



**Programme Manager
National Clinical Programme for Neurology
(Temporary, Full time)**

Particulars of Office

1. The appointment is temporary (Maternity Leave Cover), whole-time and pensionable.
2. **Salary**
Remuneration is in accordance with the salary scale approved by the Department of Health current scale. The grading for the post will be commensurate with the background and experience of the post holder.
3. **Superannuation**
The terms of the Voluntary Hospitals Superannuation Scheme and the Voluntary Hospitals Spouses and Children's Scheme will apply to the position and superannuation contributions at the appropriate rate will be payable in accordance with the provisions of the scheme.
4. **Duties**
The incumbent will perform such duties as are outlined in the attached Job Description.
5. **Hours of Work**
You will be required to work the agreed roster / on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8am – 8pm Monday – Saturday to meet the requirements for extended day services in accordance with the terms of the Framework Agreement and any other agreements such as Public Service agreements which may supersede the Framework. Please see HSE HR Circular 003/2009. You may be required to work overtime, remuneration for which will be in line with nationally approved rates for your grade. Starting and finishing times will be noted to you by your Head of Department.
6. **Retirement**
No age restrictions shall apply to a candidate except where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). In this case the candidate must be under 65 years of age on the 1st day of the month in which the latest date for receiving completed application forms for the office occur. Continued employment is conditional upon capacity and conduct of the employee.

7. Annual leave

Annual leave and public holidays are granted in accordance with the provision of the Organisation of Working Time Act. 1997. Your annual leave entitlement will be advised to you by the Human Resources Department in your contract of employment. Annual Leave may be based on a number of factors such as grade, years of service and whole time equivalency.

8. Sick Leave

Payment of salary during illness will be in accordance with arrangements as approved from time to time by the Department of Health and Children.

9. Termination of office

The employment may be terminated at any time by two months notice on either side except where circumstances are dictated by the Minimum Notice and Terms of Employment Act 1973/77. The Management's right under this paragraph shall not be exercised save in circumstances where the Management is of the opinion that the holder of the office has failed to perform satisfactorily the duties of the post or has misconducted himself/herself in relation to the post or is otherwise unfit to hold the appointment.

10. Garda Vetting Checks

Arrangements have been introduced, on a national level, for the provision of Garda Vetting Checks in respect of candidates for employment in areas of the Health Service, where it is envisaged that potential employees would have substantial access to children or vulnerable adults in the course of their duties. Garda vetting is done for the protection of these groups and the National Rehabilitation Hospital reserves the right to re-verify employees at any future point, as deemed appropriate by Hospital Management.

11. Confidentiality

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised person can obtain access to them and must be kept in safe custody when no longer required.

12. Hygiene

During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of the National Rehabilitation Hospital's quality system to ensure the safety and well being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

13. Policies / Legislation

All Hospital policies and procedures form an integral part an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of

practice. Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

14. Disability Census

As part of the NRH's commitment to supporting the employment of people with disabilities and to comply with the requirements of the Disability Act 2005, all staff are required to inform the Director of Human Resources Ms. Olive Keenan, of any personal disabilities. This information is only requested in the event that appropriate arrangements must be put in place during the course of one's employment and will be stored in compliance with Data Protection Legislation.

15. HR Department Privacy / GDPR Policy

In order to carry out its administrative functions the Human Resource Department in the National Rehabilitation Hospital collects and processes personal data relating to individuals, which includes the job applicants and staff of the Hospital. The Human Resources Department takes the confidentiality of all personal data seriously and consequently takes all necessary steps to comply with data protection legislation including the GDPR. The Human Resource Department collects personal data only in order to meet specific lawful purposes, and will retain that data only for so long as necessary. We also ensure that all reasonable technical and organisational security measures are in place to safeguard personal data.

