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| NHS Wales Health Collaborative | Job Description and Person Specification |
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CAJE REF: 6C6/2019/0070



# ***Job Description and Person Specification for the Role of: National Co-ordinator for Suicide and Self-Harm Prevention***

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**Date:** 30<sup>th</sup> July 2019

**Version:** 0.3

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|-------------------------------------|---|
| <b>Pay band:</b>                    | Band 8A   |
| <b>Hours of work:</b>               | Full time   |
| <b>Tenure:</b>                      | Three years with possible extension                         |
| <b>Department:</b>                  | tbc   |
| <b>Base:</b>                        | Swansea University  |
| <b>Managerially accountable to:</b> | National Lead for Suicide and Self Harm Prevention in Wales |
| <b>Reports to:</b>                  |   |

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# Job Description

## 1 Job Summary

This role will be responsible for overseeing the implementation and delivery of the national strategic objectives of 'Talk to Me Too', the national suicide and self-harm prevention strategy across Wales. The role will also be responsible for co-ordinating the consistency, responses and activities of Regional Forums through Regional/Local suicide Prevention plans under guidance of the National Advisory Group on Suicide and Self-harm prevention to Welsh Government and reporting to the National Lead for Suicide and Self-harm prevention in Wales.

Key relationships: Chair of the National Advisory Group, Regional Leads for suicide and self-harm prevention, Health Boards, Local authorities, universities, third sector, Welsh Government, public, service users

## 2 Main duties

The post holder will:

- Oversee the delivery of the strategic priorities outlined in the National Talk to Me 2 Strategy on suicide and self-harm prevention across Wales, working closely with the National Lead for Suicide and Self-harm prevention, regional leads, and with partners and Welsh Government
- Manage the activities and welfare of Regional co-ordinators
- Manage the strategic planning, delivery and reporting processes of the national suicide and self-harm prevention agenda across Wales.
- Provide leadership and support to relevant authorities and wider stakeholders across the region in delivery of the regional/ local suicide prevention strategies
- Act as a central point of expertise and knowledge for Wales in relation to suicide and self-harm under the guidance of National Lead for Suicide and Self-harm prevention
- To support and attend the national advisory group
- Responsible for reporting progress against delivery of the strategic priorities to Welsh Government, including identification of key risks and challenges under the guidance of National Lead for Suicide and Self-harm prevention

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### **3 Specific requirements**

#### **3.1 Communication and Relationship Skills**

The post holder will:

- Develop and maintain effective and appropriate communication arrangements that to ensure that professional/service staff can fully contribute to and influence the planning and delivery of services across Wales in relation to suicide and self-harm prevention.
- Develop effective communications and establish good working relationships with Welsh Government senior staff, other NHS bodies, third sector, local government, local authorities, public, service users
- Provide and receive highly complex, sensitive and contentious information e.g. Clinical information/data that may need interpreting in order to make a case for change
- Establish effective reporting and review mechanisms
- Represent the condition areas at appropriate forums
- Present complex often sensitive and contentious information to broaden understanding and influence board/senior managers/partner agencies
- Make formal presentation to large groups of people often at a very senior level
- Act as a focal point for communications for the condition areas and ensure the dissemination of information to all identified parties
- Act as an 'advocate' for the condition areas by negotiating and persuading senior stakeholders of the importance of the work plan and its constituent programmes and projects of work and their objectives
- Manage the 'Talk to Me Too' website and content

#### **3.2 Knowledge, Training and Experience**

The post holder will:

- have experience of line management of managerial and administrative staff
- Have detailed knowledge and experience of programme and project management
- Be educated to master's degree level or have an equivalent level of experience
- Have relevant experience of working in a complex multi-agency project or programme environment with multiple work streams
- Have a high level of numeracy, written and spoken English

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- Have experience and knowledge in the use of advanced MS office suite
- Have proven experience of working autonomously and without supervision, using own initiative
- Have the ability to produce high level reports in line with key performance indicators

### **3.3 Analytical and Judgemental Skills**

The post holder will:

