

Job Title:	Strategic Support Officer – Leicestershire & Rutland Sexual Health Hub
Reports to (job title):	Strategic Lead
Line Manager to:	N/A

## Job purpose

The purpose of the role is to support the Strategic Lead in developing effective and collaborative partnership working and engagement, to ensure the sexual health needs of the community of Leicestershire & Rutland, particularly those who are vulnerable, are met. The role will take ownership of the implementation and management of the new Condom Distribution Scheme (Condoms Now) as well as linking in with partners across statutory and voluntary services that support positive and healthy lifestyles. This position is essential for ensuring the success of the Strategic Vision with Leicestershire & Rutland Sexual Health Hub and requires someone who is highly motivated and enthusiastic.

The individual in this role will be instrumental in driving the Leicestershire & Rutland Sexual Health Hub towards achieving their goals and objectives. Responsibilities may include developing working in collaboration with the Service Manager / Strategic Lead on service plans and contract management, monitoring performance, identifying areas for improvement, and collaborating with various stakeholders to ensure compliance and effectiveness of the non-clinical aspects of the sexual health contract, as well as supporting in planning and networking with partner agencies.

This role demands a proactive and detail-oriented individual who can effectively communicate and engage with team members and external partners to drive continuous improvement and achieve positive outcomes for the service.

## Key responsibilities

- Developing, co-ordinating and monitoring projects developed in the non-clinical aspects of the sexual health contract
- Be the single point of contact for support for all Condom Distribution Partners
- Establishing a directory of partner agencies and organisations
- Supporting the Practice Educator with non-clinical network delivery
- Work closely with the partner agencies and the Service Manager / Strategic Lead to ensure all aspects to the non-clinical delivery have appropriate support plans and the appropriate competencies / resources in place for ongoing delivery

- Support the Service Manager / Strategic Lead and Practice Educator with the administration in developing clear pathways and referral processes across Primary Care, Secondary Care, and other partners.
- Supporting the Service Manager / Strategic Lead in budget planning and being part of the development of short- and long-range budgetary forecasts.
- Data collation in respect of non-clinical activity to generate invoices, financial reports including cost and price analysis
- Participating in and/or leading cost reduction initiatives, improvement events, and other improvement initiatives
- Managing partner agencies communication and queries and resolve issues where appropriate
- Responsible for conducting initiatives to gain patient satisfaction & feedback, partner agency feedback and generate this into quarterly reports
- Ensure that any complaint is promptly dealt with in accordance with relevant procedures
- Maintain quality assurance procedures throughout the role, such as incident reporting, Patient Safety Incident Reporting Framework (PSIRF), satisfaction surveys etc
- Adopt a strategic approach to the development and administration of the non-clinical aspects of the contract
- Support in developing and implementing a strategic plan for sexual health services in Leicestershire & Rutland, in line with national and local priorities. Including driving the transformation of the sexual health system over the lifetime of the contract.
- Be familiar with stakeholders across health, social care, and the voluntary sector to drive improvements in sexual health outcomes, reduce inequalities and building relationships

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

## Care

- Inspire
- Understand
- Communicate

## Think

- Challenge
- Improve
- Learn

## Do

- Accountability
- Involve
- Resilience

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy

- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success. #

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- Educated to degree level or equivalent experience and training.
- Ability to demonstrate good knowledge and understanding of the health and social care environment and roles and responsibilities within it.
- Ability to develop strong collaborative relationships with a wide range of internal and external stakeholders
- Ability to manipulate, analyse and interpret data effectively
- Strong organisational skills
- Excellent problem-solving skills
- Excellent communication skills, both written and oral
- Possesses intermediate skills in Word, PowerPoint and Excel
- Able to prioritise and work autonomously to manage own workload
- Able to work under pressure and meet deadlines.
- Attention to detail.
- Ability to work on own initiative
- Able to adapt to the needs of a changing diverse environment.
- Ability to work as part of a team
- Results orientated
- Enthusiastic and committed to success

### Desirable

- Project management

# Job Description

- Performance/contract management

## Other requirements:

Post holder must hold a current UK driving license and have access to a car on a daily basis for movement between hubs, meetings, events both locally and nationally.

## Employee signature

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## Manager signature

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