JOB OVERVIEW

About SCW
We are aspiring to be the support and transformation service of choice in activities relating to health wellbeing and care. This builds on our core values and it is important that we add value for our customers and the system. This will enable SCW to grow and have the most impact and in so doing offers our people interesting work and rewarding careers.

Job Title	Clinical Effectiveness Manager		
Band	8a	Department	Integrated Health & Care Services/ Clinical Services, Clinical Effectiveness Team
Reports to	Clinical Services Programme Lead, Clinical Effectiveness		

Our purpose
We exist to achieve the best possible outcomes for people, communities and populations.

This job helps improve outcomes for patients, service users and populations by:
Supporting the work of the NHS commissioners and providers to develop health and social care services for their local populations, based on evidence of best practice and research within the principles of safe, effective and cost-effective care.

The Role
To ensure high quality clinical effectiveness input to services provided to the SCW customers, supporting customers in driving transformation as well as value for money in planning, commissioning and service delivery.

To provide high level subject matter expertise around clinical effectiveness, evidence based medicine and clinical priority setting to customers and to the SCW internal teams.

Key Responsibilities

- **Undertake literature and evidence reviews of clinical topics, critically appraise evidence and interpret complex qualitative and quantitative information and use this to inform service transformation, clinical policy development and to support the ICB priority setting agenda.**

- **Identify and interpret overall health service policy and strategy using experience and knowledge to make inferences, draw conclusions and advise customers on how this relates to their practices. This will include interpretation of health law and regulation and how this relates to NHS priority setting and minimising the risk of litigation.**

- **Support and advice customers on clinical priority setting to identify opportunities for investment and disinvestment based on evidence and local data analysis.**

Qualifications and Experience Required	
Educated to masters level or equivalent level of experience of working at a senior level in specialist area.	Good knowledge of sources of information related to health care research and clinical best practice.
Extensive knowledge of clinical effectiveness and evidence based medicine, acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge.	Good understanding of the principles of conducting systematic literature searches and familiarity with epidemiology and statistics, health economics and health care evaluation.
Must be able to provide and receive complex, sensitive or contentious information; negotiate with senior stakeholders/ customers on difficult and controversial issues and present complex and sensitive information to large and influential groups/customers.	Good understanding of NHS Commissioning and the background to and aims of current national healthcare policy and appreciate the implications of this on engagement.

Suitable for

An individual with skills to implement the principles of evidence based health care and a desire to work within the NHS, ensuring value for public money and helping to improve outcomes for patients through robust evidence use.

PART 1 - JOB DESCRIPTION

JOB PURPOSE

This role will work within the Clinical Effectiveness team to ensure high quality clinical effectiveness input into services provided to SCW customers. The role supports the delivery of work to ensure that both commissioned and provider services are founded on evidence based practices, national standards and guidance issued by the National Institute for Health and Care Excellence (NICE), the Department of Health and NHS England. The role will also support the integration of clinical effectiveness and best practice into the operations of the CSU, including planning, service redesign and quality service line activities.

The ideal candidate will have strong knowledge of NHS Commissioning, in particular clinical polices and service improvement. The post requires skills in evidence gathering and appraisal, excellent organisational skills, ability to work across professional groups and to develop relationships that will enable you to excel in this role. You will be working within a challenging new NHS environment and will need to be creative and proactive in your approach.

MAIN DUTIES AND RESPONSIBILITIES

1. General

- Ensure high quality clinical effectiveness input to services provided to the SCW customers, supporting customers in driving transformation as well as value for money in planning, commissioning and service.

- Provide high level subject matter expertise around clinical effectiveness, evidence based medicine and clinical priority setting to SCW customers and to the internal teams.

- Identify and interpret overall health service policy and strategy using experience and knowledge to make inferences, draw conclusions and advise customers on how this relates to their practices. This will include interpretation of health law and regulation and how this relates to NHS priority setting and minimising the risk of litigation.

- Undertake literature and evidence reviews of clinical topics, critically appraise evidence and interpret complex qualitative and quantitative information and use this to inform service transformation, clinical policy development and to support the ICB priority setting agenda.

- Support and advise customers on clinical priority setting to identify opportunities for investment and disinvestment based on evidence and local data analysis.

- Support the development and management of a programme of priority setting and lead clinical policy statement reviews for defined customers.

- Present information and evidence to a wide range of stakeholders in a formal Priorities Committee setting.

- Identify and analyse best practice models and examples of innovation and use this alongside identified quality deficiencies to highlight service and pathway opportunities for change and improvement.

- Review and impact assess NICE guidelines and support the ICBNICE assurance and implementation process.

- Support the knowledge transfer and knowledge management strategy development across the CSU.

- Collaborate with all partners to embed and develop a culture of clinical practice based on clinical effectiveness and evidence based practice.

- Lead the delivery of assigned project, allocating tasks as appropriate, identifying risks, issues and dependencies, considering best practice and current options and ultimately making decisions in the best interest of the project.

- Ensure projects are delivered according to agreed deadlines and align with the strategic direction of the team.