- Establish performance indicators and develop a monitoring framework to ensure that performance of complex project and service issues can be measured and reported in response to local, national and programme specific requirements
- Promote performance analysis that will support a cycle of continuous improvement – this can often be of a complex nature
- Act as decision maker on a range of complex/highly complex project/programme issues where there may be more than one course of action

### **3.4 Planning and Organisational Skills**

The post holder will:

- Co-ordinate and deliver the national programme of work across Wales
- Maintain a planning framework with supporting processes for both long, medium and short term programme objectives
- Manage the strategic development of relevant services in Wales in line with the intent of national work streams, including those outlined in the Talk to Me 2 delivery plan and the Assembly Committee Inquiry 'Everybody's Business'.
- Facilitate National and regional cross-organisational planning strategies as appropriate.
- Work with National Lead regional co-ordinators and regional suicide and self-harm prevention forums to support the strategic development of relevant services in Wales.
- With the National Lead and the regional co-ordinators, develop a range of plans in line with the longer-term strategic objectives of the project/programme cycles which may lead to significant change and impact on services going forward

### **3.5 Physical Skills**

The post holder will be required to:

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- Undertake frequent VDU use for periods of up to half a day in order to produce complex reports and analysis to support deadlines e.g. Producing a programme business case which will make the case for investment in the programme of work as well as explain the programme approach – this may often be complex and require explaining in a way that a diverse audience can understand
- When driving sit in a restrictive sitting position for up to five hours on a regular basis to meet the travelling requirements of the post
- Use of keyboard skills are required for completing reports, documents etc.

### **3.6 Responsibility for Patient /Client Care**

The post holder will:

- Assist and respond to enquiries from members of the public/external organisations
- Be expected to assist with members of the public/external organisations e.g. In the event of a cluster, emergency situation or at attendance of events/external locations
- Ensure engagement of stakeholders and people with lived experience in service development and delivery.
- Contact with patients is incidental

### **3.7 Responsibility for Policy/Service Development Implementation**

The post holder will:

- Co-ordinate and adjust programme plans to deliver service development and improvement programmes to include the scheduling of activities and milestones
- Work with partners to identify gaps and opportunities to co-ordinate and collaborate on service development and delivery ensuring consistency of approach across regions.
- Work with partners to identify opportunities for continual service improvement by utilising ppm methodologies.
- Work with colleagues and other stakeholders to promote good practice within the scope of particular programmes
- Have responsibility for developing policies for implementation of specific programme area across the organisation/service
- Provide advice when required, under the guidance of the National Lead, to senior officials and ministers on the development of policy to support

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the implementation of priorities outlined in the national 'Talk to Me 2' strategy on suicide and self-harm prevention.

- Co-ordinate and disseminate national policy and best practice.
- Advise relevant strategic forums/partnerships on high level policy issues.

### **3.8 Responsibility for Financial and Physical Resources**

The post holder will:

- Ensure the effective use of all resources and to ensure that any agreed budgets are kept within specified financial limits and operate within approved financial policies
- Ensure that required resources are committed, arbitrating between conflicts within the projects and negotiating solutions to problems between the project and external bodies
- Manage the designated budgets affectively and ensure each operates within the financial scope allocated to it, providing quarterly update reports.
- Be an authorised signatory and budget holder

### **3.9 Responsibility for Human Resources**

The post holder will:

- Provide managerial and programme support to the regional coordinators across Wales delivering the programme of work, including allocating work packages and tasks in line with national priorities.
- Ensure activities allocated to regional coordinators are delivered to the right quality and timescale. This will require the use of the characteristics of a line manager with colleagues including, but not limited to: coaching, negotiation, prioritisation, conflict resolution and encouragement.
- Provide effective leadership, motivation and day to day management of the regional coordinators.
- Ensure that work packages are defined, documented, accepted and actioned by regional coordinators where appropriate.
- Manage the planning and organisation of own workload, including prioritising a demanding workload and providing direction to the regional coordinators.
- Provide guidance to Health Boards in relation to ongoing performance and delivery against the programme of work allocated to the regional coordinators for the portfolio management work within the specific

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condition areas, guiding their ongoing performance and development and ensuring adherence to national policies

### **3.10 Responsibility for Information Resources**

The post holder will:

