

JOB DESCRIPTION

JOB TITLE: AMBASSADOR FOR CULTURAL CHANGE

ACCOUNTABLE TO: CHIEF EXECUTIVE OFFICER

REPORTS TO: CHIEF EXECUTIVE OFFICER

BASE: MORSTON HOUSE, THE MIDWAY, NEWCASTLE-UNDER-LYME

JOB PURPOSE

Recent national publicity has highlighted concerns about some areas of the NHS. Staffordshire & Stoke-on-Trent Partnership Trust (SSOTP) believe that Cultural Change is needed in all NHS (and other public sector) organisations.

We believe that openness is key and staff should feel supported and encouraged to speak out about any concerns.

In order to Fast Track our change programme we established a role of Ambassador for Cultural Change. The post holder will be given total autonomy to make the necessary challenges, highlighting areas of concern and supporting staff to speak out.

Duties

- 1) Alongside the Chief Executive, lead the profile for raising concerns with the Trust
- 2) Spend the majority of your time with front line teams listening to issues and encouraging the raising of concerns.
- 3) Review the underlying themes of the annual staff opinion survey and ensure that management actions are focused in the right areas.

- 4) Prepare a monthly report of issues arising from front line meetings which need decisions/ownership by the Executive Directors of the Trust.
- 5) Prepare an annual report on cultural change to be presented at a Public Trust Board Meeting.
- 6) Work with staff side representatives to develop a partnership that is focused on supporting staff to raise concerns.
- 7) Develop an appropriate network of champions within the organisation that can encourage staff and give staff confidence to raise concerns.
- 8) Feedback soft intelligence and any concerns that might lead to underlying issues to the Chief Executive.
- 9) Help to generate an operational leadership culture that is open, welcomes challenge and responds quickly to issues raised.
- 10) Review the governance infrastructure (such as incident reporting) that supports staff to raise concerns.
- 11) Act as a critical friend to review workforce process (i.e. Induction, Appraisal, HR Processes, Training Initiatives, OD Initiatives) to ensure that they promote our Trust Values and give staff the confidence to seek to deliver high a quality services and raise concerns where appropriate including:
 - Reviewing the Appraisal process to ensure that we can measure staff contribution to the Trust Values & the Chief Nurse 6 C's.
 - Reviewing the Delivering Service Excellence Training Programme to ensure that it continues to meet the Trusts needs around delivering quality/compassionate services.
 - Reviewing the process for Dignity & Respect (Bullying & Harassment) Complaints to ensure that staff feel able and supported to raise issues of poor practice.
 - Contributing to the work that the Trust is leading on behalf of the West Midlands on Values Based Recruitment Processes.
 - Contributing to the work that the Trust is developing around Emotional Intelligence Awareness for all staff.
 - Contributing to the development of the Training Academy for Healthcare

Support Workers and the introduction of HCSW apprenticeships.

- Contributing to the development of the Trust's new Leadership Development Programme

12) Highlight any issues raised that represent an immediate risk to the safety of patients or service users

Key relationships

The post holder will have a direct report into the CEO and Chairman whenever they feel it is necessary.

Regular engagement with staff side representatives.

Line management link into the CEO.

Trusted advocate for front line staff of all professions.

Agreement

Post Holder Signature: Date:

Print Name:

Line Manager Signature: Date:

Print Name: