



## NHS North East London-Personalised Care Fellow - Job Description

**Job Title:** NEL Personalised Care Fellow (can come from any clinical background; and should be able to support multi-professional workforce transformation solutions)

**Team:** NEL Training Hub and NEL Personalised Care Teams

**Working Hours:** Part time 6 sessions per week

**Tenure:** 12 months

**Responsible to:** NEL Personalised Care Clinical Lead

**Managerial support:** NEL Training Hub and Personalised Care Programme Managers will provide managerial support

**Accountable to:** Appointed fellows would be hosted by and within the NEL system but would be accountable to HEE as the funder. This will include attending network meetings and working with relevant HEE colleagues as part of projects relating to their fellowship.

**Location:** The post will be based with the NEL ICS Training Hub. In the current COVID era, working may be remote depending on the conditions at the time, and on agreement with the line manager as well as HEE policies.

### Context

Personalised care means people have choice and control over the way their care is planned and delivered. It is based on 'what matters' to them and their individual strengths and needs. This happens within a system that makes the most of the expertise, capacity and potential of people, families, and communities in delivering better outcomes and experiences.

### Key Features of Personalised Care

- Improves people's health and wellbeing and joins up care in local communities
  - Helps people with multiple physical and mental health conditions make decisions about managing their health
  - Recognises that, for many people, their needs arise from circumstances beyond the purely medical
  - Brings six different parts of the health system together based on a growing evidence base of what has worked in shared decision making
1. Social Prescribing
  2. Personal Health Budgets
  3. Shared decision making

4. Supported self-management
5. Personalised care and support planning
6. Choice

### Objectives of NHS North East London Personalised Care Programme

We want to embed personalised care across all services and communities, developing the best possible infrastructure to enable this.

The programme objectives for 22/23 are to maintain and enhance the NEL ICS social prescribing programme, founded on principles of quality improvement and workforce empowerment. The social prescribing programme includes workforce development, digital and evaluation and new pathways. The programme is expanding to cover other parts of the personalised care model. The focus for NEL is to

- Support good rollout of the personalised care agenda
- Support introduction of children and young people social prescribing services
- Continuous improvement of existing adult social prescribing services
- Work with local communities
- Ensure we live our values incorporating patient voices and lived experiences into our work

### The Role

Applicants can be drawn from any suitable clinical background

The Fellow will focus on the sustained strengthening and embedding of the Personalised Care Agenda in primary care and PCNs across NEL, working very closely with the NEL ICS Personalised Care and NEL Training Hub Teams, Clinical and Managerial Leads and PCN Clinical Directors.

The areas of focus for the Fellow are:

- Contribute to successful delivery of the PCN DES for Personalised Care
- Strengthened collaborative working between NEL Personalised Care, Training Hub and PCNs
- Quality engagement with PCNs to increase the knowledge, skills, and confidence in implementing the Universal Care Model in primary care
- Development of personalised care strand of the NEL Training Hub Induction programme
- Work collaboratively to support embedding of personalised care roles - Care Coordinators, Health & Wellbeing Coaches and Social Prescribing Link Workers in PCNs including development of peer support models and appropriate training programmes

The Fellow will:

- Engage with PCNs and Clinical Directors to increase the knowledge, skills, and confidence in implementing the Universal Care Model in primary care

- Support promotion of Universal Care Model including personal health budgets and shared decision making amongst clinicians
- Support the development of NEL Training Hub induction programme for personalised care roles
- Develop peer support models and sustainable ongoing training programme

### Key Working Relationships

The postholders will be required to maintain good working relationships with a broad range of internal and external stakeholders, including:

- ICS Personalised Care Team
- NEL ICS Training Hub and locality Training Hubs
- Regional Team for Personalised Care including Healthy London Partnership
- HEE London team
- Fellowship Programme Directors and peer regional Fellows
- Primary Care Networks and member practices
- Local Authorities
- Local Education providers
- Primary Care Dean

### Functional Responsibilities Main Duties

- Working with the NEL ICS Personalised Care and NEL ICS Training Hub teams to advance NEL ICS and NEL Training Hub aims and objectives relating to the Personalised Care Agenda and roles.
- Monitor policy developments relevant to all aspects of Personalised Care Agenda
- Supporting communities of practice
- With the NEL ICS Personalised Care and NEL Training Hub Programme Managers develop ideas, analysis and projects relating to innovation and improvement in Personalised Care
- Contribute to the development and planning of projects
- Engage with PCNs and Clinical Directors to increase the knowledge, skills, and confidence in implementing the Universal Care Model in primary care
- Support the development of NEL induction programme for ARRS roles for the socialised care roles
- Support communities of practice for personalised care in collaboration with PCNs
- Develop an ongoing training programme package across NEL
- Work collaboratively with staff in HEE
- Promote authoritative and evidence-based views about policy and practice to political, managerial, professional and lay audiences.
- Report regularly to the HEE on progress of projects and to highlight slippage and to take mitigating action as necessary.
- Ensure that all briefing reports and projects are of a high standard, ethical, and subject to regular critique and improvement.

