Partnership Liaison Officer – Newcastle Upon Tyne

## Job details

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| Job title: | Partnership Liaison Officer - Newcastle |
| Department: | NHS Mental Health Service |
| Location: | Newcastle Upon Tyne |
| Reporting to:  (job title only) | Head Of Service Newcastle |
| Direct reports:  (job title only) | NA |
| Job purpose: | * Build solid working relationships and partnerships and build a web of influence with key statutory and non-statutory organisations, including GP’s, voluntary sector services and local communities. * Responsible for coordinating, planning, problem solving and implementing all requirements to achieve integration between the IAPT service and primary care within Newcastle. * To develop deeper, strategic, penetrative and consultative relationships within existing key stakeholders in the statutory and non-statutory health and community sector ensuring seamless clinical pathways into the service, longevity of key relationships and renewal of contracts, expansion and development of opportunities. * The position of the Partnership and Liaison Officer is a varied, self-directed role and requires good inter-personal skills, attention to detail and strong administration. |
| Role and Responsibilities: | * Build solid working relationships and partnerships and build a web of influence with key statutory and non-statutory organisations, including GP’s, voluntary sector services and local communities. * 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 research and provide market intelligence. * Rapid response to stakeholder queries and enquiries. * React and solve any concerns, queries and complaints. * To keep stakeholders informed of new service innovations, developments and enhancements.   **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 |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + Graduate qualified or equivalent experience in the specified market. | * + Healthcare professional qualification.   + Mental Health qualification. |
| **Experience** | * + Relationship/Account Management   + 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 an healthcare professionals   + Online and social media campaigning |
| **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 |
| **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 |  |

# 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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