**Patient and Community Leadership Programme**

**Role: Project Coordinator Freelance – Fixed Term position**

**Fee of £5,250 for 30 days between August and December 2016 (majority of time in August and September)**

Bristol Community Health, University Hospitals Bristol NHS Foundation Trust and North Bristol NHS Trust are working in collaboration with NHS England and People in Health West of England to deliver an innovative Patient and Community Leadership programme in Bristol. The programme will be co-designed and co-delivered by Mark Doughty, Director at the Centre for Patient Leadership and Kings Fund Associate.

The outcome of the programme is to develop a group of patient and community leaders who will use their confidence, knowledge, skills and experiences to work collaboratively with health care leaders as partners for positive change and improvement.

We are seeking a Project Co-ordinator on a freelance, fixed-term basis to actively support the planning and delivery of the programme. We are seeking someone who is inspired by people and communities, ensuring their voice changes health services for the better.

Working closely with a small steering group of staff from the partner organisations, your exciting role will ensure energised participation in the programme from across the city and you will act as the central point of contact for programme participants and operational elements of the programme.

We are looking for a highly organised and dynamic person who will deliver on a varied workload; to make positive contact with and provide ongoing support to programme participants. Working with the programme partners and other stakeholders to encourage collaboration to enable a successful programme to be delivered; engaging new and diverse communities as participants in what we see as an innovative approach to engagement in the local health service.

If you believe that local citizens can shape the future of the health service in the area, we’d love to hear from you.

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| **Direct report to** | Bristol Community Health - Patient and Public Empowerment Lead |
| **Accountable to:** | Project Steering Group |
| **Job Purpose:** | To use a dynamic approach to coordinate and support the planning and delivery of a patient and community leadership programme in Bristol. |
| **Key Responsibilities:** | * Day to day coordination of the project to ensure it delivers on time, to quality and on budget * Arrange and participate in steering group meetings, ensure actions are recorded and followed up and that any issues and risks are managed / escalated as appropriate * To work with partners to further develop our specification of requirements (what do we want delivered, how do we want it delivered) * Act as key contact for Mark Doughty who is co-designing and co-delivering the programme. * Work with an academic partner to develop monitoring and evaluation framework * Develop the role profile for patient and community leadership participants (what are the key qualities we are looking for) * Partnership working with Marketing and Communication leads across the health system to use a dynamic, fresh and sometimes targeted approach to reach a diverse pool of potential participants * Supporting the campaign and recruitment programme that successfully identifies a broad cross section of citizens for the programme * Identify suitable dates / times / venues for workshop dates as part of the programme * Support the development of a programme of work to develop the culture within the partner organisations (please see note below) * Liaison and coordination with the participants of the programme to ensure they are aware of key meeting dates, involvement opportunities and are provided with the right level of support to enable them to fulfil their potential * Ensure feedback from participants and contributors is captured and reported on * To undertake a range of public and community engagement and outreach activity in relation to agreed priorities; |
| **Skills Specification:** | * Strong interpersonal skills with a talent for developing relationships with a wide variety of people; * Ability to identify with diverse communities and recognise and overcome barriers to understanding; * Ability to influence, engage and motivate programme participants and staff in partners organisations * Analysis of data and identification of trends / themes; * High standard of computer literacy and experience of using MS Office; * Ability to learn new systems and processes; * Strong communication and team working skills; * Ability to organise own workload to meet deadlines with regularly competing priorities; * Ability to travel to meetings in a timely manner as required. |
| **Experience:** | * Experience of working collaboratively with stakeholders / partners, for example in the health sector. * Experience of coordinating projects * Experience in engaging with diverse communities and adapting approaches as required; * Experience of preparing clear management information to support decision making; * Experience of working in a multi-professional organisation; * Experience of managing wide, demanding and variable workloads; |

**About the post**

This post requires a flexible approach to working patterns – the post is estimated at 2 days a week but this will need to include flexibility to attend meetings and events (occasionally out of Mon – Fri, 9 – 5 working hours) and availability to work more days during August and September. The post will be based at the Bristol Community Health headquarters at South Plaza although will be expected to work flexibility in other partner locations.

