

## Head of staff experience programmes

**The Point of Care Foundation is a small social enterprise whose mission is to humanise healthcare.**  
[www.pointofcarefoundation.org.uk](http://www.pointofcarefoundation.org.uk)

We do this through programmes of training and support for staff from NHS and other caring organisations, to run patient-centred care programmes, and to support staff through structured reflective practice, Schwartz Rounds.

To find out more about the programmes we offer, look on our website for

**Schwartz Rounds and Team Time** – <https://www.pointofcarefoundation.org.uk/our-work/schwartz%20rounds/>

We train and support more than 200 organisations to implement Schwartz Rounds, which are a forum for reflection for health and care staff, aimed at helping them deal with the emotional, social and psychological impact of their work. During the COVID pandemic, we have adapted this to online delivery, and aimed it at teams within organisations that have been hit particularly hard by COVID.

**The Sweeney Programme** – <https://www.pointofcarefoundation.org.uk/our-work/sweeney-programme/>

This is a programme that works with Teams and Organisations to teach tools and techniques for them to truly understand their patients' experiences, and use this knowledge to work collaboratively with patients and service users, to design better care experiences.

**Foundations in Patients' Experience** – <https://www.pointofcarefoundation.org.uk/our-work/patient%20experience/>

Our patient experience programme works with people who are responsible for patient experience in their organisations. It teaches them the history and origins of the involvement movement and current policy in patient engagement and involvement. It also provides practical teaching in tools and techniques to put patients at the heart of improvement activities, and to ensure that patients who take part in engagement activities have a positive experience of doing so.

## Job purpose

We are a small close-knit core team of seven, with extensive support from our broader community of freelance mentors and associates. We are looking for a **Head of staff experience programmes** who will:

- Develop and sustain the existing programmes of reflective practice;
- Promote the programmes to existing and new sectors;
- Be the key person in the maintenance of relationships with The Schwartz Center for Compassionate Care in Boston, US (who licence PoCF to promote and in turn licence the Rounds in the UK and Ireland), the Health Service Executive (“HSE”) in Ireland (where there is a collective licence arrangement with the HSE) and other key stakeholders;
- Provide active oversight of the operations of the staff experience team; and
- Work as a member of the senior management team to help the continued development of the Point of Care Foundation.

We are looking for someone who is committed to the values and mission of the Point of Care Foundation, ideally with a knowledge of the health and care system, as well as senior management experience.

At present all training is being delivered online, and our team is home-based. In the fullness of time, we may be able to deliver some programmes face-to-face, and we may be able to be partially office-based (in central London). But we aim to be flexible about care locations and patterns of work. Once face to face training resumes, programmes are held across the UK and sometimes abroad, so you should have a willingness to travel.

We are committed to inclusion, and welcome applications from anyone who meets the role criteria.

We don't expect you to have all the content knowledge of our staff experience programmes straight away and will support your training and development to build this expertise.

For this sort of role we would normally expect you to be educated to degree level, though skills, knowledge and experience are more important than academic qualifications. We welcome applicants with vocational qualifications.

We are looking for a full-time person but are open to applications that involve a job-share with another person.

## Recruitment process

### 1. Application

If you are interested in this role and wish to apply, please send your CV together with a covering letter to [recruitment@pointofcarefoundation.org.uk](mailto:recruitment@pointofcarefoundation.org.uk) by **Noon on Monday, 24<sup>th</sup> May**. In your covering letter we are interested in you demonstrating how you meet the person specification.

### 2. Shortlisting

We will inform those candidates who have been shortlisted on **Friday, 28<sup>th</sup> May**.

### 3. First interviews

First interviews will be held via a Zoom session on **Friday 11<sup>th</sup> June**.

### 4. Final interviews

Final interviews will be held via a Zoom session on **Wednesday 16<sup>th</sup> June**.

If you would like to have an initial conversation about this role, please email Julian Groves on [juliangroves@pointofcarefoundation.org.uk](mailto:juliangroves@pointofcarefoundation.org.uk) and a time can be agreed.

## Head of staff experience programmes

Status:	Full-time employee: 37.5 hours a week
Salary:	£57.5k - £63.5k pa for full time (depending on experience)
Location:	Home based at present. PoCF is usually located in central London.
Annual leave:	35 days pa (including 8 bank holidays)
Pension:	As per current auto-enrolment rules – current employer contribution is 5%

