Partnership Liaison Manager

## Job details

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| Job title: | Partnership Liaison Manager |
| Department: | NHS Mental Health Service |
| Location: | National |
| Reporting to: (job title only) | NHS IAPT Market Director  |
| Direct reports: (job title only) | Partnership Liaison Officers |
| Job purpose: | Working as a newly created Partnership Liaison Manager, you will be responsible for a team of Partnership Liaison Officers across all of Vita’s IAPT services. Partnership Liaison Officers are key to our outreach into communities outside of the organisation and work alongside the Leadership team of each service to reach out into the communities by building relationships with the community, educating on IAPT services, and facilitating referrals.The post-holder will work as part of a dynamic team and be responsible for leading a team of Partnership Liaison Officers in order to:* build solid working relationships and partnerships with key statutory and non-statutory organisations, including GP’s, voluntary sector services and local communities.
* coordinate, problem solve and implement all requirements to achieve integration between the IAPT service and primary care within the local community.
* develop strong relationships within existing key stakeholders in the health and community sector ensuring seamless clinical pathways into the service.
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| Role and Responsibilities: | * Ensure the effective operation of each IAPT service's networking and promotion into the community, in order to help increase referrals and fulfil the needs of the Partnership Liaison Officers.
* Contribute to facilitating delivery of high quality services to an agreed and auditable quality standard that complies with the needs of the IAPT services.
* Work closely with Market Director for IAPT services to ensure that the design of the services and decision making is informed by the strategic needs of the business.
* To build structures and support to share best practice at a local level, and embed this within other appropriate services nationally.
* Ensure effective, timely communication both internally between IAPT services and externally, which complements multidisciplinary/ interagency working.
* Induct and arrange training for all staff who work on the team to ensure competency and confidence in fulfilling the needs of the position.
* Ensure patient led programmes and engagement is at the at the forefront of the service, align and develop pathways pre and post treatment within the IAPT service ensuring a holistic approach to care.
* To work closely with the marketing team sharing of information in order to best promote and meet the needs of local services
* To provide research and provide market intelligence to better inform engagement and marketing strategies.
* To ensure that each service meets the needs of all the diverse and hard to reach populations that make up the local areas
* To take responsibility for resolving any relevant any concerns, queries and complaints.
* To build strategies to promote and keep stakeholders informed of new service innovations, developments and enhancements at a national level.

**Equality Diversity & Inclusion (EDI)*** We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.
* Be aware of the impact of your behaviour on others
* Ensure that others are treated with fairness, dignity and respect
* Maintain and develop your knowledge about what EDI is and why it is important
* Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team
* Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice
* Be prepared to speak up for others if you witness bias, discrimination or prejudice
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| Clinical Governance:(where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + Graduate qualified or equivalent experience in a similar healthcare field.
 | * + Healthcare professional qualification.
	+ Mental Health qualification.
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| **Experience** | * + Relationship/Account Management
	+ Team management and development
	+ Building new relationships that are strategically relevant to the service
	+ Coordinating and facilitating client/patient engagement events
	+ Working as part of a team and contributing to the common strategy and goal
	+ Integration of multiple relationships with a common delivery goal.
	+ Ability to deliver a client experience that reinforces Vita Health Group positioning and brand values
 | * + Statutory and non-statutory experience
	+ Experience of working in a healthcare environment
	+ Work with GP’s and healthcare professionals
	+ Online and social media campaigning
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| **Skills/knowledge** | * + Excellent coordination, planning and organisational skills.
	+ Excellent problem solving skills and ability to embrace challenge.
	+ Ability to make decisions and be self-motivated.
	+ Strong focus on and ability to build relationships with various internal and external stakeholders including: GP’s, voluntary sector, patients and local community services.
	+ Proactive in relation to on-going professional development to stay up to date with industry knowledge
	+ IT literate – intermediate level minimum
 | * + Understanding of IAPT and integrated care
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| **Specialist training** |  |  |
| **Personal competencies and qualities** | * + Self-driven, results-orientated with a positive outlook and a clear focus on high quality.
	+ Strong commitment to superior customer service and desire to provide the best patient and stakeholder journey.
	+ Ability to respond with urgency to specific requests; fast and easy access to relevant expertise; seamless communication across multiple geographies; proactive resolution of issues that arise during project delivery or in administration; openness and full disclosure of all aspects of project delivery.
	+ Excellent customer service and inter-personal skills
	+ Evidence of values that are consistent with the NHS constitution.
	+ Interpersonal skills to engage and develop working alliances with colleagues and patients.
	+ Evidence of an openness to learning new knowledge and skills.
	+ Excellent verbal and written communication skills
	+ High level of enthusiasm and motivation
	+ Ability to work under pressure
	+ An awareness of and commitment to supporting and facilitating diversity and inclusion
	+ Excellent time management skills
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# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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