

Job Description

Job Title: Health Engagement Manager

Hours: 35hrs full time

Type of Employment: Permanent

Department: Services

Location: Home based – some time required in head office in London (precise arrangement to be agreed with candidate)

Line Manager: Deputy Director Health Engagement Networks and Partnerships

Direct Reports: None

About this role:

This role is key to improving outcomes and reducing inequity for young people with cancer. You will do this by influencing, supporting, building strong relationships and working with NHS trusts, the funded NHS staff and wider network of professionals working within this speciality.

You will be a point of contact for our NHS partners as well as other operational partners across the charitable sector. You will engage and influence stakeholders, externally and internally, including NHS organisations, clinical teams and charities to improve outcomes and experiences for young people with cancer. You will be responsible for measuring service outcomes providing evidence of quality, impact and cost effectiveness for services funded and provided by Teenage Cancer Trust within your regions.

What you'll be doing:

Communication and Relationships:

- You will own and develop an engagement plan for your region, focusing on identifying, building, and maintaining effective relationships with key NHS stakeholders, built on respect and shared goals.
- You will use partnership working skills to influence NHS Trusts support into the specialism of teenage and young adult cancer care to achieve improvements in identified areas.
- You will be negotiating the funding arrangements, in line with our financial plan, for NHS funded frontline staff, with NHS Trusts at both local, regional and national levels.
- You will work alongside colleagues in the Policy and Campaigns team to help plan influencing and campaigning work within regions and Nations.
- You will work with colleagues across the organisation to clearly articulate the needs of your region, enabling compelling asks for funders, case studies and press releases for marketing and comms and coordinating key evidence and insights needed to improve regional outcomes.
- You will work with the Head of Health Engagement, Professional Development Lead and other Health Engagement Managers to create support networks for our frontline staff, fostering peer to peer support, best practice sharing and acceleration of learnings across the networks.
- You will work closely with the Hospital Environment Lead to support the ongoing maintenance, refurbishment and development of new hospital environments as required.

- You will work with the Young people's Services team to support the delivery and promotion of peer support for young people.
- You will work with colleagues in the finance team to ensure the effective processing of NHS invoicing as required.
- Reporting to the Head of Health Engagement on programme delivery and progress towards strategic objectives set by the Head of Head of Health Engagement.

Strategy and Planning:

- You will own and deliver an improvement plan for each trust under your region/nation, identifying and managing key strategic programmes of development.
- You will work across your region/nation with a variety of stakeholders to assess local and regional service needs, identifying opportunities for service development. These will be shared within the Health Networks team to ensure consistency of approach and to ensure that service development remains insight led.
- You will oversee and report on budgets set by the Head of Health Engagement and allocated to regions and Nations, reporting on performance quarterly and working alongside the Head of Health Engagement to ensure there is an equity of service across the UK.
- You will monitor and review progress against plans, ensuring the Head of Health Networks is kept informed of risk, local strategic priorities, insight and opportunities for influencing the development of services, policies and partnerships to better support young people affected by cancer.

Supervision and Management:

- You will be responsible for the successful recruitment and induction of funded NHS roles.
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- You will ensure all frontline posts have annual contractual arrangements in place.
- You will support the team in your region/nation, fostering effective teamwork and healthy working relationships.

Impact and Outcomes:

- You will work with NHS funded frontline staff to collate local datasets, sharing insights and evidence in order to inform future operational plans. These will feed into the wider insight gathering across the organization through the Insight Lead role.
- You will evaluate the impact of any proposals for investment, considering ease of implementation, taking costs or cost savings into account, and bearing in mind the impact on vested stakeholders and the wider charity.
- You will work with the Head of Health Engagement to provide state of the Nation reports for TYA care across our health care providers.
- You will work alongside colleagues in the Engagement Directorate to unlock potential funding opportunities

You may be asked to undertake any other duties that are commensurate with the post as requested by your manager and you must carry out the duties of the post in accordance with Teenage Cancer Trust policies and procedures.

What you'll bring to the team:

Significant relationship and project management experience, for example:

- Successful internal and external high-level relationship building
- Financial and resource management, including budget setting, budget management/control and reporting.
- Complex project management across multiple stakeholders (i.e., NHS, external contracts etc) including managing contracts and commissioning processes

Significant demonstrable experience of using negotiation and influencing skills to bring about long-lasting change, preferably through partnership working.

Demonstrable experience of making change through influencing and negotiating, preferably in a health care situation.

Fantastic communication skills with the power to persuade motivate and inspire whilst also delivering clear, accurate and accessible messages.

Understand the needs of health care providers, Teenage Cancer Trust and patient groups.

Willingness and ability to be flexible and travel around the UK, occasionally staying overnight as required.

Our Values

You will be committed to and will work in line with Teenage Cancer Trust values- Determined, United, Spirited and Kind.

- Work in a 'determined' way facing problems and getting things done.
- Be 'united', work with knowledge passion and respect.
- Be brave, believe in possibilities, be 'spirited'.
- Be 'kind' see everyone's value, treat them as individuals and welcome their ideas.

Disclosure and Barring Checks (DBS)

At Teenage Cancer Trust we're committed to delivering a service to teenagers and young adults with cancer that is embedded in safeguarding and safe working practice guidance. As this role line manages positions which supervise young people who are under 18 at events which require overnight stays, it is subject to an Enhanced with Barred List DBS check.