### Job description

<b>Purpose</b>	Responsible for the strategy, development, and operations of the foundation’s staff experience programmes. As a member of the Senior Management Team (SMT) to provide leadership to the foundation, developing it into a high performing, influential organisation.
<b>Reporting to</b>	CEO
<b>Line management</b>	<ul style="list-style-type: none"> <li>• Programme manager (whom in turn manages the Programme Officer); and</li> <li>• Staff experience training manager</li> <li>• Project and service coordinator</li> </ul>
<b>Responsibilities</b>	
<b>1. Strategy</b> To lead the development of the overall strategy for the staff experience programme including: <ul style="list-style-type: none"> <li>• Maintaining the Schwartz Rounds, Pop-up Rounds and Team Time as distinct and separate interventions and brands;</li> <li>• Developing business in existing and new sectors and setting the direction for the promotion and implementation of the interventions; and</li> <li>• Find ways of growing the community of those involved in these interventions</li> </ul>	
<b>2. Marketing and Promotion</b> Together with the Programme Manager, develop and deliver a marketing and promotion strategy for the staff experience interventions. This work will: <ul style="list-style-type: none"> <li>• Ensure that all channels available (blogs, email campaign, newsletters, and website) are utilized as required (working with the Comms team);</li> <li>• Research staff experience in proposed new sectors;</li> <li>• Develop product descriptions for each intervention for new sectors;</li> <li>• Develop sector-specific micro-sites linked to the PoCF website; and</li> <li>• Establish and update prices/business model for sectors and size of organization (working with the Head of Resources).</li> </ul>	
<b>3. New clients</b> Together with the Programme Manager, Programme Officer and Project and Service Coordinator, ensure that there are adequate and complete processes for the conversion of enquiries to sales including use of both the CRM system and the finance system.	
<b>4. Management of key relationships</b> As key PoCF contact maintain the relationships with several key stakeholders including The Schwartz Center for Compassionate Care in Boston, US.	

<p><b>5. Service delivery</b></p> <p>Together with the Mentor/Trainer, Programme Manager and Programme Officer ensure that the services included in the implementation and membership agreements are delivered including:</p> <ul style="list-style-type: none"> <li>• Training of steering groups;</li> <li>• Training of Rounds leads and facilitators;</li> <li>• Allocation and introduction to mentor/coach</li> </ul>
<p><b>6. Training and development</b></p> <p>Together with the Staff experience training manager ensure the existing training curricula for all interventions are periodically reviewed and updated. Oversee the development of new curricula for new sectors as well as an expanded overall curriculum.</p>
<p><b>7. Networks and events</b></p> <p>Work with the Staff experience team to develop networks across the Schwartz community by region, system, and sector. These are a key part of the membership offer for client sites after they have implemented the Rounds.</p>
<p><b>8. Evidence and Research</b></p> <p>Oversee the research network and with the staff experience programme team maintain a library of publications. Work in partnership with other parties to obtain grants to promote further research.</p>
<p><b>9. Finance</b></p> <p>Working with the Head of Resources:</p> <ul style="list-style-type: none"> <li>• Agree annual budgets for income and expenditure of the staff experience programmes;</li> <li>• Ensure the budget is delivered; and</li> <li>• Ensure customers pay invoices promptly</li> </ul>
<p><b>10. Organisational and individual development</b></p> <p><b>To ensure organisational structure and internal processes optimise the contribution of every staff member.</b></p> <ul style="list-style-type: none"> <li>• <b>Resources</b> - To make sure activity, demands of work and resources are in balance.</li> <li>• <b>Team working</b> – to contribute to the development of the team/organisation and in processes for feedback, review and reflection</li> <li>• <b>Values</b> – To be aware of and to embody the Foundation’s values including our desire to maximise inclusion in all that we do.</li> <li>• <b>Risks</b> – To assess and mitigate risk in own areas of responsibility.</li> </ul>
<p><b>Other</b></p> <p><b>To perform any other duties</b> which are reasonably assigned.</p>

## Person specification

<b>1. Education and qualification</b>	<ul style="list-style-type: none"> <li>• Degree</li> </ul>
<b>2. Leadership and management</b>	<ul style="list-style-type: none"> <li>• Experience of working at senior level and with boards</li> <li>• Experience of managing staff</li> <li>• Good experience of operational management</li> </ul>
<b>3. Promotion of services</b>	<ul style="list-style-type: none"> <li>• Experience of promoting services to clients</li> <li>• Creativity and willingness to innovate</li> <li>• Good experience of delivering presentations</li> <li>• Can demonstrate a passion for the services of Point of Care to improve staff experience in client organisations</li> </ul>
<b>4. Other knowledge, skills and attributes</b>	<ul style="list-style-type: none"> <li>• Tolerance of uncertainty</li> <li>• Knowledge of the health and care system</li> <li>• Experience of developing and managing budgets</li> <li>• Ability to lead a variety of meetings with PoCF staff, networks, clients</li> </ul>
<b>5. Relationships</b>	<ul style="list-style-type: none"> <li>• Able to maintain relationships with key stakeholders</li> <li>• Ability to build relationships with clients, members of the team and associates/mentors</li> <li>• Ability to work as a member of a team</li> </ul>
<b>6. Organisational skills</b>	<ul style="list-style-type: none"> <li>• Good organizational and administrative skills.</li> </ul>
<b>7. IT</b>	<ul style="list-style-type: none"> <li>• Excellent IT skills</li> <li>• Experienced user of MS Office suite</li> </ul>
<b>8. Personal development</b>	<ul style="list-style-type: none"> <li>• Interested in continuing development of self and skills</li> </ul>