JOB DESCRIPTION

POST TITLE: **Senior Project Manager**

REPORTS TO: **Programme manager**

PRIMARY JOB FUNCTION

The purpose of this post is to support local implementation of the discharge initiative element of the A&E improvement plans through:

- Bespoke local support offer
- Development of regional toolkits
- Development of regional best practice guidance

The post holder will be expected to work closely with CCG, Local Authority and acute providers for completion of the projects to time, budget and specification.

The post holder will be expected to engage professionally across health and care systems in London to ensure that projects are delivered in accordance with agreed methodologies and to uphold the highest professional standards.

DUTIES AND RESPONSIBILITIES

Support local health and care systems to:

- Focus on simple discharge - support social care engagement in the establishment of a systematic process to review the reasons for any inpatient stay that exceeds six days and monitor progress using the 'stranded patient metric' by November 2016;
- Embed 'home first: discharge to assess' ways of working, based on best-practice published by NHSE in Sep 2016.
- Embed 'trusted assessor' ways of working by identifying where 'trusted assessor' arrangements could remove any delays. Agree ways of working and design new systems and streamlined documentation; formalising these arrangements where necessary and helpful by Nov 2016
- Implement recently-published policy on supporting patients' choices to avoid long hospital stays – adapt local policies and ensure agreement and roll-out by Nov 2016
- Reduce the number of NHS CHC screenings and full assessments taking place in an acute location, based on known best practice, by November 2016. Improve local intelligence about CHC delays with improved data collections and CCG accountability

Strategic Engagement and Relationship Management

- Plan, manage and monitor efforts to remedy stakeholder/customer dissatisfaction, on both a proactive and reactive basis.

Project Delivery

- Own and be accountable for the principles, policies, processes and standards required to govern, prioritise, manage, assure, control and deliver the Project in line with the agreed methodology and governance arrangements ensuring that escalation rules are understood and adhered to.
- Review progress, raise issues, identify and manage project risks, presenting recommendations and agree how to resolve them with the programme manager.
- Collate and analyse monthly status and progress reports to the programme manager and make recommendations on action required in areas of stakeholder and change management, risk, dependencies, cost vs benefits and resource conflicts.
- Manage overall scope of the project ensuring that any additional requirements or opportunities are controlled and appropriately embedded within the existing project structure
- Provide on-going assurance that assigned projects are on track to deliver and meeting their performance targets/objectives, making recommendations for action needed to support or make changes in projects that are not performing and where confidence in delivery is low.

Communication

- Ensure that the status of assigned projects is communicated effectively to ensure there is visibility of the project status
- Ensure the scope, approach, strategy and activity across assigned projects are regularly communicated to internal and external stakeholders ensuring that all parties remain aligned to the objectives and scope to deliver those objectives.

ADDITIONAL:

- To undertake other duties commensurate to the grade of the post.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.