

Job Description

Job Title: Data, Impact and Evaluation Manager

Grade: Band 7

Hours: 37.5 Hours FT

Location: Trust wide role

In order to meet the needs of the Trust's services you may be required from time to time to work outside your normal place of work. The Trust reserves the right to change your normal place of work to any other location within the Trust.

Responsible to: Trust Volunteer Services Manager

Accountable to: Trust Volunteer Services Manager

Professionally Accountable to: As professional background requires (negotiated with relevant Trust Professional Head)

Facts and Figures:

South London and Maudsley NHS Foundation Trust (SLaM) provides the most extensive portfolio of mental health service and substance misuse services for people who are addicted to drugs and/or alcohol in the UK and has a history that dates back to the foundation of the Bethlem Royal Hospital in 1247. It has approximately 4,800 staff and serves a population of 1.1 million in South London. It provides a full range of mental health services to the people of Croydon, Lambeth, Southwark and Lewisham as well as national specialist services. This large NHS Foundation Trust is a leading innovator of care in the community and runs the largest child and adolescent mental health service in the country. With over a 100 sites including 68 inpatient wards distributed across four main hospital sites, SLaM has around 39,000 active outpatients and provides inpatient care for over 5,000 people each year. The Trust has a leading role in devising and evaluating new treatments and SLaM staff play a major role contributing to the education, postgraduate training and clinical experience of students and mental health professionals including doctors, psychologists, nurses and therapists, from around the world. In addition, SLaM has a broad research agenda in mental health, which informs new NHS mental health policies.

Job Purpose:

This role is central to creating an evidence-based culture and embedding evaluation into service development and delivery across South London and Maudsley Trust Volunteer Service. The Maudsley Charity generously funds the new post. The post holder will help shape the future of the Volunteer Service by working with colleagues, volunteers, patients, service users and carers across the Trust and Maudsley Charity, ensuring that impact and evaluation insights drive service improvement and innovation. The post holder will be responsible for embedding an impact measurement framework, which ensures we can evidence our impact and progress against our strategy, and use this evidence to improve and enhance the service we offer and the pathway for volunteers, patients and service users. This is an exciting time to join the SLaM Volunteer Service as it has gone through tremendous growth and change in the past 3 years. With the growing awareness of our work, the role of the Impact and Evaluation Manager is becoming increasingly important in ensuring that we have robust impact data to support our message and to drive data driven decision-making. This role is also unique in the focus as it combines both social and environmental impact measurements. We are looking for someone who will thrive in a fast-growing and rapidly changing service.

Key Responsibilities:

1. Analyse and review monitoring and evaluation data across the organisation and highlighting any key trends.
2. Regularly sampling the quality and accuracy of data, supporting internal and external auditing as well as compliance processes.
3. Managing the development, implementation and delivery of evaluations for a range of volunteer projects and the volunteer service for inpatient, community services and managed projects.
4. Providing training, where possible, to staff and volunteers in ensuring the integrity of data collection in relations to outcomes.
5. To plan and manage focus groups with patients and service users to gain an insight and understanding of how best to reach to people.
6. To liaise with colleagues in similar positions within SLAM.
7. Oversee the analysis and report writing of core monitoring and evaluation data.
8. Able to transform data into compelling and engaging data visualisations.
9. Working closely with the Volunteer Service manager and key staff to ensure that impact reporting reflects the ethos of the Maudsley Charity and NHS Trusts.
10. Working closely with the Volunteer Services Manager in maintaining up to date impact case studies and ensure compliance procedures are adhered to.
11. Supporting colleagues and volunteers across the organisation as needed, providing advice and guidance on impact and evaluation in NHS Volunteer Services.
12. A proactive and flexible approach with the ability to work independently and act on initiative where appropriate.
13. To be responsible for the Impact and Evaluation Budget and liaise with the Volunteer Services manager and senior Finance Management Accountant.
14. To provide, create and deliver courses/workshops for volunteers and staff to meet the requirements of NHS England and the Maudsley Charity in the collection of feedback and data from patients, service users and staff.
15. To contribute to the leadership of the staff team with a focus on recovery, social inclusion, service user choice and empowerment.
16. To provide supervision for the team and volunteers in regards to evaluation methodology.
17. To contribute to the cost-effective management of the volunteer service ensuring the service operates within budget.
18. Consult and inform the Volunteer Services Manager of any issues that may affect the Impact and Evaluation of the Volunteer Service.
19. To contribute to the volunteer service's annual reports, NHS England's Data Collection requirements and the Maudsley Charity reports.

20. To monitor and evaluate standards of service delivery ensuring there is adequate user representation and consultation in the planning and implementation of services.
21. To participate in regular and thorough service reviews ensuring the volunteer service develops in line with national agendas and new initiatives.

