

Pals Service Manager

GOSH profile

Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH) is a national centre of excellence in the provision of specialist children's health care, currently delivering the widest range of specialist care of any children's hospital in the UK. It is the only specialist Biomedical Research Centre for paediatrics, the largest centre in the UK for children and young people with heart or brain problems, and the largest centre in Europe for children and young people with cancer. It works in partnership with the UCL Institute of Child Health (ICH), part of University College London, and together they form the largest paediatric research and teaching centre in the UK.

The hospital at Great Ormond Street is the only exclusively specialist children's hospital in the UK. It does not have an Accident and Emergency department and only accepts specialist referrals from other hospitals and community services. The population of children and young people served by the hospital is characterised by those with multiple disabilities and/or health problems and rare and congenital (present at birth) conditions. Many children and young people need the help of different specialist teams. Improvements in health care and diagnosis mean that many children and young people have dramatically improved survival rates and more therapeutic options than was the case 10 years ago. Sadly though, many of the children cared for at GOSH still have life threatening or life-limiting conditions.

The hospital receives over 255,000 patient visits (inpatient admissions or outpatient appointments) a year, and carries out approximately 18,800 operations each year.

The hospital has 383 patient beds, including 44 intensive care beds (21 CICU, 15 PICU and 8 NICU). Many of the children and young people on our wards require high dependency care or are classed as ward intensive care, requiring one-to-one nursing.

Around 4,100 full-time and part-time staff work at the hospital. The ICH has around 600 staff. Many senior staff have roles in both organisations.

The hospital has approximately 50 paediatric specialties, the widest range of any hospital in the UK, which uniquely enables it to diagnose and pioneer treatments for children and young people with highly complex, rare or multiple conditions. It has 19 highly specialised national services.

Job title	Pals Service Manager
Division	Nursing and Patient Experience
Band	8a
Responsible to	Assistant Chief Nurse for Patient Experience and Quality
Accountable to	Chief Nurse
Type of contract	Permanent
Hours per week	37.5
Location	Pals Office/Patient Experience Office
Budgetary responsibility	Yes
Manages	Pals Volunteers, Pals Assistant and Pals Case Officers

Trust Values and Expected Behaviours

The Trust has developed the Always Values with our staff, patients and families that characterise all that we do and our behaviours with our patients and families and each other. Our Always Values are that we are:

- Always Welcoming
- Always Helpful
- Always Expert
- Always One Team

Each value is underpinned by behavioural standards and employees will be expected to display these behaviours at all times. These values are extremely important to us and we expect everyone who works at GOSH in any capacity, including employees, bank staff, contractors, agency staff, people who hold honorary contracts, students and volunteers to share and uphold Our Always Values. Each value is underpinned by behavioural standards and employees will be expected to display these behaviours at all times. You can find a full copy of Our Always Values on our intranet.

The Trust also expects that everyone who works here shall act in such a manner as to justify public trust and confidence and to uphold and enhance the good standing and reputation of Great Ormond Street Hospital for Children NHS Foundation Trust. Individuals must therefore at all times carry out their duties with due regard to the Trust's Equality at Work Policy.

You can find a full copy of Our Always Values on our intranet.

Scope of the role

Provide an individual and confidential service through the 'drop in' facility of the Pals Office – and through availability to visit wards and outpatient clinics - that seeks to resolve patient and family problems or respond to their concerns on an informal basis as quickly and effectively as possible.

To provide a bespoke solution as required.

Act as a visible and accessible contact-point for providing information for patient, families and the public about the Trust's services and other related health and community services – publicising the service widely within and outside the hospital.

Will assist in delivering our Communications strategy across the Hospital and wider community in relation to any issues or events that need to be shared as appropriate

The post will be responsible for managing and co-ordinating public enquiries, requests and responses working closely with the Communication lead to ensure consistent messaging for the Trust for example any high profile cases.

To work effectively in order to maximise positive publicity, both locally and nationally. This requires good teamwork and an organised approach to dealing with a diverse work plan – often to tight deadlines.

To ensure an effective relationship with the communications team regarding positive and negative feedback, collation and feedback to correct teams and making full use of feedback received through all channels and aggregating this with other relevant teams across the Trust such as Complaints or Patient Experience.

To provide family support through the Clinical Ethics Rapid Reviews and to contribute to the Patient Experience and Clinical Ethics Committee through regular reporting.

