

Job Title:	Mind & Body Senior Programme Manager
Band:	8c
Hours:	Full-time (37.5 hours)
Department:	King's Health Partners
Location:	London Bridge
Reports to:	Mind & Body Programme Director

Job Purpose:

The King's Health Partners Mind and Body Programme is offering the opportunity to join the Programme as a Senior Programme Manager. We are looking to recruit an exceptional individual with strong understanding of the integration within NHS and community settings, and exceptional skills in complex programme delivery, strategic leadership, and stakeholder management. The post holder will be passionate about integrating physical and mental health and have the energy and ability to enthuse others to drive improvements in outcomes for our local communities.

King's Health Partners

King's Health Partners (KHP) was established by its founding partners nine years ago, unified by a common purpose "to improve health and well-being, locally and globally". The collective weight of the partners has been applied to this challenge; comprising a leading university, (King's College London, KCL), two large and prominent NHS acute Foundation Trusts (Guy's and St Thomas', GStT and King's College Hospital, KCH), and the UK's largest mental health Foundation Trust (South London and Maudsley, SLaM), who together represent a £3.2bn partnership, with 40,000 staff and 30,000 students and 4.2m patient contacts annually. Our mission is delivered across 22 Clinical Academic Groups.

There are three parts to our mission: excellence in research, education and clinical care. To support our mission, we are delivering programmes of work to:

- Join up mental and physical healthcare so that we treat the whole person, mind and body
- Increase the value of the care we provide and the outcomes we achieve for our patients and service users
- Integrate care across local primary, secondary and social care services to make it easier for people to get the care and support they need
- Improve the public health of our local community by tackling inequalities and supporting people to live healthy lives
- Bring together our collective strength and expertise in a range of specialist areas to deliver world-leading care, research and education

The Mind & Body Programme also takes a whole system approach, working closely with partners in Southwark & Lambeth across the NHS, commissioning, primary care and local authorities. The vision of our collective work is to increase the value of care for the people of Lambeth and Southwark, working through a partnership model to align respective member strategies and work programmes to promote and enable our shared ambition of integrated care for local people.

The Mind and Body Programme

The mind and body are inseparable, and mental and physical health conditions are often connected. The average life expectancy for someone with a long-term mental health illness is much shorter than for someone without, due in part to factors such as smoking, obesity, diabetes or alcohol misuse. Likewise, many people with long-term physical health conditions suffer from depression or other mental health conditions. Despite this, health and care services separate care into physical and mental and often fail to share information.

As a local system, we are working to overcome these barriers by treating the whole person. We are committed to caring for vulnerable people with both physical and mental ill health in an integrated manner with better and faster diagnosis and treatment because we know that addressing mental ill health improves physical health outcomes and vice versa.

Right across our partnership, we are committed to joining up and delivering excellent mental and physical healthcare, research and education so that we treat the whole person, by:

- Routinely screening patients for mental health and physical health conditions, and using the learning from this to improve the care we provide;
- Creating efficient, effective and integrated stepped care through the adoption of new innovative service models across the network, and ultimately supporting the development of business cases to mainstream within directorate business planning;
- Addressing the traditional distinctions between the mind and body in research and education allowing us to train students and staff to deliver more integrated care, and;
- Recognising the importance of employee mental and physical health and wellbeing.