Ordinarily, the Human Resource Department will not pass personal data to any third party except where required by law, or under statutory obligations, or to fulfil a contract of employment or for other legitimate purposes as balanced against the rights and interests of the Data Subject. If you have any concerns about how your personal data is processed, you may contact our Data Protection Officer (dpo@nrh.ie). Please refer to the National Rehabilitation Hospital Human Resources Privacy Policy Document for more information. The Policy Document is available on request from the Human Resources Department.



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Candidates must have at the latest date of application:

- Applicants should have post graduate experience in their field with experience in the provision and development of Neurology or relevant healthcare services at a senior level
- Have the requisite clinical, managerial and administrative knowledge and ability for the proper discharge of the duties of the office i.e. Health & Social Care professional or Nursing qualification
- Proven management skills
- Excellent interpersonal skills and excellent communication skills – oral and written
- Project management, workforce development and strategic planning skills
- Experience in working collaboratively with multiple internal and external stakeholders in assimilating and analysing complex information to make ensuing recommendations
- Evidence of change management experience
- Experience of establishing and leading on the development of initiatives, from concepts to programmes plans, on a cross-organisational and/or cross-functional basis, as relevant to the role would be advantageous
- Experience of coordinating strategic programmes and related work-streams in a healthcare related environment or other complex service delivery organisation would be advantageous

Health

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Character

Each candidate for and any person holding the office must be of good character.

Age

Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs.



Programme Manager National Clinical Programme for Neurology (Temporary, Full time)

Title: Programme Manager, National Clinical Programme for Neurology

Organisational Area:

Clinical Design and Innovation, Office of the Chief Clinical Officer

Details of Service:

Clinical Design and Innovation – Office of the Chief Clinical Officer:

The Office of the Chief Clinical Officer (CCO) was established as part of an overall investment by the HSE to strengthen governance and accountability for the planning and delivery of high quality services with the aim of driving transformational change across our healthcare system through clinical leadership, design of new models of care, promotion of culture of safety and quality improvement and through patient and service user involvement.

Clinical Design and Innovation (CDI) function of the Office of the CCO provides clinical innovation, design leadership and direction to strategic decisions across HSE Strategy & Planning, HSE Operations and the wider organisation.

A National Lead for Integrated Care leads and directs the Clinical Design and Innovation Team, leads the clinical advisory response to COVID for CCO, supports other CCO activities including the corporate plan development, modelling demand and capacity amongst others. This ensures the work of the Team and the National Clinical Programmes develops an integrated care approach in the design, planning and delivery of the health services with evidence informed clinical participation to support population needs assessment, service designs, planning and the implementation of person centred, clinically effective, safe care valued by patients, service users and their families.

The responsibilities of CDI include:

- Engaging with the clinical community to promote integrated care approaches, develop sustainable service and clinical excellence across the health services;
- Developing service design and models of care that are patient centred, population based, multi-disciplinary and demonstrate integration across all service domains;
- Leading the development of clinical governance frameworks and guidance;
- Leading the work of the National Clinical Advisor and Group Lead (NCAGLs) and National Clinical Programmes in line with Sláintecare goals.

Clinical leadership is central to the delivery of the changes required by our healthcare system. National Clinical Programmes are the vehicle through which multi-disciplinary clinical design leadership and innovation are enabled. Since their inception in 2010, the National Clinical Programmes (NCPs) have been a key transforming force in delivering change and as per the recent review of the NCPs (2019), will play a strong role in supporting the transformation that is required in healthcare over the next ten years, the anticipated lifetime of Sláintecare.

The work of the National Clinical Programmes (NCPs) needs to be aligned to HSE priorities and to respond to the principles of Sláintecare. In line with Goal 2 of the Sláintecare Implementation Plan' the NCPs will support the design of models of care which support high quality, accessible and safe care that meets the needs of the population. To this end, the NCPs should be the primary reference point for providing cross-service and cross programme solutions in relation to:

- New models / pathways of care based on population need;
- Clinical components of community-based care expansion;
- Acute and Unscheduled Care Development;
- Models of care developed inline with national strategies and through the Office of the CCO ensuring that the hub of healthcare delivery lies within Primary & Community Care

Purpose of the Role:

The National Clinical Programmes play an important role in policy development and implementation. They will play an increasingly important and effective role in improving population health through consideration of health and wellbeing organisation objectives. They have a significant role in quality improvement and designing cross-service solutions and integrated care pathways to support safe, equitable access to care in the appropriate setting.

