



JOB DESCRIPTION

JOB TITLE	Project Manager
PAY BAND:	Band 7 (subject to Agenda for Change job evaluation)
DIVISION:	Operations and Organisational Development
BASE:	Spring Farm Business Centre, Moss Lane, Crewe CW1 4RJ
REPORTS TO:	Head of Service and Practice Development
ACCOUNTABLE TO:	Leadership and Management Team
KEY WORKING RELATIONSHIPS	Leadership and Management Team Knowledge and Informatics Team Assistant Project Manager

Job Summary

- To transform, improve and positively influence the experience of dying, death and loss in the local population and beyond
- To lead and be responsible for managing and co-ordinating a designated team to support the delivery of the organisational strategic objectives and outcome measures
- To champion approaches that positively impact on palliative care, end of life care and end of life experience, influencing and facilitating the development of best practice and education across a broad spectrum of community and care settings

Key Duties/Responsibilities:

- To lead and support the achievement of agreed organisational performance and quality measures.
- To initiate, design, monitor and co-ordinate projects and programmes of work
- To support, mentor and motivate team members
- To be a lead advisor for defined area of work
- To lead, manage and coordinate a team of staff in collaboration with Team Leads
- To promote the palliative care approach and facilitate the development of best practice to enhance the experience of end of life

Project Management

- Lead on scoping and planning of projects, including the identification of key milestones, deliverables and benefits
- Support the direct delivery of projects within your own work plan, and provide project management support to colleagues in implementing other areas of project work
- Develop strategies and action plans that will impact across all providers of end of life and palliative care
- Use negotiation and listening skills to influence decision making at a senior level
- Evaluate and interpret intelligence and feedback to inform evidence-based service redesign projects/programme that support strategic and operational objectives and reduce health inequalities and improve health outcomes of the local population



- Build effective co-ordination and collaboration with stakeholders and partners to effect change at scale and pace to deliver seamless, high quality and innovative care for those at the end of life

Leadership and Co-ordination

- To lead, supervise and motivate a designated team
- In conjunction with your line manager prioritise, delegate, supervise and monitor individual work loads of your team members; match the best-suited team member to particular tasks and projects
- Ensure team members have regular appraisals (in line with organisational policy) to support and enable individuals to achieve agreed outcomes and their potential, in line with organisational and personal objectives
- In line with individual work plans and the appraisal process, identify and manage development needs and performance issues within your team
- Provide a dynamic link between your team, other teams within EoLP and with the LMT, disseminating information and forwarding information up and down the line in a timely manner
- Promote the continuing development and professional skills of the team
- Motivate team members so that they meet deadlines, work productively, and resolve any work issues effectively
- Contribute to and critically appraise policy and operational practice within EoLP and externally with partner organisations
- To deputise for the LMT lead as appropriate
- Coordinate, develop and lead, when appropriate, programme /project team meetings
- Ensure work plan is delivered against national and regional guidelines and policy
- Motivate team members to work collaboratively to meet deadlines and work productively

Audit, Evaluation and Outcomes

- As a senior member of staff support the development of the strategic plan, whilst advising and contributing ideas specifically around your defined lead area
- Lead the development of work plans aligned to the strategic plan
- To create and monitor individual work plans aligned to achievement of the organisational measures
- Be responsible for, and ensure that your team outcomes are achieved
- To actively network and liaise with external partners, engaging with the community to develop working relationships and to gather intelligence and knowledge of health, social care, and public health which will then influence and inform organisational outcomes and strategic direction
- Monitor quality, progress, outcomes and projects, identifying risks and barriers promptly; finding solutions as required
- Lead and take delegated responsibility for the implementation and evaluation of programmes/projects and organisational objectives and outcomes
- Produce reports and papers and present to the LMT, Board of Trustees, Strategic Collaborative Cheshire and other external partners as required
- In collaboration with partner organisations, plan, design and implement audit



Finance

- To support the LMT lead in setting, managing and monitoring the budget for your areas of responsibility
- Ensure the effective and efficient management of physical and electronic resources; actively promoting and demonstrating cost-consciousness in your team
- To support the allocation, management and monitoring of areas of work to maximise cost effectiveness, efficiency and productivity
- Ensure costings are accurate and underpinned by sound business principles as agreed with your line manager
- To support and actively seek to identify and secure sources of funding, within agreed targets, to support projects and running costs of EoLP in order to achieve its outcomes

Innovation

1. In conjunction with your colleagues and line manager identify opportunities of joint working to promote learning, models of best practice and innovation
2. Foster the development and use of IT systems
3. In conjunction with your line manager and colleagues, identify innovative approaches in response to the changing needs of practice, practitioners and the community
4. Critically evaluate, analyse and apply knowledge of local and national policy to EoLP and your work projects; suggesting and implementing changes with agreement of your line manager
5. Disseminate, share and publish evidence of impact, learning and models of good practice and education

General

- To contribute to and support the development of policies, procedures and protocols as appropriate.
- To promote equality of access and opportunity in all aspects of the work.
- To take all reasonable steps to promote a safe and healthy working environment which is free from discrimination.
- To comply with the End of Life Partnership policy on confidentiality, and the General Data Protection Regulations relating to information held manually or on computerised systems.
- To respect the confidentiality and privacy of clients and staff at all times.
- To maintain a constant awareness of health, welfare and safety issues affecting colleagues, patients, visitors and themselves, reporting any accidents or fault in line with End of Life Partnership policies.
- To participate in personal training, development, appraisal, and attend all relevant training courses as required.
- EoLP has a responsibility and is committed to safeguarding and promoting the welfare of children, young adults and adults at risk with care or support needs and expects all staff and volunteers to honour this commitment to minimise risk or harm in accordance with current legislation, statutory guidance and EoLP's policies and procedures. This means that staff must understand their own responsibility and recognise the requirement to engage with staff training and supervision, as well as promoting multi-agency working to safeguard patients.



Expected behaviours and personal characteristics

The post holder should demonstrate competence in the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Behave Ethically:** Understand ethical behaviour and business practices and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organisation.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organisation.
- **Communicate Effectively and Respectfully:** Speak, listen and write in clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new unique ways to improve operations of the organisation and to create new opportunities.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organisational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organisational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organisation.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organisation.
- **Organise:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- **Plan:** Determine strategies to move the organisation forward, set goals, create and implement action plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Think Strategically:** Assess options and actions based on trends and conditions in the environment, and the vision and values of the organisation.

The list of duties in this job description is not exhaustive and is intended to outline the main activities of the post holder. Duties and responsibilities may be subject to change taking into account the development needs and following full discussion with the post holder.