To provide training and support to clinical, nursing allied health professionals and managers on managing and de-escalating conflict between patients, families and staff.

To provide education, training and support across the Trust for advanced conflict only.

To contribute to any changes in policy and protocol as required within the scope of this role across the Trust.

To feed into the Patient Family Engagement and Experience committee with regular updates and an annual report demonstrating clearly the work plan and scope and effectiveness.

Key working relationships

Internal: Chief Executive, Deputy Chief Executive, Chair, Chief Nurse, Medical Director, Company secretary, Assistant Chief Nurse for Patient Experience and Quality, Quality Safety and Improvement Team, Complaints Team, Legal Team, Chaplains, Communications internal and external (charity), Senior Clinical and Management staff, Clinical Ethics and Clinical and Administrative staff throughout trust.

External: Patients, families/carers and local health professionals, Responding to MPs and Local Authorities, Working with other external partners i.e. CAB, Contact a Family, Liaising with patients and relative organisations and support groups.

Main duties and responsibilities

- Provide and receive highly complex, sensitive or contentious information from patients, families/carers or local health and social providers, medical, nursing and allied health professional within the Trust. Addressing any hostile, antagonistic or highly emotive issues to prevent escalation where possible. Presenting complex, sensitive or contentious information to a large group.
- Communicate service related information to the Executives, Organisation Divisional Chairs and appropriate committees; providing parent and patient perspective in relation to highlighted concerns. Develop appropriate communication channels to address the concerns with the relevant individual.
- Staff Management of the Pals team.
- Provide day to day advice as required to clinical and corporate teams.
- To manage annual leave and sickness across the team.
- To monitor members of the Pals team around productivity and accuracy of their expected management of Pals cases.
- Responsible for the day to day control of expenditure within the team and to consider budget implications around staff requirements.
- To address any performance issues in line with internal policies. Rewarding or praising good performance and resolving poor performance.
- To ensure the skill mix within the team fits with the workload and strategic direction of the wider departmental objectives in relations to teams such as Patient Experience and Complaints.
- To ensure that robust processes and suitably qualified staff are in place to carry-out all aspects of a Pals service.

Information Governance

- To ensure compliance with appropriate legislation, NHS policy and local procedures, including: data standards, service user confidentiality, copyright, data protection.

Analytical & Judgemental Skills

Requirement to enable management, leadership and delivery:

- Responsible for dealing with highly complex facts or situations requiring analysis, interpretation, and comparison of options.
- To advise on communications strategies overall and in relation to specific aspects where expert opinions may differ with clinical divisions and at a corporate level.
- Responsible for service development issues and solutions ensuring the adoption of the correct approach for the service.
- Responsible for analysis and interpretation of national policy to develop appropriate strategies in alignment with the Trust strategy and values.

Planning & Organisational Skills

- Responsible for planning and organising a broad range of complex activities and formulating or adjusting plans/strategies. To plan patient services strategies across the organisation, incorporating these into other strategies such as long term conditions, complex and perplexing presentations
- Responsible for formulating long-term strategic plans for high profile and complex cases, involving uncertainty which may impact across the organisation.
- Responsible for leading on providing accessible patient, parent and public communication by telephone, email and face to face on a daily basis. In highly complex cases including possible reputational risk the Trust must continue to provide the regular Pals service for all patients and parents/carers. Staff Management

Responsibility for Patient/ Client Care

- Provides non-clinical advice and information to patients/parents/carers/relatives. Provides advice on a range of issues including the complaints procedure, services, and programmes. Assist patients, parents/carers during incidental contacts.
- Responsible for policy implementation and development of the Pals service. Advise, support and train on the legalities of the Duty of Candour to relevant staff as appropriate /relevant in collaboration with the Governance team if necessary.

Responsibility for Policy/ Service Development

- Reviews patient, parent and public aspects of policies (in conjunction with the Trust Communications Team) in relation to aspects of communication strategies across organisation.
- Requirement to develop or create reports on a monthly and annual basis to present at the relevant committees.

- Responsible for maintaining and documenting relevant information safely in line with Trust Information Governance.
- Create spreadsheets/maintain database/overall management of Pals information systems. Aggregation of information in alignment with Patient Experience, Complaints, Claims, Safeguarding and Legal.

Responsibility for Financial & Physical Resources

- Draw up and hold delegated budget.

