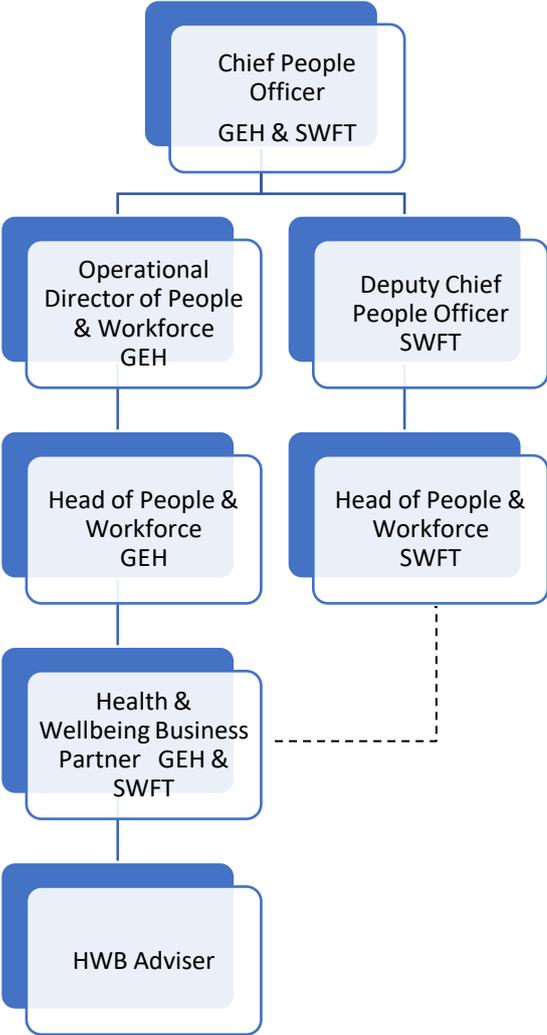


JOB DESCRIPTION

Job Title	Health & Wellbeing Business Partner
Job Matching Reference	NP1374
Band / Grade	Band 8a
Directorate	Corporate
Reports to	Head of People & Workforce
Accountable to	Operational Director of People & Workforce

ORGANISATIONAL STRUCTURE



PURPOSE

This purpose of this role is to work across George Eliot Hospital NHS Trust (GEH) and the South Warwickshire University Foundation NHS Trust (SWFT) Senior Leadership Teams (SLTs), to carry out programmes of work that will enhance the health and wellbeing of all staff. Ensuring that all staff are supported, valued, and cared for, thus making sure that our services are a great place to work. Staff who feel supported and cared for by the organisations are then in the best position to give optimal care to our service users and carers. Following the directive of the NHS People Plan 2020-21 and The NHS People Promise July 2021, the postholder will lead on work to ensure staff are at the heart of transformational wellbeing plans.

The post holder will work to implement the recommendations of the Peoples Plan which focuses on services being:

Compassionate and Inclusive.

- Staff being recognised and rewarded.
- Staff having a voice that counts.
- Staff being safe and healthy.
- Staff have the opportunity to always take part in learning.
- Staff being able to work flexibly.
- Staff to work as a team.

The postholder will focus on each of these elements whilst also implementing improvements made in support of the Trust's Staff Wellbeing Strategy, by working with People and Workforce colleagues to assess the current state of teams and departments, developing, planning, and implementing interventions to address identified need and evaluating the success of these.

The postholder will also be accountable for the monitoring of the third-party occupational health service level agreement for GEH and SWFT. Ensuring that performance is assessed against defined key performance indicators (KPIs) and is regularly reported on, as part of the organisations People Board updates, in addition to escalating areas of high performance or required improvement to the Head of People & Workforce in at GEH and SWFT.