The Programme Manager will work with the Clinical Lead to plan and deliver the required outputs to realise this assigned strategic priority, while ensuring the patient voice is included in their work, including co-design and actively championing service improvement using quality improvement methodologies to inform the work of the programme.

Accountable to:

The post holder report to the National Rehabilitation Hospital, and this initially will be the Chief Executive Office.

The programme manager will also be accountable to the Clinical Lead(s) for the day to day management of the assigned programme(s) for the delivery of work relevant to their programme(s).



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JOB DESCRIPTION

Duties & Responsibilities

The main responsibilities and duties of the Programme Manager are:

Programme Planning

- Consult and engage with relevant stakeholders and subject matter experts to identify opportunities for service improvement innovations and designs.
- Work with Clinical Leads, Clinical Advisory Groups and programme working groups to scope and prioritise service improvement innovations and designs.
- Develop programme plans, identifying work-streams, key milestones, deliverables and programme management resource time requirements.
- Co-ordinate and manage the day to day implementation of annual programme plans and associated workflows and work packages, to successfully deliver required programme outputs on time and to budget. Including Sláintecare Integrated funded programmes.
- Champion quality improvement at a national level in collaboration with others, across the patient's integrated pathway,

Stakeholder Engagement & Communications

- Identify and engage with relevant stakeholders, including patients and service users to enable co-design and evidence informed delivery of agreed outputs, outcomes and benefits.
- Support the Clinical Lead and other programme subgroups in the consultation, development, recording, approval and communication of all aspects of programme work, including key documents such as models of care, pathways, protocols, policies, procedures and so forth.
- Responsibility for the planning and preparation, including all administrative support duties and follow up of programme meetings (internal and external), workshops and conferences etc.
- Manage all programme related internal and external communications including, briefing papers, Parliamentary Question responses, DOH requests, HSE Senior management briefings/updates etc.

Programme Governance & Reporting

- Manage, on behalf of the Clinical Lead, assigned programme planning cycles, corporate reporting, go/no go reviews, benefits realisation, risks and issues, change requests, dependencies, lessons learned and resource planning for delivery of work-packages.
- Work with Clinical Lead and National Clinical Advisor and Group Lead (NCAGL) to manage funding and external resources allocated to relevant programmes and ensure that costs incurred are within approved allocation and monitored against plans.
- Ensure all programme related documents and outputs which require approval are progressed in accordance with appropriate governance models, governing policies and legislation.

Investment Proposal Development (Clinical Innovation & Service Design)

- Work with the Clinical Lead and healthcare colleagues to collect, evaluate, document and communicate clinical and service evidence and best practice both internationally and locally to inform service design.
- Prepare evidence informed business cases and applications for programme funding which are aligned to the overarching aim of the programme and in line with guidelines on processes, such as annual estimates and national service planning.

Other Duties and Responsibilities

- Prioritising, organise and scheduling a wide variety of tasks and manage competing demands on a daily basis
- Contribute to the development of Annual Reports, Service Plans and Operational Plans as required.
- Contribute to the response of Parliamentary Questions relating to Neurology in a time defined manner.
- Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
- Support, promote and actively participate in sustainable energy, water and waste initiative to create a more sustainable, low carbon and efficient health service.