Responsibility for Human Resources

- Manages Staff and volunteers within the Service in alignment with the Trust policy

Responsibility for Information Resources

- Commissions resources for patients, parents and the public.
- To ensure any new information in alignment with this role for patients, parents and staff are made available as required
- Any resource created to be shared and agreed at the relevant committees to enable engagement

Research & Development

- Engage with and support R&D where relevant to patient, parent/carers staff and service development.

This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.

Other information

Great Ormond Street Hospital for Children NHS Foundation Trust is a dynamic organisation, therefore changes in the core duties and responsibilities of this role may be required from time to time. These guidelines do not constitute a term or condition of employment.

Confidentiality

On appointment you may be given access to confidential information which must only be disclosed to parties entitled to receive it. Information obtained during the course of employment should not be used for any purpose other than that intended. Unauthorised disclosure of information is a disciplinary offence.

Risk Management

You will be required to ensure that you implement systems and procedures at a local level to fulfil the requirements of the organisation's Risk Management Strategy including local management and resolution of complaints and concerns, management of SUIs/incidents and near misses. Your specific responsibility for risk management will be clarified to you by your manager at your local induction.

Emergency Planning

In accordance with the organisations responsibilities under the Civil Contingencies Act 2004, you may be required to undertake alternative duties as is reasonable directed at alternative locations in the event of and for the duration of a significant internal incident, major incident or flu pandemic.

Human Rights

You are required to comply with the regulations of the Human Rights Act 1998 during the course of your employment.

Sustainable Development

You will be required to demonstrate a personal commitment to the Trust's Sustainable Development Plan and to take personal responsibility for carrying-out your work duties in a way which is compliant with this Plan.

PERSON SPECIFICATION

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview

Essential: **E** Desirable: **D**

Our always values

E	Always welcoming – positive, polite, prompt, responsive
E	Always helpful – respectful, supportive, approachable; caring
E	Always expert – Up-to-date knowledge , strive to provide a quality service, proactive
E	Always one team – informative, mindful, appreciative, open, honest

Skills and abilities

E	Ability to produce and present written reports to Board level and to make Trust-wide recommendations on issues arising from Pals casework
E	Ability to represent the Trust externally e.g. at Overview and Scrutiny Committees, NHS England etc.
E	Ability to make public presentations to diverse audiences
E	Ability to communicate in complex ways e.g. to people with learning difficulties; to people whose first language is not English; people with degrees of deafness; to people exhibiting challenging behaviours.
E	Emotional intelligence, emotional maturity, resilience, assertion and tenacity, self-motivation, and with a high degree of personal integrity. Willing to participate in supervision.

Education, training and qualifications

E	Educated to masters level or equivalent
E	Certificated generic advice/counselling/advocacy/ skills practice.
E	Clinical ethics qualification, or equivalent evidence of understanding/experience
E	Extensive experience in managerial role within Pals/complaints or Conflict resolution within a Paediatric setting
E	Postgraduate level mediation diploma or conflict resolution accredited training.

Knowledge & Experience

E	An understanding of family-centred care, patient rights, and the PPI/patient experience agenda and how to implement at a strategic level.
E	A working knowledge of all major health and social care legislation, policies and procedures affecting the welfare of children and families
E	A clear understand and responsibility of patient confidentiality
E	Service management experience within a health or social care setting
E	Experience of managing a service for children and/or families with a hospital setting

E	Working knowledge of office IT systems, including databases
E	To train and educate clinicians and other staff in conflict resolution, mediation and handling challenging behaviour.
E	Management and Responsibility of Pals Budget
E	Experience of working with communications, public relations, journalism and marketing communications techniques, approaches, procedures, health service communications, organisation, project management, external political environment.
E	Practical experience of elevating the voice of patients and parents in the Clinical Ethics process in a paediatric setting.

E	Experience of using public sector complaints procedures
E	Experience of family advocacy within an institutional setting.
E	Practical experience of involving patients and/or service users in service planning, delivery, promotion, audit and evaluation.
E	Experience of partnership work with a range of statutory and voluntary health and social care agencies
E	Highly developed specialist knowledge underpinned by theory and experience in communication and mediation to enable delivery of this role
E	Advanced skills of conflict resolution techniques including advocacy, negotiation and mediation in a paediatric healthcare setting. Knowledge and understanding of clinical and social care services, legislation, and service management.
E	Knowledge of Clinical Ethics theory