MAIN DUTIES AND RESPONSIBILITIES

Responsibilities

- To work closely with managers and service leaders to identify staff wellbeing needs within all organisational services, plan and implement interventions to address the various needs across those services.
- To evaluate these and report back to the SLTs, expressing the needs from staff, any identified areas of concern and the success of interventions to address these.
- Work with the GEH and SWFT, People & Workforce teams and outside agencies to develop and deliver effective and efficient approaches to improving the health and wellbeing of staff and the facilities available to them.
- Take part in senior level meetings both within and external to the Trust.
- Represent the Trust at these meetings and bring information back to the SLTs.
- Undertake reviews and investigations when required. Where appropriate develop, implement, and monitor action plans.
- To represent GEH & SWFT at a range of internal and external forums, promoting a positive image of the organisation to commissioners and other external stakeholders.
- Offer judgements and solutions around complex facts and data analysis.



Management & Leadership

- Manage and lead the Health & Wellbeing service, including day to day support of service staff, including recruitment, appraisals, implementation of People & Workforce aligned policies and procedures, absence monitoring, training, education and development planning and service coverage across multiple sites.
- Working in partnership with People & Workforce Business Partners
- Build a network of wellbeing representatives in the wards and departments to act as conduits so that wellbeing information is effectively distributed to staff in different formats and responses fed back to the wellbeing lead.
- Alongside the SLTs, help organise and take part in recruitment events to attract new staff from all backgrounds.
- Develop and organise training packages alongside day-to-day coaching and mentoring of our staff.

Operational Responsibilities

- Walk the floor so that staff get to know the postholder and their team, to feel confident in approaching the Health & Wellbeing service for help and support.
- Be a contact point for staff outside of the management team and liaise with relevant managers on their behalf, with their consent.
- Regular liaison with the Freedom to Speak Up Guardians, Equality, Diversity & Inclusion (EDI) Business Partners and People & Workforce Business Partners
- Develop and lead a service that offers Wellbeing conversations to individual staff, to support them with signposting to the most appropriate support such as Occupational Health, counselling, or other services.
- Plan, arrange and coordinate strategic activities within the organisation with a focus on Health & Wellbeing service improvement.
- Coordinate activities within the organisation with a focus on Occupational Health service improvement.

Communication and Relationships

- The post holder will be approachable and display high levels of communication and relationship skills, being able to communicate with staff across complex multi-professional team structures using different medias.
- The post holder will be able to understand and manage appropriately, highly sensitive information with regards to our staff teams and their personal lives.
- Accommodating both senior and junior team members by adapting language as necessary. The postholder will have the skills to comfort, reassure, empower, and motivate both individuals and teams to create a positive working environment.
- Be able to provide presentations to the staff group and the SLT and visiting agencies such as the CQC.
- Support strong relationship development and maintenance between individuals and teams within the services.
- To undertake presentations to internal and external colleagues, conveying complex information, as required.

Staff Safety and Support

- Staff safety remains a priority and the postholder and the team they manage, will have an overview of plans to address risk assessments, flexible working, compliance with infection prevention and control policy as well as drawing on the range of preventative health and wellbeing support available.
 - These may include offering support and signposting to staff:
 - who have experienced violence or at work.
 - who become distressed by events at work or at home.
 - who must attend Court or Coroners Court.
 - involved in investigations or who are in disciplinary procedures.
 - Implementing 'Temperature Checks' on wards and Departments and advising managers when levels of stress in departments are high and need review



Physical and Mental effort

- Be able to access a range of interventions to improve the health and wellbeing of staff.
- Have a detailed understanding of what a health working environment looks like and develop strategies to support managers and teams to create these.
- Form useful partnerships with organisations to provide the best value for staff for example discounted tickets and access to wellbeing events provided by organisations.
- Drawing on a broad base of contemporaneous knowledge, regularly provide health and wellbeing information to the service as a whole and to individual staff.
- Advise staff about resources available to improve health and wellbeing and refer staff when appropriate.
- to explore where staff are unable to take breaks and work with divisions to remedy this
- Ability to work in rare situation where circumstances can be distressing.
- There will be occasional exposure to distressing circumstances when supporting staff with wellbeing issues.
- There will be a frequent requirement for concentration where the post holder is expected to manage conflicting priorities.

Recognised and Rewarded

- Develop an understanding of what staff would value within a reward scheme and work with GEH & SWFT People and Workforce teams to implement this.
- Organise wider events for staff to connect with each other and build morale.
- Work with Managers and the Estates Department to scope out staff facilities to ensure they are warm, welcoming, and well equipped so that staff can take rest breaks in tranquil environments.

Have a Voice that Counts.

- To use a wide range of methods to encourage staff to take part in information gathering such as the NHS Staff Survey.
- To develop and support implementation of meaningful action plans to address areas of improvement following analysis of complex data such as the staff survey.
- To organise regular 'Listening Events' providing staff with opportunity to give contemporaneous information about how they are feeling, what is working well and what needs improving.
- Directly link with EDI Business Partners to support synergy in People & Workforce strategic aims for the organisations.
- To collate the information from these events and discuss with the SLTs to find timely solutions to issues raised.
- To publish 'You said - We did' information.
- To work with local teams and SLTs champions to implement action plans for improving the wellbeing of the workforce.
- The post holder will have responsibility to develop and implement policies for GEH & SWFT in respect of employee's wellbeing.

Financial Accountability

- To effectively manage the staff wellbeing budget ensuring value for money as available.
- Meet regularly with the allocated finance personnel.
- Keep the Head of People |& Workforce at GEH and SWFT regularly updated about the budget status.
- To co-ordinate applications for bids for staff wellbeing monies, ensuring these are appropriate and create a legacy of future wellbeing support.



RELATIONSHIPS

Senior Leadership Teams, People & Workforce colleagues, clinical colleagues, administration and finance colleagues, Integrated Care System colleagues, external Health and Wellbeing colleagues, charities, and third-party contractors

SPECIAL REQUIREMENTS

Must be a car owner, have access to the car, with a valid UK driving license and the ability to travel between multiple sites, ensure the correct insurance is maintained. Occasional evening and weekend working is required and therefore flexibility of working days is required.

ADDITIONAL INFORMATION

1. Trust EXCEL Values and 'Behaviour Framework'

Our EXCEL values are at the heart of everything we do and how we treat each other. They were developed by our colleagues and describe what we think is important, including:

- essential guiding principles about the way that we work and set the tone for our culture, and identify what we, as a whole, care about;
- shared ideas and attitudes that guide our organisational thinking and actions
- common purpose and understanding that helps us to build great working relationships



We make our EXCEL values real by demonstrating them in how we behave every day. Our EXCEL behaviours apply to all and are about how we work. They are part of everyone's role and help us to make sure we demonstrate our values. The EXCEL behaviours demonstrate the attitudes and approach we take to work; they are:

✓ how we do things; ✓ how we treat others; ✓ what we say and how we say it; ✓ how we expect to be treated.

Having really clear expectations around behaviours will support all of us, every day, to deliver our ambition to create an EXCELlent colleague experience to EXCEL at patient care.

2. Sustainable Development

It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources.

3. Criminal Records

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. As George Eliot Hospital NHS Trust meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, applicants who are offered employment (subject to meeting disclosure criteria), will be subject to a criminal record check from the Disclosure and Barring Service

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before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

4. Confidentiality and Data Quality

To comply with the Data Protection Act 1998 and NHS Confidentiality guidelines e.g. Caldicott, General Medical Council (GMC), the post-holder must maintain confidentiality, security and integrity of information relating to patients, employees and other Health Service business, including commercially sensitive data.

All employees must ensure that they are familiar with and comply with the duties and responsibilities outlined in the Trust's policy and procedures on Information Governance. In particular, ensuring that all information collected, stored and used is done so in accordance with the Trust guidelines, including password protection and encryption.

This obligation shall continue in perpetuity.

All employees have a responsibility to ensure that the quality of data is maintained and to take an active role in the identification of, reporting and resolution of any data quality issues.

Breaches of confidence will result in disciplinary action being undertaken, which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidence may also result in a civil action for damages.

The Freedom of Information Act 2000 requires all public organisations to provide any member of the public, upon receipt of a written request, with the information they require, subject to certain exemptions. All employees must take responsibility for any request for information that they receive and respond in line with the Trust's Freedom of Information Policy and Guidance.

