

## Job Description & Person Specification

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| <b>Job Title:</b>      | Dorset Maternity and Neonatal Voices Partnership<br><b>Neonatal Lead</b>                                                                                                                             |
| <b>Responsible to:</b> | Evolving Communities Chief Operating Officer for<br>MNVPs and Service User Voice                                                                                                                     |
| <b>Salary:</b>         | £10,387 per year (FTE £32,458)                                                                                                                                                                       |
| <b>Hours:</b>          | 12 hours a week, flexible working Mon-Fri. There is<br>some flexibility in when hours can be worked,<br>although we will need to balance accommodating<br>flexibility with the needs of the service. |
| <b>Location:</b>       | Flexible home-based working with travel to various<br>sites across Dorset                                                                                                                            |
| <b>Contract:</b>       | Until 31 October 2027 (with potential for extension<br>in line with commissioned contract).                                                                                                          |
| <b>Annual leave:</b>   | 25 days pa (pro rata) and public holidays.                                                                                                                                                           |
| <b>Pension:</b>        | Contributory pensions scheme (employer<br>contribution 7% and employee contribution 5%)                                                                                                              |
| <b>DBS:</b>            | The successful candidate will need to undergo a<br>Disclosure and Barring check.                                                                                                                     |

### About us

Evolving Communities is a Community Interest Company that helps local people and organisations shape the way health and social care services are run in their communities. Evolving Communities provides bespoke consultancy services – specialising in evaluation and public engagement as well as supporting the work of independent health and social care champions Healthwatch Dorset, Healthwatch Wolverhampton and providing the hosting and support arrangement to Maternity and Neonatal Voice Partnerships across Cornwall and the Isles of Scilly, Devon, Dorset, Gloucestershire and Somerset.

## **Dorset's Maternity and Neonatal Voices Partnership**

Dorset Maternity and Neonatal Voices Partnership (MNVP) aims to provide high-quality services to the public and to our stakeholders, adhering to the principles of best practice, promoting equal opportunities and working positively with all of Dorset and BCP's diverse communities. Dorset MNVP is a forward-thinking organisation and the people who work for us must be committed to developing and enhancing the services we provide.

Evolving Communities (EC) hosts Dorset MNVP who are the formal service user voice partner of Dorset Local Maternity & Neonatal System (LMNS). The organisation works in a strong and effective manner with key senior stakeholders across the system to translate and champion coproduction, critical friendship, and meaningful involvement.

### **About the role**

The Neonatal Lead for Dorset MNVP is responsible for supporting the delivery of the agreed objectives of the partnership and is expected to use their influence to drive the delivery of highly effective and visible outcomes.

The Neonatal Lead, alongside the Trust Leads and Volunteer and Engagement Officer, will support and develop the day-to-day operation of the MNVP and facilitate the coproduction and engagement arm of the organisation, with a focus on working with **Neonatal** families. They will also support all MNVP team members to understand the complexities of **neonatal** care and intersections with the maternity pathway.

The Neonatal Lead will represent Dorset MNVP at local maternity and neonatal meetings and events, and provide independent challenge and scrutiny informed by evidence gathered from parents/carers and professionals from the coproduction and engagement projects.

As the Neonatal Lead you will support the organisation to identify and engage with pregnant women and people, parents, and their families at every level of change to enable authentic coproduction.

You will work independently to enable Dorset MNVP to deliver projects focussed on improving the quality of care provided for maternity and neonatal service users through the lens of Lived Experience; you will use your lived experience to identify key strategic

barriers to providing high quality care as defined by people and families and co-create solutions. This will include coproduction with staff, service users and experts both within and outside our team, to produce supporting guidance, tools, and technologies. We are particularly

keen to consider how we can best reach groups who are marginalised and how we can coproduce with these communities in a way which is meaningful and authentic to them.

**Team working and line management:** You will work as part of a small team which is supported centrally by Evolving Communities, so you will need to be flexible and adaptable to deliver our business. You will be line managed by the Chief Operating Officer MNVP & Service User Voice.

