

BBV Development Manager – PHSU

...Ensuring quality, effective and safe service delivery and care for the people we support



WHAT I AM ACCOUNTABLE FOR:

Leadership

- Work collaboratively with National BBV Clinical Lead and Service BBV and Harm Reduction Leads to improve practice and raise awareness including testing, treatment and prevention of BBVs
- Liaise with staff across services providing clear and specific guidance regarding requirements for testing, treatment and recording
- Developing effective partnerships across Turning Point and with key local organisations to enhance service delivery
- Point of contact for all organisational queries regarding BBVs from stakeholders e.g. Hep C trust, Liver Trust, ODNs, sexual health etc
- Lead on all matters regarding BBV communications, BBV campaigns and awareness days

Performance Management

- Take organisational role in monitoring micro-elimination of Hep C, testing and treatment pathways for BBVs and proactively support local services to achieve key performance indicators
- Work with performance and operational leads to identify issues and solutions to improve testing and treatment uptake
- Analyse client data and provide internal and external reports as required

Operational/Service Development

- Coordinate the review and implementation of BBV strategies to improve outcomes for clients
- Support services to deliver interventions/services in line with commissioner expectations and internal standards
- Collate and share good practice and contribute to national guidance
- Support equality, diversity and inclusion and developing awareness across teams
- Represent Turning Point at internal and external meetings

HOW I OPERATE

Values Led Leadership

- I work together with others to get the best possible outcomes, creating space for new ideas and thinking
- I am an advocate for change and support teams through change
- I support and coach teams to support their development
- I provide constructive and balanced feedback, confidently challenging where appropriate
- I put the people we support at the heart of everything I do
- I treat others with respect, actively listen and embrace others points of view
- I maintain professional boundaries and present a professional image at all times
- I take ownership and accountability for my actions and decisions

WHAT I NEED:

Skills \ Knowledge

Essential

- Understanding of the Health & Social Care sector including testing, treatment and prevention of BBV's including Hep C, Hep B and HIV
- Experience of Client Information Management systems and reporting / IT / digital systems
- Ability to support the improvement of pathways and performance on workstreams that I lead on
- Excellent communication skills (verbal/written). Ability to adapt to respond to staff, commissioners/partners/people we support
- Strong organisational, time management and prioritisation skills
- Compassion, energy, enthusiasm

Desirable

- Previous experience managing operational Substance Use service/team
- Management qualification or equivalent



PEOPLE

- Support the local Management team and act as a point of contact for BBV delivery and recording
- Work with the BBV and Harm Reduction Leads to ensure that data is recorded accurately and timely
- Identify good practice and feeding back to staff within team
- Address poor performance with individuals within teams and identifying steps to improve service performance
- Oversight of BBV specific roles and KPI monitoring as required

- Liaising with local managers to identify issues with practice
- Monitor, identify and address any training needs at a local level in conjunction with L&OD
- Support colleagues with CPD and embedding of learning into practice
- Support the training and induction of new staff and provide coaching, support and monitoring
- Facilitate and review the BBV training package, including both online and face to face training
- Provide coaching and feedback as required

PROCESS

- Ensure all activities with service users are documented with high quality case notes
- Support the delivery of a high quality, evidence based services including undertaking and overseeing quality assurance and audit activity relating to data quality and individual case notes
- Review performance data using relevant tools (e.g. Insight Visuals, Case Management Spreadsheets) and identifying steps to improve performance of team/individuals
- Oversee BBV specific projects including NAP and UAM

- Organise and chair meetings relevant to BBV development and BBV funding
- Share BBV updates at Harm Reduction Forum
- Attend update meetings, forums and other developmental work to reflect on practice
- Provide operational advice to organisation regarding Hep C treatment and Micro-elimination
- Provides input into governance meetings regarding performance, key issues and risks
- Liaise with TP communications, internal and external departments
- Represents TP at conferences and external meetings including Hep C Provider Forum / Sub Groups