

<b>Job Description</b>	
<b>Post</b>	Programme Manager (Experiences of Care)
<b>Salary</b>	£38,000 - £46,000 p.a. (5% Pension contribution)
<b>Contract</b>	Permanent
<b>Hours</b>	35 hours per week (we will consider part time)
<b>Location</b>	Hybrid – Home working and London office
<b>Accountable to</b>	CEO The Point of Care Foundation
<b>Responsible to</b>	Programme lead - Experiences of Care

**The Point of care Foundation** is a registered charity and social enterprise.

**Our vision** is radical improvement in the way we care and are cared for.

**Our mission** is to humanise health and social care by working to improve patients’ and service users’ experience of care and increase support for the people who work with them.

**Our objectives** for public benefit, as set out in our constitution, are:

Advancement of education particularly those working in health and social care, in methods and skills to improve patient and service user's care experience and to promote research for the public benefit with the object of improving health and social care outcome for patients, service users and their families and carers.

We achieve this through the delivery of a range of programmes and bespoke consultancy work. Our current activities can be seen on our website [here](#).

**Our Values:**

- Innovative and inspirational
- Practical and supportive
- Based on best evidence
- Independent and transparent
- Committed to what we do

<p><b>Job Purpose</b> Work with the Programme Lead to design and deliver the Experiences of Care (EoC) programme to equip and support staff, patients and carers to improve people’s experience of health and care services.</p>	
<p><b>Key responsibilities</b></p>	
<p><b>Working relationships</b></p>	<ul style="list-style-type: none"> <li>• Programme team members, Point of Care Associates and other key team members.</li> <li>• Clients and programme participants.</li> <li>• External stakeholders.</li> <li>• Communities of practice.</li> </ul>
<p><b>Programme design</b></p>	<ul style="list-style-type: none"> <li>• Work with team members to design and develop courses, products, services and materials to support client needs.</li> <li>• Create, curate and develop programme resources to support learning.</li> <li>• Design high quality, accessible and engaging virtual and face-to-face sessions.</li> <li>• Create and develop materials to support programme marketing and delivery.</li> </ul>
<p><b>Programme management &amp; delivery</b></p>	<ul style="list-style-type: none"> <li>• Deliver high quality, accessible and engaging courses, products, and services to support client needs. This currently includes delivering our Foundations in Patient Experience, Experience Based Co-Design and Facilitation Skills courses, and running Community of Practice events.</li> <li>• Manage client relationships and communications from end to end, ensuring high quality programme delivery.</li> <li>• Prepare and issue contracts for Point of Care services, including liaising with clients to obtain purchase orders and authorisations as required.</li> <li>• Follow up with clients to ensure contracts are signed.</li> <li>• Project manage delivery of programmes within timelines and budget.</li> </ul>
<p><b>Quality and evaluation</b></p>	<ul style="list-style-type: none"> <li>• Ensure programme processes are followed to provide quality assurance.</li> <li>• Maintain accurate data on our CRM and data systems.</li> <li>• Ensure documentation is filed correctly in our system.</li> <li>• Follow monitoring and evaluation processes to ensure robust feedback is gathered across the EoC programme.</li> <li>• Use evaluation data to develop and improve the EoC programme.</li> <li>• Support the write-up of reports and dissemination of findings - e.g. via our comms channels.</li> </ul>
<p><b>Support for programme participants</b></p>	<ul style="list-style-type: none"> <li>• Support programme participants to involve local stakeholders (including patients and carers) in their work.</li> <li>• Provide feedback to programme participants.</li> <li>• Support programme participants to complete assignments.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide coaching and ad hoc support to participants as needed.</li> </ul>
<b>New business</b>	<ul style="list-style-type: none"> <li>• Identify and cultivate new partnerships.</li> <li>• Maintain relationships with potential clients and partners.</li> <li>• Provide high quality information on Point of Care programmes.</li> <li>• Promote our work by representing the Point of Care online and at external events.</li> </ul>
<b>Consultancy</b>	<ul style="list-style-type: none"> <li>• Support Point of Care consultancy projects as required – e.g. facilitating project meetings and events.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Represent the Point of Care in a professional and positive manner with both internal and external stakeholders, and in doing so reflect the values of the organisation.</li> <li>• Undertake any other duties that may reasonably be required, and are commensurate with the grade of the job, in furtherance of the objectives of the Point of Care mission.</li> <li>• Ensure compliance with Point of Care policies, procedures, and contract of employment.</li> </ul>

### Person specification

Requirement	Description	Essential (E) / Desirable (D)
<b>1. Education and qualification</b> (or by experience)	Relevant undergraduate degree or equivalent experience	E
	Certificate in Adult education	D
<b>2. Experience</b>	Proven experience of designing and delivering a range of learning and facilitation programmes.	E
	Expertise in training and facilitating groups with a range of different learning needs.	E
	Experience of programme / project management tools and techniques.	D
<b>4. Communication skills</b>	Excellent interpersonal skills and ability to develop and maintain relationships with stakeholders, partners, clients, and team members.	E
	Excellent communication skills, both written and verbal, with ability to write and present reports with attention to detail.	E
<b>5. Relationship</b>	An understanding of, and commitment to, equity, diversity, and inclusion	
	Ability to build relationships with members of the team and with clients and other external partners and stakeholders.	E
<b>6. Subject knowledge</b>	Patient experience and public involvement in health and care systems and services.	D
	Quality improvement methods.	D
	Experience Based Co-Design methodology.	D
<b>7. IT and data</b>	Excellent IT skills and experienced user of MS Office suite.	E
	Experience of CRM systems.	D
	Understanding of GDPR requirements.	E
<b>8. Team player</b>	Commitment to the mission and values of The Point of Care.	E
	Good team player.	E
<b>9. Personal development</b>	Interested in continuing development of self and skills.	E



If you are interested in the role and would like to discuss it informally before deciding whether to go ahead, we'd be pleased to arrange a chat. Please email [recruitment@pointofcarefoundation.org.uk](mailto:recruitment@pointofcarefoundation.org.uk) and we can proceed from there.

**Please apply to [recruitment@pointofcarefoundation.org.uk](mailto:recruitment@pointofcarefoundation.org.uk) or via the [CharityJob.co.uk](https://www.charityjob.co.uk) website enclosing the following:**

- CV
- A short covering letter setting out why you are interested in the role

The deadline for applications is 9am on Monday 29th April 2024.

Interviews will be held on or around 8th May 2024.