- Determine the resources, expertise and activities required to scale up programmes through the most cost effective routes
- Provide advice on and promote the introduction of technology and information systems to support the promotion and up-take of quality improvement.
- Undertake detailed analysis of highly complex, multiple data sets including, but not limited to, patient activity, facilities data, financial information, current and projected population demographics and service pathways spanning multiple organisations.
- Use a wide range of IT applications to create reports
- Ensure security of records in line with relevant legislation and policies
- Produce regular reports identifying performance against programme briefings

### **3.11 Responsibility for Research and Development**

The post holder will:

- Provide a source of intelligence on related activities as part of everyday work
- Provide advice on research activities in new areas taking account of evidence from elsewhere
- Review, renew and audit systems when required e.g. The programme/project risk and issue logs, this will require creating, continual review and periodic audit to ensure there remains a robust governance system
- Undertake complex audits related to the programmes/projects e.g. Audits of clinical equipment utilisation to understand if the resource is being used at optimum effectiveness

### **3.12 Freedom to Act**

The post holder will:

- Demonstrate independence of thought
- Have a flexible approach to accommodate urgent or ad hoc requests

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- Prepare presentations for delivery at national, regional and local conferences/meetings
- Interpret national policy/guidelines for programme/project areas
- Be responsible for own actions and those of line managed staff
- Identify issues and develop solutions where necessary and report to the appropriate structures and/or escalate as required
- Provide verbal and written reports as requested by Welsh Government, senior officers, councillors.

### **3.13 Physical Effort**

The post holder will be required to:

- Sit and stand in a restricted position and may be required to exert light physical effort for short periods of time i.e. Resource equipment
- Undertake frequent VDU use for periods of up to 3 to 4 hours at a time in order to produce complex reports and analysis to support commissioning deadlines
- Carry laptop computer and/or projection equipment (approx. 3kg) to meetings for presentation purposes and carrying of laptop computer to facilitate flexible working (i.e. working from venues and/or when travelling by train)

### **3.14 Mental Effort**

The post holder will:

- Undertake periods of prolonged concentration when analysing information, scrutinising delivery/action plans, writing reports and formulating future strategies in conjunction with many competing priorities e.g. when receiving monthly highlight reports from a programmes workstreams – these will require analysis, interpretation to understand the complications for the programmes overarching delivery plan and what corrective action maybe required

### **3.15 Emotional Effort**

The post holder will:

- Engage with and sometimes challenge service managers and staff where barriers exist to implementation
- Be exposed to distressing or emotional circumstances is occasional i.e. imparting unwelcome news to stake holders/staff

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### 3.16 Working Conditions

The post holder will:

- work in office conditions
- Be required to travel to meetings/events across Wales

## 4. GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

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- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

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- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
  
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for
 

all records that they gather, create or use as part of their work within the organisation (including

patient health, staff health or injury, financial, personal and administrative), whether paper based or

on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
  
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
  
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to

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their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

- **DBS Disclosure Check:** In this role you will have indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Standard Disclosure Check as part of the HB/Trust's pre-employment check procedure.
  
- If the post holder does not require a DBS Disclosure Check, delete as appropriate.
  
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
  
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections.  
  
All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware  
  
of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
  
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.
  
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

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**Date post approved:**

**Date advertised:**

# Person Specification

| ATTRIBUTES                      | Essential   | Desirable  | Method of Assessment   |
|---------------------------------|---|--|--|
| Qualifications and/or Knowledge | <ul style="list-style-type: none"> <li>• Educated to relevant Masters Degree level or equivalent experience</li> <li>• Appropriate demonstrable experience (e.g. experience working in a similar environment).</li> <li>• Demonstrate working knowledge of Microsoft Office packages. ECDL Level 2, or equivalent.</li> </ul>   | <ul style="list-style-type: none"> <li>• Registered PPM Professional - PRINCE2, MSP or AGILE</li> <li>• Thorough knowledge and understanding of suicide and self-harm prevention</li> <li>• Understanding of legislation and national police related to mental health and well-being</li> <li>• Demonstrate use of Wordpress</li> </ul>  | <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• Certificate</li> </ul> |
| Experience                      | <ul style="list-style-type: none"> <li>• Management experience in a senior role including staff management</li> <li>• Experience of successfully leading and implementing projects / programmes at a national level.</li> <li>• Expertise in delivering project and programme management services and tailoring methodologies to suite the local environment</li> <li>• Experience of managing</li> </ul> | <ul style="list-style-type: none"> <li>• Working in either an NHS /social care/criminal justice/ relevant third sector environment</li> <li>• Knowledge of different models of inter-agency working relating to suicide and self-harm prevention</li> <li>• Experience of the health, criminal justice and social care systems</li> <li>• Experience of engagement with people with lived</li> </ul> | <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• Certificate</li> </ul> |