**How to Apply**

Please send a CV and covering letter that explains why you are the right person for the role (in no more than 1 side of A4) to [matthew.areskog@briscomhealth.nhs.uk](mailto:matthew.areskog@briscomhealth.nhs.uk) by midday on Sunday 31st July.

Appointment will be made after a process of shortlisting and interview. Interviews will be held week commencing 8 August 2016. Please note that we will not be able to offer feedback on applications to candidates who have not been shortlisted.

If you would like an informal chat about the role, please contact:

* Tony Watkin, Patient Experience Lead, University Hospitals Bristol NHS Foundation Trust - 0117 342 3729

Or

* Gill Brook, Head of Patient Experience, North Bristol Trust – 0117 414 9064

**Background to Patient and Community Leadership Programme**

* 1. In February 2015, Bristol Community Health and the Centre for Patient Leadership proposed a collective and system-wide approach to the development of a cadre of patient, citizen and community leaders for the Bristol health and care community. The intended outcome of this work is to build capability in the system by cultivating a group of confident, competent and representative patient and community leaders to work across organisations and partnerships to influence key decision making and support integration.
  2. There is a growing awareness of the role active citizenship can have in co-designing and co-producing solutions. In the health and care system the current financial challenges are unprecedented and are mirrored with an equally challenging increase in the demand for services often by people with long term and complex health needs. At a time where budgets are tight and in many cases decreasing, creating new value with patients, carers and communities to work together to deliver new ways of doing things is increasingly important. This includes a continued emphasis on enabling and empowering individuals to manage their own health as part of the self-care agenda.
  3. Everybody has a role to play in ensuring Bristol has the best health and care possible. The harder the decisions become, the more effective the involvement has to be. Our engagement approaches must be innovative, meaningful and have real impact. The proposal aims to unlock and realise the assets and potential of citizens and communities to share difficult decisions.
  4. In May 2015, Bristol Community Health hosted a workshop with partners from across the Bristol health and care system to explore a proposal to invest jointly in developing patient and community leaders. This workshop was facilitated by Mark Doughty, Director at The Centre for Patient Leadership. The outcome of the workshop was to develop the proposal further, focussed on a challenge that participating organisations could relate to.
  5. In spring 2016, following further detailed discussions, a health provider partnership of Bristol Community Health, North Bristol Trust and University Hospitals Bristol NHS Foundation Trust was formed with support and backing from NHS England to proceed.

1. **What are the tangible things that this will deliver for Bristol?**
   1. A group of confident, competent, representative and self-sustaining patient, citizen and community leaders who use their confidence, knowledge, skills and experiences to constructively to work as partners for positive change in the health and care system at a strategic level and act as conduits between the system and the community.
   2. A group who will help to facilitate the coming together of disparate organisations by working strategically across the boundaries of local health care organisations. They will support the system by joining up some of the individual conversations and by doing so they will work collaboratively to co-create solutions to current and future challenges faced by the health system.
   3. The group will act as collaborative partners offering the role of ‘critical and constructive friend’ and be part of a vibrant dialogue on key strategic planning programmes across healthcare in Bristol. They will become part of the advocacy for change.

**Where could this take us?**

**Health Service Journal – November 2017**

***Citizens lead the way on improving Patient Flow in the City***

Health providers in Bristol have launched a new integrated approach to patient flow which has been co-designed with a diverse group of local citizens as part of a patient and community leadership initiative. By sharing their needs and priorities patient leaders have helped professionals to focus on what really matters to patients whilst balancing the operational requirements of organisations. Together, the team have agreed changes which not only reflect the diverse needs of patients in the city but have reduced their length of stay in city centre hospitals resulting in a net saving across the system and improved patient feedback. The Co-Chair of the Board responsible for the initiative said, “I was sceptical at first about the value patient leaders would bring to the decision making process. However, through honest and open dialogue we have created a new understanding in Bristol about the importance of patient flow and the responsibility we all have in making it work. We are in a totally different place than I had expected.”