### **Main responsibilities of the role include:**

#### **Leadership**

- Build strong influential relationships with providers, commissioners and local system partners at all levels, including the **Thames Valley and Wessex Neonatal network**, to break down barriers, ensure the voices of families are heard and the programme priorities reflect the views of the community
- Support the system to recognise and understand the voices of families and use the intelligence gained to significantly influence quality, safety and productivity.
- Act as a leader for change ensuring that all activities and plans are effective and fresh, in line with current evidence, thinking and practice and reflective of intelligence gained through engagement.
- Work with and support the MNVP Trust Leads and Volunteer and Engagement Officer as well as volunteers to deliver on specific projects and respond to ongoing engagement and involvement needs of the local maternity and **neonatal** system
- Represent and promote service user voice at both trust and LMNS level within the local system, regionally and nationally
- Chair relevant multi professional meetings
- Use intelligence gained through your work to support the organisation to develop operational and strategic plans that contribute towards the agreed transformation and quality surveillance deliverables
- To build robust networks and relationships locally to feed into the work of the MNVP

- To be fully up to date with national reports, guidance, and policy to ensure work locally aligns and delivers the required outcomes
- Champion the voices of marginalised and disadvantaged groups at all levels and influence strategic plans to ensure equity and accessibility of services.

### **Planning, Development and Delivery**

- Support the development of the work programme in partnership with the commissioning organisation, ensuring alignment with the LMNS programme deliverables and priorities.
- Manage and deliver on time and within budget, complex multifaceted engagement and transformation projects for maternity and neonatal, through a standardised system wide methodology process including setting goals, objectives, resources, milestones and measures of success which deliver significant change and sustainable improvement
- Enable transparency across organisation and with our stakeholders. By attending and meaningfully contributing to local meetings, workstreams, reviews and engagement. Bringing the voice of the service user to the heart of the quality, safety and transformation agenda
- Using the information and intelligence gained through engagement to influence and provide critical friendship
- Work collaboratively across the system and with VCSE organisations to ensure the MNVP team are able to engage with diverse groups of families, so you can present an accurate and representative view of the local population, including voices from those communities that are disadvantaged or marginalised
- Develop and support an ongoing plan for engagement that is responsive to the needs of the system and ensures coverage of the whole geographical area
- Ensure that the relevant boards and committees are presented with regular updates and reports as required to provide assurance on the function of the Dorset MNVP
- Report regularly on the intelligence gathered within the community, sharing the voices of those using the service and ensuring feedback is heard by senior leaders across the system
- Ensure that all Transformation projects and safety initiatives are built on a solid foundation of engagement, transparency, and support.

- Ensure that evidence-based practice is fully and effectively deployed where possible in all projects and is informed by diverse, recent feedback and involvement of service users
- Apply creativity and innovation techniques to the projects including learning from non-healthcare sectors especially to ensure accessibility and diverse representation
- Through supporting others, ensure efficient management of projects of work ensuring the maximum return on investment and the delivery of excellence, in line with the values of Dorset Integrated Care System
- Ensure a focus on objectives which deliver the agreed deliverables of safer, kinder, more personalised care for all
- Ensure alignment of projects with the wider transformation and quality surveillance agendas, locally, regionally, and nationally
- **Communication**
- Identify, involve, and incorporate the views and needs of patients, the public, NHS staff, stakeholders and ensure their voices influence all stages of work.
- Liaise regularly with system partners including NHS providers, local authorities and VCSE partners to maximising co-operation and multi-agency working.
- Support the development of ongoing communications for social media, website and printed materials to engage and inform diverse communities
- Lead on exploring innovative engagement tools and techniques to reach and communicate with diverse communities
- Where necessary, have robust and challenging conversations with providers, championing the voices of families and using this intelligence to positively challenge where appropriate.
- Health and care workforce development
- Collate feedback and experiences of service users to support ongoing improvement of the MNVP through staff engagement and training
- Maintain an understanding of, and contribute to, best practice regionally and nationally to support the development and improvement of maternity and neonatal services.
- Provide service user feedback and a lay person lens to Transformation, clinical leaders and project management staff working on projects as required.
- Develop and promote best practice for involving and valuing service user voice in both coproduction and transformation across the organisation. Supporting continued culture development to embed a safe learning culture.