Skills, competencies and/or knowledge:

Professional Knowledge & Experience

Demonstrate:

- Experience of leading service improvement in a clinical setting to successfully deliver the agreed outputs, having full ownership of all stages of the improvement management cycle;
- Proven ability to collate and summarise evidence from a wide range of sources;
- The ability to translate complex information into accessible language;
- Demonstrate an understanding of and ability to implement evidence-based care
- Significant understanding of the health care system and its component parts including sites of care, delivery models, and the roles of various providers and health care professionals
- The ability to lead on engagement with internal and external stakeholders;
- An understanding of the Irish health service and health service reform.

Critical Analysis & Decision Making

Demonstrate:

- Ability to anticipate problems, identify risks and to consider the impact of decisions before taking action recognising when to involve other parties (at the appropriate time and level);
- Ability to relate improvement research in practice;
- Ability to think broadly and longitudinally, constantly assessing and anticipating the needs of the patient and his/her environment;
- Ability to assimilate and analyse data and information, identify the range of options available and provide recommendations as appropriate.

Managing & Delivering Results (Operational Excellence)

Demonstrate:

- Evidence of the use of innovation in the delivery of services;
- Clear and succinct report writing skills with a high level of accuracy and attention to detail;
- A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands;
- Evidence of being able to take personal responsibility to initiate activities, deliver work to a high standard and through to a conclusion;
- Evidence of interest and passion in being part of a vehicle for change towards the ultimate delivery of better patient outcomes.
- Demonstrate and awareness of relevant legislation and policy e.g. legislation relevant to the service area, health and safety, infection control etc.

Leadership & Direction and Working with and Through others

Demonstrate:

- Evidence of strong team work skills including the ability to build and maintain relationships in a complex multidisciplinary team/ multi-stakeholder environment;
- Evidence of being able to visualise changes required to achieve immediate and long term organisational priorities;
- Evidence of negotiation skills and influencing skills in a complex work environment – facilitating relationship and consensus;
- Effective conflict management skills.

Building and Maintaining Relationships – Communication

Demonstrate:

- Proven interpersonal skills to facilitate working effectively in teams, while having the ability to give constructive feedback;
- Excellent oral and written communication skills demonstrating both good listening and verbal and non-verbal communication skills.

Personal Commitment and Motivation

Demonstrate:

- Be driven by the values, aims and ethos of the HSE;
- Evidence of interest and passion in engaging with and delivering on better outcomes for service users;
- Be capable of coping with competing demands without a diminution in performance;
- Committed continuing professional development.

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties, as appropriate to their post, and which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

The reform programme outlined for the Health Services may impact on this role, and as structures change the job description may be reviewed. In particular, – CDI, Office of the Chief Clinical Officer, reserves the right to reassign the Programme Manager to other programmes and related projects, based on the on-going operational needs of the Function

Patient Safety & Quality

The NRH prioritises the delivery of quality and safe patient care under HIQA and other quality standards. It is the responsibility of all staff at all levels to ensure that the highest level of quality services required for each patient is maintained. If you have a concern regarding any issue of patient safety and well-being please bring this to the immediate attention of your manager.

Quality and Patient Safety supports the Health Service to deliver high quality and safe services to patients and service users. The post-holder is responsible and accountable to deliver a quality service that ensures patient safety. The post holder will work within a risk management framework that complies with the Health Information and Quality Authority (HIQA) National Standards and other quality standards as appropriate.

The extent of speed and change in the delivery of health care is such that adaptability is essential for all staff. The post-holder will be required to maintain, develop and enhance the necessary professional knowledge, skills and aptitudes required to respond to a changing situation.

This job description does not contain an exhaustive list of duties, and the post holder may be required to undertake additional responsibilities. It will be reviewed from time to time in order to adapt and develop the role, according to service needs and Hospital policies.

I agree that this position description clearly outlines the specific responsibilities and duties that are to be carried out as part of this role. I also understand that these represent the minimum requirements to perform the duties at the current level.

To be signed by the post holder

Employee Name: _____

Line Manager Name: _____

Employee Signature: _____

Manager's Signature: _____

Date: _____

Date: _____