

Job title:	IAS Project Coordinator
Salary:	£22,500 - £24,500 per annum pro rata
Accountable to:	Learning & Development Manager
Location:	Here, 4th Floor, 177 Preston Road, Brighton and various locations across East Sussex

About us and our culture

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

Because of this:

- We enable everyone to work flexibly and to do their work in the way that best supports their productivity and work life balance.
- We have a staff-run 'Wellness Group' that enables staff to set up initiatives that link to wellness/wholeness. This has included offering a residential wellness weekend, after work yoga, meditation, football, art club, circus skills and installing a ping pong table and a fish tank in the office
- We draw on and celebrate the creativity of our staff through engaging them in the design and use of our office, exhibitions of colleague's art work and engaging their skills and talents wherever possible.
- We have led mindfulness sessions everyday in our grass carpeted 'meadow' room in the office.
- Everyone has an annual learning review called 'Pirate Dave' which is designed to make sure everyone has support to develop and flourish.
- We have a monthly Here Hoopla get together where we celebrate the great work people do and through our Brilliance Award

IMPROVED ACCESS SERVICE IAS OVERVIEW

Practices work in hubs to provide extended hours GP appointments until 8.30pm Monday to Friday, for six hours on a Saturday (8-2pm) and up to 4 hours on a Sunday. The case mix is routine primary care, pre-bookable at the practices within the module and targeted at people who cannot easily access their GP practice during the week including working people, people who need a carer to accompany them to access the service and school children with working parents.

JOB PURPOSE:

The Project Coordinator will work with and support the Service Managers, to ensure the successful delivery of projects that support the delivery of the following functions:

- Patient stewardship and booking
- Demand management
- Quality of delivery at every stage
- Secure service provision
- Clinical Service Provision
- Performance Management
- Relationship Management

The Project Coordinator will provide project support to a high standard, ensuring projects are delivered within timeframes, and will co-ordinate and deliver the tasks required for successful implementation.

JOB SUMMARY

The Project Coordinator will work with and support the Service Manager to maintain an overall plan and to deliver projects on time. They will support the setup and implementation of new services. These projects may engage a wide range of stakeholders and organisations. The Project Coordinator will provide support and use motivational skills, as directed, to ensure effective engagement of all parties and effective coordination of the project with other interdependent work streams and projects. They will work collaboratively with key managers and clinicians in the relevant partner organisations or care areas, i.e. Brighton & Sussex University Hospitals, Sussex Community NHS Trust, primary care, community care and independent sector providers.

Principal Duties and Responsibilities

- Use project management skills to plan and organize a number of complex projects and ensure integration across these projects and across the services, updating project plans and making adjustments as required.
- Coordinate the key stakeholders who make up the project teams in the planning, designing and delivery of the project.
- Act as first point of contact for all queries and issues relating to particular projects as agreed with their line manager, undertaking initial analysis and offering advice on the appropriate course of action.
- Co-ordinate and attend meetings, briefings and training and transcribe any minutes and notes as required.
- Support the appropriate manager(s) in developing and managing any changes or new processes and systems that need implementing.

Service Development

- Support the research and writing of proposals for Service Redesign projects and developing Business Cases, referral protocols, care pathways, service specifications and Service Level Agreements.
- Participate in the review of completed Service Redesign / Clinical Service Provision projects identifying learning areas and ensuring actions are recorded and carried out.

Secure service provision

- Undertake regular searches for tender opportunities and flag up opportunities in a timely manner to the relevant managers.
- Provide support with responses to NHS procurement exercises and coordinating the organisation's response to specific tender and other business opportunities.

Quality

- Maintain high levels of quality of delivery at every stage of a project, identifying all, and managing some, of the dependencies and interfaces, risks and issues that arise and that could affect the projects successful outcome. When appropriate, put forward contingency plans to ensure the project remains to plan
- Coordinate, organise and propose changes to the project so there is shared learning and make recommendations for new ways of working.
- Analyse and assess complex projects, resolving failures to ensure delivery of the projects at the appropriate level of quality, on time and within budget.
- Regularly review / monitor projects to ensure they remain within pre-determined budgetary limits.
- Ensure appropriate electronic and paper filing systems are in place.
- Liaise with relevant managers and coordinate incident, complaint, plaudit and learning log investigation and reporting relating to relevant project(s).

Information management

- Use and maintain appropriate software to formulate project plans and track the delivery of outcomes on time.
- Work with the Performance and Information Team to secure the reports that enable data analysis and produce appropriate info packs for project team members.
- Develop activity and financial models, monitoring and reporting on performance against indicators of success as required.

Change and learning

- Assist with induction and organisation of new staff.
- Share learning and new ways of working by coordinating, organising, and proposing changes, developing new processes as required to implement relevant local and national policies.
- Undertake proactive learning and personal development.
- To carry out any other appropriate duties as determined by the managers in the service.

Operational Support

- Man the reception desk when required during the IAS shift times and present a professional and courteous image to all service users, visitors and staff
- Welcome visitors and provides all possible assistance, including arrangements for access requirements, ensuring that the appropriate staff member is informed of their arrival
- Arranging the training and site inductions for all new IAS staff
- Support the IAS Assistant Managers to ensure all new staff added to the rota are compliant to statutory requirements and that the service holds the necessary documentation as per set guidelines
- Maintain the staff database with details and paperwork for all staff and escalate any issues with staff compliance to the IAS Assistant Managers or the IAS Manager
- Arrange new staff access to practices' clinical systems
- Undertake crosschecks across the whole service to ensure patient safety and service quality is being maintained as per the IAS protocols
- Monitoring the email inboxes & follow up any issues raised by patients or staff issues highlighting any concerns
- Support the service's Complaints procedure

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy

staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP)

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees
Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	Denise McSween
Date JD agreed:	21.12.2021
Brief description of reason for review (if applicable)	
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