- Pro-actively manage stakeholders, respond to and resolve conflict between different stakeholders when this arises through facilitation or other appropriate mechanisms.

Project Management

- Lead the delivery of assigned project, allocating tasks as appropriate, identifying risks, issues and dependencies, considering best practice and current options and ultimately making decisions in the best interest of the project.

- Ensure projects are delivered according to agreed deadlines and align with the strategic direction of the team.

- Pro-actively manage stakeholders, respond to and resolve conflict between different stakeholders when this arises through facilitation or other appropriate mechanisms.

- Be responsible for a high standard of work supporting the delivery of projects on time, to quality standards and in a cost effective manner.

- Ensure the flexibility of the project if required to meet conflicting/changing requirements.

- Prioritise and manage conflicting deadlines when required.

- Responsible for the planning and organisation of numerous events/meetings. Ensuring communication tools are used to their maximum value for circulating the minutes, agenda and presentations in a timely manner.

- Demonstrate effective stakeholder management across different departments and at all levels.

- Ensure that projects maintain business focus, have clear authority and that the context, including risks, are actively managed in alignment with the strategic priorities of NHS.

Financial and Physical Resources

- Support the Clinical Services Programme Lead in ensuring adherence to the budget, ongoing monitoring of expenditure against budget and ensuring the appropriate documentation is available for scrutiny.

- Identify products, equipment, services and facilities for assigned activities, achieving stakeholder buy-in as required. Placing orders and signing invoices, keeping mindful of budget limitations.

- Responsible for making recommendations, providing advice and able to prepare strategic reports/briefings for the Head of Department, Steering/Reference Groups and others as required.

- Evaluate projects/function within identified portfolio for delivery against financial recovery/savings plans.

- Link with SCW business services and finance colleagues to review pricing of existing clinical effectiveness products and for new services or products.

Human Resources

- Responsible for day to day management and co-ordination of the workload of the team research and administrative staff.

- Responsible for providing training to SCW customers and clinicians on a range of specialist Clinical Effectiveness topics such as clinical audit, priority setting etc

- Responsible for supervision, training, completing assessments and sign off for public health registrar work placements within the team.

- Support the Clinical Services Programme Lead in the recruitment of new team members.

- Forge close positive working relationships, in order to support an effective matrix approach to achieve NHS objectives.

- Support, motivate and develop team administrative and research staff to ensure that they are able to deliver the new responsibilities of the NHS strategy.

- Managing third parties (such as consultants/interims) to ensure deliverables are met in a timely manner and within budget.

Information Management

- Drafting reports summarising evidence, guidance, local activity and costs, appraising outcomes, and making recommendations.

- Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust business cases and contribute to project 'products'.

- Analyse, interpret and present data to highlight issues, risks and support decision making.

- Support the development, production and distribution of knowledge and information bulletins and NICE updates.

- Link with appropriate SCW colleagues to ensure clinical effectiveness knowledge management products align with the corporate SCW knowledge management strategy.

Policy and Service Development

- Responsible for proposing and drafting changes, implementation and interpretation to clinical effectiveness team policies, standard operating procedures and service level agreements (SLA's) which may impact service.

- Proposes changes to own function making recommendations for other service delivery.

- The post holder will need to maintain a good knowledge of emerging policies from government departments, for example NHS constitution and Evidence Based Practice recommendations. This will assist in the thinking and definition of the strategy discussions for the stakeholders.

Research and Development

- Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information.

- Deliver projects to comply with key performance indicators.

- To maintain up to date specialist knowledge of clinical effectiveness and research methods, activity and key findings to inform service developments in all areas.

- To seek out, promote and implement evidence based practice and innovation.

Planning and Organisation

- Contribute to the strategic planning of team projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary.

- Contribute to the development of performance and governance strategies and the development and implementation of improvement programmes, in accordance with stakeholder and sector priorities.

- Contribute to short, medium and long term business plans, achieving quality outcomes.

2. Other

2.1. To carry out other appropriate delegated duties as required by the team Lead.
2.2. The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role.
2.3. The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.
2.4. Support Operations team as required.

Key Working Relationships

- Operate effectively in a flexible and demanding environment and proactively engage with NHS staff, consultants and contractors working on a variety of topics.
- Work effectively with a variety of external consultancies working on other projects and programmes within other NHS directorates as required.
- Provide and receive highly complex, sensitive, and contentious information, presenting information, to a wide range of stakeholders in a formal setting.
- Having the ability to deal with resulting potentially aggressive/antagonistic situations and be able to influence a wide range of stakeholders when required.
- Committed to working and engaging constructively with internal and external stakeholders on a range of business sensitive issues.
- Develop and nurture key relationships and maintain networks internally and externally, including relevant Clinical Priorities Committee members, ICB Accountable Officer, Clinical Chair and other senior ICB members, legal and ethical representatives, lay representatives and Provider Trust Medical and Financial Directors, External sources/networks of research and knowledge for clinical best practice and effectiveness, Primary and secondary care clinical colleagues.
- Link with managers and members of other functions, including quality, medicines optimisation, individual funding request and planning and transformation to address inter-dependencies and ensure alignment
- Apply a structured change management approach and methodology for the impact of changes in clinical policy. Deputies for the Clinical Services Programme Lead, Clinical Effectiveness as required, expanding on knowledge, skills and experience within personal professional development.