5. Records Management

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within the Trust and they remain the property of the Trust. This includes patient, financial, personal and administrative records, whether paper based or on computer. All such records are considered public records and you have a legal duty of confidence to all service users. You should consult the Trusts Corporate Records Policy and ask for guidance from your manager if you have any doubt about the correct management of records with which you work.

6. Health and Safety & Fire Safety

Employees must be aware of their general duties under the Health and Safety at Work etc. Act 1974, to take reasonable care of themselves and others around them, co-operate with the Employer in relation to Health and Safety and adhere to safe systems of work. In addition they should ensure that they are aware of their roles in relation to the Management of Health & Safety at Work Regulations 1999, in relation to specific duties for carrying out risk assessments and risk mitigation commensurate to their role.

The post holder is required to comply with agreed fire procedures, taking appropriate action if the fire alarm sounds and attend relevant training programmes as required.

7. Risk Management

Employees have a responsibility to:

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- Report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken;
- Take part in risk assessments in relation to the tasks that are undertaken, with a view to identifying the associated potential risks;
- Attend training in risk management as appropriate to their grade;
- Promote an open and honest “fair blame” culture;
- Adhere to the responsibilities within the Risk Management/Health and Safety and other relevant policies ratified by the Trust Board and to attend appropriate mandatory training to facilitate this;
- Attend relevant risk management training to ensure that they are able to undertake their risk management and health and safety responsibilities in line with legal requirements;
- Ensure that external standards such as NHS Resolution, Clinical Negligence Scheme for Trusts (CNST) Controls Assurance and Care Quality Commission (CQC) Healthcare regulations (Outcomes) are met and that resources are made available to improve service delivery;
- Ensure that they are active within their roles to promote a positive risk management culture throughout the Trust;
- Monitor and continue progress to attain higher level of achievement and compliance against external standards and legislative requirements.

8. Safeguarding Children, Young People and Vulnerable Adults

The Trust has a clear commitment to safeguarding children, young people and vulnerable adults. All employees will have an organisational and individual responsibility towards safeguarding children, young people and vulnerable adults with whom they have contact with.

To fulfil these duties all employees must attend training and development to recognise the signs and symptoms of abuse or individuals at risk; to follow local and national policies relating to safeguarding practice; and to report and act on any concerns they may have.

9. Infection Prevention and Control

The jobholder must comply at all times with the George Eliot Hospital NHS Trust Infection Control policies, in particular, by practicing Standard (Universal) Infection Control Precautions. Hand hygiene must be performed before and after contact with patients and their environment.

All employees must attend infection control training as required within their department or as directed by their line manager. In addition, employees with clinical responsibilities must ensure that they hold up to date evidence that supports safe infection control practices and procedures, including correct use of Personal Protective Equipment (PPE), use of aseptic techniques, safe disposal of sharps and management of patients with communicable infections.

Employees are required to report any breaches or concerns promptly using the Trust’s incident reporting system.

10. Equality, Diversity & Human Rights

George Eliot Hospital NHS Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. George Eliot Hospital NHS Trust welcomes applications from diverse candidates. The Trust has a clear commitment to equal opportunities and it is the duty of every employee to comply with the detail and spirit of the Trust’s policy.

Employees will have the right to be treated equitably and with dignity and respect in all areas of employment, regardless of age, gender, disability, ethnic or national origin, religious belief, sexual orientation, HIV status, social and employment status, gender reassignment, political affiliation or trade union membership.



11. Conflict of Interest

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally, it is responsible for ensuring that employees do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Employees are not allowed to further their private interests in the course of their NHS duties.

12. No Smoking

The Trust acknowledges its responsibilities to provide a safe, smoke free environment for its employees, patients and visitors and is therefore committed to a No Smoking Policy. All Health Service premises are considered as non-smoking zones and smoking is not permitted in any part of the premises or grounds.

Employees can only smoke/vape out of working hours and off-site where they are non-identifiable as a member of the Trust. All employees have a responsibility to support the policy with their own behaviour and, to communicate it to others on site.

Assistance and support will be given to any employees who wish to give up smoking.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.