### Corporate Responsibilities

- Support the NEL ICS Training Hub and NEL ICS Personalised Care Team to deliver high quality projects and workforce
- This will be achieved through effectively fulfilling the accountabilities and responsibilities of the role detailed above.
- Demonstrate sound judgement in the absence of clear guidelines or precedent, seeking advice as necessary from peers or the clinical lead as appropriate on any projects or work within the postholders remit.

### Continuous Professional Development

- The post holders will pursue a programme of CPD in accordance with any relevant professional registration or statutory requirements, whilst maintaining appropriate awareness of service provider requirements.

### Terms and Conditions of Service

- The posts are subject to Terms and Conditions of Service.
- The post holders will be required to comply with all policies and procedures issued by and on behalf of their employer.

### Information Security and Confidentiality

- During the course of your employment, you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly relating to patients or staff.
- All personal identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

### Data Protection

- The post holders must, if required to do so, process records or information in a fair and lawful way.
- They must hold and use data only for the specified, registered purposes for which it was obtained and disclose data only to authorised persons or organisations.

### Corporate Governance

- The post holders must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

## Equal Opportunities

- The post holders must comply with and promote Equal Opportunities and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership or disability.

## Health and Safety

- Under the Health and Safety at Work Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work.
- This includes co-operating with the organisation and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards.

## Flexibility

- It is expected that all staff will develop flexible working practices to be able to meet the challenges and opportunities of working within the new NHS.

## Risk Management

- Responsibility for ensuring that risks are managed at work group and local level. This process will include the assessment and effective control of all acceptable risk situations.
- As an employee you will be expected to maintain a high level of awareness and assist in the process of reporting incidents, assessing risks and reporting unsafe occurrences and co-operate with any investigations undertaken.
- Employees will be required to adhere to all employer policies and procedures and attend statutory and mandatory training.

The above is only an outline of the tasks, responsibilities and outcomes required of the role. The job holders will carry out any other duties as may reasonably be required by their line manager.

The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the Department and the Organisation.

## Person Specification

Factor	Description	Essential / Desirable	Method of Assessment
Knowledge, Skills & Abilities	<ul style="list-style-type: none"> <li>• Knowledge of recent health policy in the UK and London, relevant to medical education, the applicant's own specialty and beyond.</li> <li>• Interest in and understanding of health care and health issues in London.</li> <li>• Effective interpersonal skills including good team working.</li> <li>• Leadership skills</li> <li>• Ability to initiate and sustain a project / activity requiring collaboration with policy, clinical and managerial interests, academic bodies and other stakeholders.</li> <li>• Analytical, problem solving and trouble shooting skills.</li> <li>• Good communication skills, including public speaking and presentation skills. Understanding of how to present and communicate complex issues to a variety of audiences.</li> <li>• An interest in improving the patient's experience / care / safety through training from audits, quality improvement projects or guideline development.</li> <li>• Knowledge of NEL</li> <li>• Knowledge of Training Hubs</li> <li>• Expert level knowledge and experience of Microsoft Excel, PowerPoint and Word</li> <li>• Experience of writing high quality reports on projects undertaken for internal and external stakeholders</li> </ul>	E	A/I
		E	I
		D	I
		D	I
		D	I
		D	I
		Experience	<ul style="list-style-type: none"> <li>• Extensive knowledge at a senior level of primary care</li> <li>• Teaching experience in either undergraduate or postgraduate education.</li> <li>• Author or co-author, or contribution to publications or abstracts in peer reviewed and professional journals.</li> <li>• Experience of organisational development / change e.g. through a quality improvement project, managerial role.</li> </ul>
D	A/I		
D	A/I		
E	A/I		

Qualifications	<ul style="list-style-type: none"> <li>• GMC registration or professional equivalent.</li> <li>• Satisfactory progression through training as demonstrated by satisfactory RITA or ARCP outcomes.</li> <li>• Demonstrates progression through training on relevant training pathway.</li> <li>• Holds relevant exams for specialty for stage of training e.g. MRCS, FRCR, MRCP unless normally taken as a final year exit exam.</li> <li>• Higher degree or other evidence of academic study, research or significant initiatives in healthcare beyond the minimum requirements of the training programme.</li> </ul>	E E D D D	A A A A/I
Personal Qualities	<ul style="list-style-type: none"> <li>• Well organised, with effective time management and good administrative capability.</li> <li>• Commitment to personal and professional development.</li> <li>• Evidence of good interpersonal skills.</li> <li>• Commitment to health and healthcare in London.</li> </ul>	E E E E	I A/I I A/I
Equality & Diversity	<ul style="list-style-type: none"> <li>• 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</li> </ul>	D	I
<p>Assessment will take place with reference to the following information:  A= Application Form  I= Interview  T= Test  C= Certificate</p>			