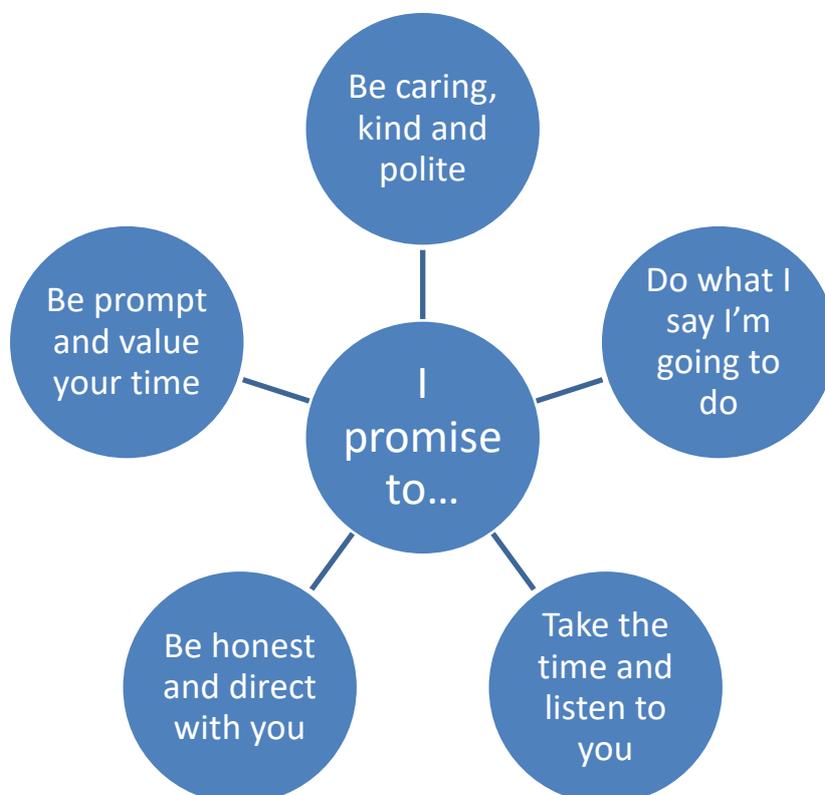
Role Summary

The post holder will lead the project management of the team in an inclusive and transparent manner and support the transformation of the healthcare system in across south-east London. They will develop and be responsible for the realisation all change benefits identified in the programme. This requires significant work to be completed in planning, organisational design, service delivery implementation, financial modelling and engagement.

They will direct transformative change and delivery, using a facilitative approach, within organisations to improve the care and experience for patients, service users, carers and staff. This role will involve some complex negotiation with senior directors and managers at both an operational and strategic level. The post holder will have an excellent understanding and knowledge of the mental and physical health interface. They must have clearly demonstrable skills and expertise in complex programme delivery, strategic leadership, and stakeholder management.

This role is hosted by South London & Maudsley NHS Trust (SLaM).

SLaM values and commitments:



Key Responsibilities:

- Strategic Development
 - Develop and lead delivery of the strategic direction and approach for Mind & Body with stakeholders, developing significant funding bids to acquire additional funds. This will include agreeing and defining strategic direction of bids with Directors and other stakeholders and writing of reports.
 - Alignment and delivery of strategic plans into mainstream organisations and ensure translation into policy, operations and performance in relevant areas.
 - Lead on senior conversations about service delivery, configuration and rationalisation of cross organisational services with the need to recommend new models of care or delivery or new ways of working, including new roles. These will be high impact decisions for a large and complex group of stakeholders from health and local authority sectors, patients, education, commissioning and primary care.
 - Lead the contribution of the mind & body programme to the production of a robust application for reaccreditation ensuring appropriate engagement with the management team, KHP Executive and key stakeholders.
 - Capture and share learning across the sector to contribute to the development of the programme strategy, future implementation programmes and general service best practice.

- Programme Design & Delivery
 - Lead and manage programmes and projects of delivery which fall under the Mind & Body portfolio, ensuring key stakeholder support throughout and developing phased implementation plans.
 - Develop sustainable operational models, supported by robust health economic analysis and evaluation.
 - Develop and maintain implementation, monitoring and ongoing continuous improvement of projects and programmes.
 - Ensure robust plans are in place for scale up, sustainability and spread in relevant care settings, for example, for IMPARTS.
 - Ensure alignment with other relevant local and national programmes of work and policy initiatives, working through ambiguity and uncertainty.

- Stakeholder Engagement
 - Lead engagement with partners to encourage contribution and sustained commitment to the strategic mind & body agenda, including key initiatives, strategic partnerships, and other decision making and direction setting activities.
 - Work collaboratively with key stakeholders to develop a network of Champions and support the work of the Mind and Body Champions Network to increase its reach and impact at a strategic level.
 - To act as a champion for the interests of patient and local people, and involve them in programme development and decision-making.

- Partnership Working & Leadership
 - Build and proactively develop effective stakeholder relationships in the local health economy and beyond, and actively develop productive relationships by diplomatically managing the compete priorities that may occur in some environments.
 - Lead consensus building strategies across partner organisations, and actively manage potential blockages and competing opinions to deliver constructive and patient focused change.
 - Able to clearly articulate a compelling case for change to support improvements in integrating physical and mental health, and ultimately in people's care and experience

- Team Management
 - Manage a number of Programme team staff effectively, carrying out standard duties such as objective settings, ongoing supervision, appraisal, and management of any personnel issues.
 - Lead the development and performance of the team to ensure they remain high performing, credible and delivery orientated. Ensure stretching objectives and development are fully realised in agreed timeframes.
 - Role model continuous professional development on integrating physical and mental health, through personal uptake of the Mind and Body Educational Offer and other training opportunities.