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|                        | <p>budgets.</p> <ul style="list-style-type: none"> <li>• Experience of working with a wide range of stakeholders as part of a multi-agency programme of work</li> <li>• Experience of successfully leading and implementing project driven change management</li> </ul>   | <p>experience</p> <ul style="list-style-type: none"> <li>• Understanding of the commissioning and funding processes and the ability to apply this in a multi-agency context.</li> <li>•</li> </ul> |  |
| Aptitude and Abilities | <ul style="list-style-type: none"> <li>• Ability to communicate highly complex technical concepts and analysis effectively to different organisations and audiences; including formal presentations, complex reports e.g. Board level, senior officers, councillors</li> <li>• Demonstrate an ability to provide, receive and record both routine and highly complex communications, electronically, orally and written.</li> <li>• Ability to overcome barriers associated with conveying highly complex technical information to a non-technical audience.</li> <li>• Ability to organise, plan and prioritise a complex strategic</li> </ul> | <ul style="list-style-type: none"> <li>• Understanding of the equality and diversity issues and the ability to apply this in the context of suicide prevention</li> </ul>                          | <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• Certificate</li> </ul> |

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|  | <p>programme to meet appropriate deadlines typically involving other disciplines/organisations.</p> <ul style="list-style-type: none"> <li>• Ability to work closely with people in other disciplines and form professional working relationships</li> <li>• Demonstrate an ability to carry out analysis, interpretation and comparison of complex change management and service improvement training issues, and to act as an expert reference point</li> <li>• To present and showcase achievements and progress of the programme / Portfolio</li> <li>• Ability to communicate effectively across different levels of an organisation.</li> <li>• Ability to develop and maintain effective working relationships with team members and other staff</li> <li>• Can demonstrate initiative, creativity, flexibility and a personal ethos of continuous improvement</li> </ul> |  |  |
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|                     | <ul style="list-style-type: none"> <li>• Show an ability to gain an understanding of other professionals 'problem solving' requirements.</li> <li>• Ability to focus, concentrate and accurately complete tasks within given timeframes whilst dealing with unscheduled interruptions e.g., changing priorities</li> <li>• Ability to manage an improvement programme across organisations</li> <li>• Ability to translate strategy into action</li> <li>• Ability to work to deadlines and under pressure.</li> </ul> |  |  |
| Personal attributes | <ul style="list-style-type: none"> <li>• Flexible to meet the needs of the service.</li> <li>• Able to act independently, decisively and effectively in leading a programme</li> <li>• Ability to watch and listen to and interpret key messages and respond appropriately</li> <li>• Able to effectively and appropriately deal with criticism and challenging people and situations.</li> </ul>  |  | <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• Certificate</li> </ul> |

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|                                     | <ul style="list-style-type: none"> <li>• Ability to positively and creatively challenge current thinking in order to develop new and better policy &amp; operational working practices.</li> <li>• Able to significantly influence others who are based externally, to achieve national targets without any direct authority</li> <li>• Commitment to principles of change management</li> <li>• Willingness and ability to travel across Wales to meetings and conferences as required</li> </ul> |   |  |
| Welsh Language Requirements         |  | <ul style="list-style-type: none"> <li>• Ability to speak Welsh/willingness to learn</li> </ul> | <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• Certificate</li> </ul> |
| Continuous Professional Development | <ul style="list-style-type: none"> <li>• Evidence of commitment to continuous professional development</li> </ul>  |   | <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• Certificate</li> </ul> |