. Planning and Organisation

- Contribute to project planning by identifying interdependencies across projects / workstreams, including potential impacts on wider organisational delivery
- Contribute to the development of performance reports, and the development & implementation of improvement programmes, in accordance with Standard
- Operating Procedures
- Contribute to the development of business plans articulating how quality outcomes will be achieved

Person Specification – QI Facilitator

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experience by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Desirable	Assess
Qualification	Educated to degree level in relevant subject or equivalent level qualification or significant experience of working at a similar level in specialist area	√		A/C
	Recognised quality improvement qualification		√	A/C
Knowledge and Experience	Demonstrated experience of co-ordinating projects in complex and challenging environments	√		A/I
	Experience of managing risks and reporting at senior level	√		A/I
	Experience of monitoring budgets and business planning processes		√	A/C
	Comprehensive knowledge of quality improvement approaches and methodologies		√	A/C
Skills and Abilities	Ability to prepare and produce concise yet insightful communications to a range of audiences in varied formats	√		A/I
	Experience of managing change with multiple stakeholders	√		
	Ability to analyse very complex issues where material is conflicting and drawn from multiple sources.	√		A/I

Factors	Description	Essential	Desirable	Assess
	Numerate and able to understand complex financial issues combined with deep analytical skills		√	A/I
	Experience of setting up and implementing internal processes and procedures.	√		A/I
	Demonstrable capability in implementing quality improvement	√		A/I
Values and Behaviours	Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales	√		A/I
	Able to work with stakeholders with conflicting professional priorities through the change process	√		
	Understanding of health inequalities and their impact on health and health behaviours	√		
	Ability to travel across North Central London	√		
	The promotion of equality of opportunity and good working relations (providing practical leadership)	√		A/I

***Assessment will take place with reference to the following information:**

- **A=Application form,**
- **I=Interview**
- **T=Test**
- **C=Certificate**