Communication:

1. To communicate and liaise with a range of professionals within the Trust, including professional leads, managers, care coordinators, peer support workers, external agencies and other appropriate stakeholders.
2. To liaise with local, mainstream organisations in order to develop jointly delivered courses/workshops and to improve opportunities for the social inclusion of mental health service users.
3. To communicate and consult with service users and other stakeholders on the development of the Volunteer Service Strategy and Evaluation.
4. To facilitate and support effective communication within the team and between the team and other services /organisations.

Professional Status, Supervision and Appraisal and Training

1. To be responsible for identifying own training and development needs and to participate in both in-service and external training courses as agreed with the manager.
2. To contribute to the local induction of new staff.
3. To contribute to activities which continue to build on a culture of shared learning and evidence based practice.
4. To be responsible for identifying the training and development needs of all staff and volunteers to ensure high quality service provision.
5. Attend regular supervision with the volunteer services manager and regularly update professional knowledge and knowledge of developments in the mental health field.

Policy and Service Development:

1. To be an active member of local and Trust-wide meetings as appropriate.
2. To be responsible for the development and implementation of the Volunteer Service Strategy.
3. To lead with the Volunteer Service monitoring and evaluation training programmes and contribute to on-going design of further programmes.
4. To be involved the on-going development of alternative approaches to learning methods within the Volunteer Service.
5. To undertake service promotion activities with the manager.

6. To ensure that any hand written and electronic records are maintained in accordance with Trust policy.
7. To encourage and promote active involvement in all aspects of the work.

Communication and Working Relationships

Volunteer Services Manager
Volunteer Service Team
SLaM Volunteers
Trust Lead for OT & Social Inclusion,
Education and Training Dept,
CAG Education and Training leads,
External partners,
CAG Clinical teams and individual clinicians,
Recovery College manager and staff,
Peer Support Team
Local mainstream education organisations,
Business development and other relevant departments.

Research and practice development

- To have a lead role in undertaking specific evaluations and to enhance the volunteering opportunities across the Trust.
- Demonstrate the ability to evaluate current research, apply it to practice and disseminate findings within the Volunteer Service Manager, staff group and volunteers.
- To broaden research and development skills through participation in local/national audit and research projects.
- To build relationships with research organisations (such as the Institute of Psychiatry / Kings Health Partners AHSC) alongside the volunteer services.
- Understanding of information needs within an evaluation environment.

Person Specification:

Verified at interview **(I)**, by application form **(A)** or by a test **(T)**

Essential

Education and Qualifications

- Masters qualification, or equivalent.
- Evaluation and Research qualification.
- Evidence of ongoing personal development.

Previous Experience

- Experience of working with people with mental health difficulties.
- Experience of working with volunteers/ the Voluntary Sector.
- Working in a recovery focused and socially inclusive manner, supporting service users to achieve their goals.

- Experience of designing and evaluating programmes.
- Experience of impact and evaluation methodology.

Liaising and working with colleagues from other disciplines

- At least three years' experience in an impact and evaluation role or as part of an impact and evaluation team
- Ability to hit the ground running and quickly embed as part of a remote team
- Knowledge of the third sector
 - Experience of briefing and managing external consultants
 - Experience of designing, executing and embedding measurement frameworks
 - In-depth knowledge of research and evaluation methods, tools and techniques
 - Experience of conducting research and evaluation studies in a range of contexts
 - Ability to work with internal and external stakeholders to deliver results
 - Communication, presentation and influencing skills, including at a senior level
 - Experience of turning data into visually engaging insights and communicating insights

Skills and Knowledge

- Excellent communication skills (verbal and written).
- Excellent interpersonal skills.
- Excellent presentation skills.
- Excellent teaching skills.
- Ability to treat service users with respect and dignity at all times, adopting a culturally sensitive approach, which considers the needs of the whole person.
- Ability to see strengths rather than deficits.
- Knowledge of legislation and policy pertaining to mental health including CPA and the personalisation agenda.
- Ability to deal with pressure, prioritisation and delegation and meeting deadlines.
- An ability to understand and implement the Equal Opportunities Policy at a level appropriate to the job.
- Ability to work in accordance with Trust Policies and Procedures.
- Excellent IT skills.
- Thorough knowledge of social inclusion and the principles of recovery.
- Knowledge and understanding of risk management strategies.

Other

- Ability to work flexibly, including working evenings and weekends if necessary.
- Declared medically fit and able to perform duties of the post by the Occupational health Department.
- Demonstrate reliability and commitment in the workplace.

Desirable

- Involvement in service redesign and development.
- Experience of policy development.
- Volunteering

Other Information:

Confidentiality

Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.

Equal Opportunities

Promote the concepts of equality of opportunity and managing diversity Trust wide.

Health and Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.

Infection Prevention and Control

Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.

Professional standards and performance review

Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process.

Service/Department standards

Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.

Finance

All Trust staff will comply with the financial processes and procedures.

Safeguarding Children & Vulnerable Adults

Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004 and the trusts safe guarding vulnerable adults policy.

Code of Conduct

The post holder is required to adhere to the standards of conduct expected of all NHS managers set out in the Code of Conduct for NHS managers.

This job description will be subject to regular review and adjustment.

SUMMARY

This job description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the post holder.