



ROLE PROFILE

Role Title	Provider Alliance Group (PAG) Programme Manager	Grade / Salary	Salary range: (£47,092 - £58,217) with additional London weighting to be added subject to current terms of employing organisation) This is a one year secondment opportunity.
Directorate	Collaborative	Department	Generic
Responsible to	PAG/IPSA Programme Director	Responsible for	Supporting the PAG and IPSA Programme Director in programme management and deputising for them as necessary

Context and role purpose

Context

Over recent years there have been three major redesign programmes to begin to transform how people with mental health needs are supported in Lambeth. These are:

1. **The development of the Living Well Network Hub:** This is an integrated primary care service where clinicians (psychiatrists, nurses, occupational therapists), work alongside social workers, voluntary sector staff and peers to offer short term intervention of up to 12 weeks of re-ablement. There is no eligibility criteria and people are met in community venues in order to enable them to access support when required, to prevent escalation and referral to secondary care. To date the service supports over 400 introductions per month and has reduced referrals to secondary care by c25%. A GP+ service works as part of the Hub, which offers an enhanced support to people who no longer require secondary care but cannot be discharged to primary care due to their complex needs. For the last two years the LWN Hub has been part funded by Guys and St Thomas' Charity, and we will apply for a third year of funding from September 2017.
2. **The Integrated Personalised Support Service (IPSA) -** operational from April 2015. This is an Alliance between Certitude, Thames Reach, South London and Maudsley NHS Foundation Trust (SLaM) and Lambeth Council. It supports people currently/or on the trajectory to nursing, residential and inpatient rehabilitation to access a more community/supported living model of intervention. To date we have reduced the use of inpatient rehabilitation by c83%, and via operating more personalised support in the community achieved c£1.5m savings.
3. **The Adult Mental Health Redesign:** A secondary care initiative which enables care co-ordinators to work more intensively with a smaller caseload, thereby reducing the need for acute care.

Lambeth commissioners are now wishing to build on these successes by proposing a Living Well Network Alliance, whereby a new alliance provider group will build on this integration and deliver all mental health services in Lambeth. This will be established from April 2018.

All initiatives are designed to support Lambeth's Three Big Outcomes, that of supporting people to:

- Recover and stay well
- Make their own choices to achieve personal goals
- Participate on an equal footing in daily life.

This is to be achieved via a coproduction approach: the key principles being recognising people as assets, building on peoples' existing capabilities, facilitating rather than delivering, promoting peer support networks, blurring boundaries between traditional ways of delivering services, and mutuality and reciprocity.

Role purpose

The post holder will work closely with, and report directly to, the Programme Director who is responsible at a strategic, senior level for delivering the Living Well Network Hub and IPSA.

Specifically the Programme Manager will:

- Lead and manage the strategic development of the Living Well Network Hub, including supporting a culture change process towards greater coproduction
- Lead the development of the broader Living Well Network with the voluntary and statutory sector to expand the community and clinical offer from the Hub.
- Line manage and supervise management staff within the Hub who manage the three Locality Teams
- Lead on strategic developments as specified in the Guys and St Thomas' Charity, notably the GP+ scheme and community mental health team prototype.
- Draft milestone reports and highlight reports as required.
- To monitor the budgets within the Hub.
- Facilitate the evaluation of the Hub with the Institute of Psychiatry and Kings Health Partners.
- To actively participate in the Alliance Development redesign proposals, managing any agreed service changes across partnerships.
- Lead on specific IPSA and Alliance projects as required.
- Deputise for the Programme Director, as required.

No role purpose profile can cover every area or responsibility which may arise at various times and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those described.

This is a secondment opportunity. The length of contract is one year.

