

Resource Pack 24 - Role of Project Support Officer

Description

JOB TITLE: Cluster Coordinator

Band: Band 5

Accountable to: Senior Cluster Coordinator

Responsible for: n/a

Key Relationships:

Assistant Area Director Primary Care & Commissioning

Commissioning Manager

Area Medical Director

Central Area Senior Leadership Team

Primary Care Senior Managers

Area Management Teams

Corporate Planning Department

Local Authorities officers

Third Sector organisations

Independent contractors Staff

Cluster Clinical Leads & Cluster Teams

Finance Officers & Costing Accountants

Information Officers

Welsh Health Informatics Service Staff

Public Health Wales

Job Purpose / Summary

The post holder will be part of the Primary Care Area Team, responsible for the development and implementation of the primary and community services strategy across the organisation including the development of the cluster model of service delivery. There are 14 clusters across North Wales, each has a cluster team responsible for the planning and improvement of local primary care and community services within their locality.

The post holder will support cluster leads in the collation and production of cluster plans and support the overall development and administration of clusters.

The post holder will work closely with the Department team, Area Team colleagues and members of each cluster to generate mapped information (e.g. demographics, performance indicators, and other public sector information) to support strategic planning and service re-design, at a locality, county, Area and North Wales level.

Working with the Senior Cluster Coordinator this post will support the roll out and development of the cluster networks.

Specific Responsibilities

Primary Care and Community Services Development

Support the Primary Care Area Team in the implementation programme for the Primary and Community Services Strategy, Area Plans and Cluster Plans, leading on specific projects or areas of work.

Support the development of the cluster network across the Area and working with other North Wales cluster coordinators, working across the organisation/Area and externally with independent contractors staff and partner organisations to provide information at a locality and practice level. Work closely with the Cluster Teams and Cluster Clinical Leads in agreeing information requirements and the provision of information to support cluster plans/priorities.

Working across Area Teams, and with Planning, Secondary Care Teams, provide information to support the development of business cases for strategic change in primary care/community based services as required.

Support the development of cluster plans and coordinate the implementation of actions within the plans

Data Analysis Services

Working closely with the Department team, information & finance colleagues, support the further development of information to support the clusters.

Develop detailed knowledge of specific areas of service re-design and development in order to be able to support the Primary Care Area team to analyse information and model future scenarios
Develop, utilise & maintain reporting systems to consolidate department and cluster information requirements

Develop & utilise user-friendly reporting systems to assimilate and report on information from a wide variety of sources in an appropriate format to support effective monitoring, planning and decision making within the primary care directorate. E.g. Systems to monitor the cluster action plan delivery

Test new software as required

Data Reporting and Communication

Develop and prepare written reports in line with areas of key responsibility

Ensure reports are compiled, validated and issued within agreed timeframes, with information presented in an appropriate and user-friendly way.

Prepare information for presentation to the Primary Care Area Team, Area Senior Managers, Clusters and clinicians, with a view to supporting the operational efficiency, planning, service development and change agendas.

Prepare information for national conferences as required and meetings using a variety of presentation skills and media including charts, graphs and maps.

Communicate directly with clusters to present information and data. Respond effectively to challenge and questioning.

Attend and support cluster meetings on behalf of the Area.

Support cluster meetings as required eg. Specific project support, developing action plans

Develop effective working relationships with primary care staff and partners, such as Local Authorities and the Voluntary Sector, to coordinate methodologies and interpret information, promoting a collective approach to cluster information mapping.

Forge working relationships with clusters, responding to requests and queries, to enable them to make best use of the information provided and deliver priorities and actions at a cluster level.

Lead on specific actions as identified in cluster plans.

Performance Management

Working with the Primary Care Area Team monitor agreed outcome measures, action plans and projects for clusters, as part of a performance management framework and prepare reports as required.

Working with the Primary Care Area Team develop, coordinate and review information and progress to provide regular updates which track progress against cluster plans.