- Special Requirements
 - Demonstrate high standards of integrity when dealing with shared data or information and ensure individual and organisational confidentiality is maintained at all times

- On occasion, required to work irregular hours in accordance with the needs of the role
- Meetings will be confirmed as far in advance as feasible to avoid disruption to post holder's other commitments/clinical rotas
- Routinely expected to travel across South-East London
- This secondment will be hosted by South London and Maudsley NHS Trust and the post holder must therefore comply with SLAM policies and procedures.

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the programme and its services, as well as the personal development of the post holder.

Personal Specification:

Qualifications	
<p><u>Essential Requirements</u></p> <ul style="list-style-type: none"> • Masters level qualification or equivalent knowledge or experience in health management/business systems/financial management • A relevant qualification in project management or experience of working in a programme role of a similar level. 	<p><u>Desirable Requirements</u></p>
Experience	
<p><u>Essential Requirements</u></p> <ul style="list-style-type: none"> • Significant experience in the analysis, utilisation and presentation of complex information, in order to secure service change • Significant experience of being part of a large-scale cross-organisational change programmes with multiple project streams and in complex and politically sensitive environment. • Demonstrable success in managing change and performance and working on major change projects, leading teams and individuals and establishing clear work priorities with them • Understand and use different forms of decision making and management styles appropriate to context. 	<p><u>Desirable Requirements</u></p> <ul style="list-style-type: none"> • Considerable senior management experience in a complex environment • Experience of line management e.g. recruitment, development, appraisal and HR processes.

Knowledge / Skills	
<p><u>Essential Requirements</u></p> <ul style="list-style-type: none"> • Sophisticated interpersonal and diplomacy skills, able to network and easily form effective relationships with a diverse range of political, executive, managerial and professional colleagues across the system. • Exceptional communicator with the ability to build positive and productive relationships with the public, patients, service users and carers. • Ability to translate complex ideas into simple concepts and able to articulate these clearly both verbally through formal/informal presentations and written. Ability to move between detail and the bigger picture. • Demonstrate resilience, confidence and self-belief with the pressures and level of accountability and associated responsibilities of a senior role. • Ability to prepare high quality written reports and presentations for senior internal and external audiences. • Ability to challenge stakeholders about delivery and to hold to account where project targets have not been met, including ability to manage difficult dynamics within teams e.g. resistance to change or hostility 	<p><u>Desirable Requirements</u></p> <ul style="list-style-type: none"> • Understanding of the issues affecting Partner organisations and the ability to build strong, effective and collaborative working relationships with success in working across professions and services • Knowledge of the key factors that lead to the success of integration between physical and mental healthcare • Understanding of economic, financial and organisational complexities of the NHS, primary care and Local Authorities.

About South London and Maudsley:

South London and Maudsley NHS Foundation Trust (SLaM) provide the widest range of NHS mental health services in the UK as well as substance misuse services for people who are addicted to drugs and alcohol. We work closely with the Institute of Psychiatry, Psychology and Neuroscience (IoPPN), King's College London and are part of King's Health Partners Academic Health Sciences Centre. There are very few organisations in the world that have such wide-ranging capabilities working with mental illness. Our scope is unique because it is built on three major foundations: care and treatment, science and research, and training.

SLaM employ around 5000 staff and serve a local population of 1.1 million people. We have more than 230 services including inpatient wards, outpatient and community services. Currently, provide inpatient care for approximately 5,300 people each year and treat more than 45,000 patients in the

community in Croydon, Lambeth, Lewisham and Southwark; as well as substance misuse services for residents of Bexley, Bromley and Greenwich.

By coming to work at SLaM, you will gain experience of being part of an organisation with a rich history and international reputation in mental health care. You will have access to professional development and learning opportunities, and have the chance to work alongside people who are world leaders in their field. SLaM delivered more than 14,000 training experiences in 2014; providing an extensive range of learning opportunities for staff at all levels. In addition, our working relationship with King's Health Partners allows those working at the Trust to get involved in academic research.

Trust Policy and Procedures:

Confidentiality:

Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

Equal Opportunities:

Promote the concepts of equality of opportunity and managing diversity Trust wide.

Health and Safety:

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

Infection Prevention and Control:

Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.

Professional standards and performance review:

Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process.

Service/Department standards:

Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.

Finance:

All Trust staff will comply with the financial processes and procedures.

Safeguarding Children & Vulnerable Adults:

Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004 and the trusts safe guarding vulnerable adults policy.

Code of Conduct:

The post holder is required to adhere to the standards of conduct expected of all NHS managers set out in the Code of Conduct for NHS managers.

This job description will be subject to regular review and adjustment.

SUMMARY:

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the post holder.