Part 2 – PERSONAL SPECIFICATION

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

	Assessed by	
	Essential	**Desirable**
Values & Behaviours		
Patient First – Customer Excellence	A/I	
Aspirational	A/I	
Collaborative	A/I	
Insightful	A/I	
Respectful	A/I	
Education		
Educated to masters level or equivalent level of experience of working at a senior level in specialist area.	A	
Extensive knowledge of clinical effectiveness and evidence based health care and medicine, acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge.	A	
Evidence of post qualifying and continuing professional development.	A	
Knowledge & Experience		
Experience of researching best practice in health and social care (globally, private and public sector), interpreting its relevance and processes/ practices which could be implemented successfully to achieve system reform (advising on policy implementation).	A/I/P	
Good knowledge of sources of information and evidence related to health care research and clinical best practice.	A/I/P	
Good understanding of the principles of conducting systematic literature searches.	A/I/P	
Familiarity with epidemiology and statistics, health economics and health care evaluation.	A/I/P	
Knowledge of the local and national health and social care priorities and current issues from commissioner and provider perspectives.	A/I/P	
Experience of identifying and interpreting national policy.	A/I/P	
Knowledge of the relationship between the Department of Health, NHS England and individual provider and commissioning organisations.	A/I/P	
Experience of interpreting complex information, distilling key messages and themes and presenting a position and options to senior audiences.	A/I/P	
Experience of successfully operating in a politically sensitive environment.	A/I	
Experience of making decisions on difficult and contentious issues where there may be a number of courses of action.	A/I	
Demonstrated experience of co-ordinating projects in complex and challenging environments.	A/I	
Comprehensive experience of project principles techniques and tools such as Prince 2 and Managing Successful Projects		A/I
Thorough understanding of and commitment to equality of opportunity and good working relationships.	A/I	
Skills & Capabilities		
Ability to interpret complex national and local health care data, including audits and benchmarking data, relevant to clinical practice.	A/I	
Ability to critically appraise literature and different types of research and draw conclusions and recommendations on complex issues where material is conflicting and drawn from multiple sources.	A/I/P	
Demonstrated capability to act upon incomplete information, using experience to make inferences and draw conclusions.	A/I	
Problem solving skills and ability to respond to sudden unexpected demands.	A/I	

Strategic thinking approach, ability to anticipate and resolve problems before they arise.	A/I	
Must be able to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders/customers on difficult and controversial issues, and present complex and sensitive information to large and influential groups/customers.	A/I	
Ability to prepare and produce concise communications for dissemination to a broad range of stakeholders as required.	A/I/P	
Ability to create and give presentations to a varied group of internal and external stakeholders.	A/I/P	
Must be able to use initiative to decide relevant actions and make recommendations to the Customer / Manager, with the aim of improving deliverables and compliance to policies.	A/I	
Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales and within financial constraints.	A/I	
Ability to negotiate on difficult and controversial issues including performance and change.	A/I	
Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly.	A/I	
Must be able to prioritise own work effectively and be able to direct activities of others.	A/I	
Adaptability, flexibility and ability to cope with uncertainty and change.	A/I	
Previous experience in budget setting and working knowledge of financial processes.	A/I	

Assessment methods
Application form (A), Interview (I), Testing/assessment (T), Presentation (P)

Date prepared	October 2016/Updated 2018/February 2021/September 2022
Written by	L Tully
Approved by	HR

Part 3 - GENERAL INFORMATION FOR POST-HOLDER

The post holder must at all times carry out his/her responsibilities with due regard to the organisation's handbook. All staff has a responsibility to participate in the organisation's Appraisal Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for. Part 1 of the Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

Equality & Diversity
The Organisation is committed to applying the principles of equality and diversity at all times. You are required to be fully conversant with this policy, breaches of which may be considered as gross misconduct.

Confidentiality
In the course of your employment / work with this organisation you may have access to confidential or commercially sensitive information relating to the organisation. You are required to exercise due consideration in the way you use such information especially when the information relates to the general business or individuals who use the services provided. All employees or contractors who have access to such information must not act in any way, which might be damaging to the organisation. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your manager before communicating such information to any third party.

Data Protection
In accordance with the Data Protection Act 1998 you must not at any time use the personal data held by the organisation other than for the purpose for which it has been collected, nor disclose such data to a third party. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act then you must contact the Associate Director of ICT.

Health and Safety
Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to maintain awareness of safe practices and assessment of risk.

Financial Regulation
All staff are responsible for security of the organisation's property, avoiding loss or damage and being economical and efficient in the use of resources. Staff should conform with the requirements of the Standing Orders, Standing Financial Instructions and other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Sustainability
It is the responsibility of all staff to minimise the organisation's environmental impact by recycling wherever possible, switching off lights, computer monitors, **electric heaters are also turned off when not in use and not left unattended**, minimizing water usage and reporting faults promptly. Staff should take note of relevant communications and attend mandatory training when required.