For more information on the LWC please visit: lambethcollaborative.org.uk or contact Sue Field at S.Field2@nhs.net

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Knowledge, Skills and Experience	
	<ul style="list-style-type: none">a) Excellent programme management skills including the ability to set objectives, monitor and respond to information to improve delivery and achieve targets.b) Experience of demand management, identifying, working with staff to identify and implement new ways of working to support this.c) Experience of compiling performance and evaluation reports.d) An understanding of coproduction and re-ablement.e) An understanding of an outcome-based approachf) An understanding of the recovery model.g) An understanding of the how different aspects of service delivery such as personalisation, re-ablement and clinical interventions can combine to the benefit of people with mental health issuesh) A strong understanding of the issues involved, and the learning that can be derived, from developing the Living Well Network to meet the needs of a range of people with mental health needs.i) Ability to manage and lead staff during a period of continuous change, ensuring the team delivers a strategically relevant service.j) Experience of establishing good working relationships with service users and colleagues and managing and sustaining relationships with a wide range of clinical, social care and primary care teams, commissioners, community groups, and other organisations.k) A depth of understanding of services and mental health which is based <u>either</u> on your own personal experience and/or professional work experience, which could be on voluntary basis.l) Knowledge and understanding of financial controls and budgeting processes and the ability to manage a devolved budget.m) Ability to innovate and work with people to identify creative and effective solutions to meet performance.n) Ability to work independently using own initiative whilst remaining accountable to line management.o) Understanding of the importance of supportive relationships and the development of

	<p>resilience to achieve recovery.</p> <p>p) Excellent written and verbal communication skills.</p> <p>q) Honesty, reliability and flexibility.</p> <p><i>Also to be demonstrated at interview</i></p> <p>a) A mature, thoughtful and proactive approach to the implementation of equal opportunities and the management of diversity.</p> <p>b) Ability to communicate well orally, with clarity, coherence and relevance.</p>
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Core Management Competencies	
<i>Attributes/behaviours the role holder must possess to be successful in the role</i>	
Programme Management	<ul style="list-style-type: none"> - Ability to lead a significant programme of change - Establishes clear priorities and objectives - Ability to review, monitor and evaluate performance - Ability to identify variance and agree recovery plans with stakeholders to remedy under performance. - Ability to produce relevant reports to support the above. - Manages risks effectively and sensibly - Understands the success and development of The Living Well Network depends on the primacy and integrity of the whole - Represents the Living Well Network effectively to all internal and external stakeholders - Works in partnership with others and service users - Portrays programmes in a positive light
Clarity of Purpose	<ul style="list-style-type: none"> - Can understand and communicate coproduction principles and be able to apply them - Focuses on quality, impact and outcomes/results - Exercises judgement and confidence in decision making - Takes ownership and responsibility for decisions that affect self, others and the organisation
Managing Change and Innovation in a coproduced manner	<ul style="list-style-type: none"> - Anticipates the need for change and gets others on board - Responsive, flexible and optimistic - Communicates change positively - Produces and encourages innovations and improvements in systems and practices

Leadership	<ul style="list-style-type: none"> - Communicates a clear vision to others - Maintains awareness of changes in the political, economic, social and technological environment which influence commercial awareness - Honest, brave and acts with integrity - Takes difficult decisions and gathers information to take measured risks - Empowers and manages through others - Makes the most use of financial and other resources; and interprets and monitors financial information appropriately
Managing Others	<ul style="list-style-type: none"> - Provides constructive feedback on performance; coaches and develops others on a timely and regular basis - Maximises staff's contribution to the organisation - Rewards and recognises the value of employee contribution to the organisation - Promotes openness and discussion and encourages others to contribute ideas to improve the performance of self, others and the organisation - Uses informal and formal procedures sensitively and appropriately - Sees conflict as normal and healthy and effectively manages disagreements and differences of opinions
Managing and Developing Self	<ul style="list-style-type: none"> - Self critical and reflective - Emotionally resilient and develops ways to manage stress and the pressure of the job - Manages upwards as well as downwards - Identifies learning and development needs to enhance performance and help contribute to the achievement of the organisation's objectives - Actively addresses own continuous professional (and clinical) development needs - Assesses and continually develops own competence, seeking and accepting feedback from others