### **System governance responsibilities**

- Provide independent transparency and critical friendship at senior level to support system assurance that learning is shared and coproduction processes are robust
- Support and champion a safe reflective culture with all organisations. Creating a psychologically safe space for everyone to speak openly and feel heard

### **Accountability and project governance responsibilities**

- Ensure compliance with information governance, confidentiality, and data sharing requirements
- Maintain professional relationships and positively challenge where appropriate, while functioning in a sensitive and responsive climate.
- To create an inclusive working environment where diversity is valued, everyone can contribute and ensure we meet our duty to uphold and promote equality.

### **Key competencies**

- Actively participate in team meetings and attend other external meetings as advised by the line manager
- Support the Management team and other staff in ensuring the aims and objectives of Dorset MNVP are achieved to a high standard
- Contribute to the achievement of annually set individual and team targets relating to the work Plan
- Actively participate in regular 1:2:1s and annual appraisal
- Represent Dorset MNVP and EC in a knowledgeable and professional manner at all times
- Maintain appropriate professional boundaries at all times
- Identify own training and development needs in conjunction with your line manager and participate in training opportunities as agreed

### **Standard responsibilities for all staff**

- To be an ambassador for Dorset MNVP and Evolving Communities, promoting, embodying, and upholding our values with all stakeholders.
- Promote and raise awareness of Dorset MNVP and Evolving Communities and keep up to date with maternity and neonatal developments.

- Work closely with the Dorset MNVP Leads and all other members of staff/volunteers to share good practice and learning.
- Undertake any reasonable tasks, responsibilities and activities as requested by the Evolving Communities COO – MNVP and Service User Voice in order to ensure the smooth running of the organisation.
- Act always within the rules, policies and procedures of Dorset MNVP and Evolving Communities, including Safeguarding, Health and Safety, and Data Protection.
- Understand and manage risk appropriately and in line with policy, procedures and training. Raise any concerns about risk with your line manager.
- Ensure that all activities are carried out with due regard to the diversity within Dorset and within an Equal Opportunities Framework

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, within other areas of work within the scope of Dorset MNVP and Evolving Communities CIC projects.

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role – the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Dorset MNVP and Evolving Communities CIC.

## PERSON SPECIFICATION

| <b>Dorset MNVP Neonatal Lead</b>     |                                                                                                                                                                                                                    |                                                                                                                                                                                   |
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|                                      | <b>Essential</b>                                                                                                                                                                                                   | <b>Desirable</b>                                                                                                                                                                  |
| <b>Education<br/>Qualifications:</b> |                                                                                                                                                                                                                    | Educated to degree level in a relevant subject <b>or</b> equivalent level of qualification <b>or</b> significant relevant previous experience.                                    |
|                                      | Commitment to continuing professional development.                                                                                                                                                                 |                                                                                                                                                                                   |
| <b>Experience /<br/>Knowledge:</b>   | Expert by lived experience of maternity and <b>neonatal</b> services.                                                                                                                                              | Experience leading and facilitating co-production and involvement in healthcare settings, social care, or voluntary/ third sector organisations using innovative, inclusive tools |
|                                      | An understanding of marginalised and disadvantaged groups                                                                                                                                                          |                                                                                                                                                                                   |
|                                      | Experience of partnership working together with a wider range of people from different backgrounds and organisations to influence, plan and implement a programme of transformation and quality surveillance work. | Understanding of national, regional and local drivers for transformation and quality surveillance across maternity and <b>neonatal</b> services                                   |
|                                      | Understanding of how care and support is delivered via maternity, <b>neonatal</b> and parenting support services across the pathway.                                                                               | Understanding of Adult and Children's Safeguarding                                                                                                                                |
|                                      | Understanding and experience of leading on multifaceted programmes of work                                                                                                                                         |                                                                                                                                                                                   |
|                                      | Proven ability to work under pressure, prioritising workloads and meeting deadlines                                                                                                                                |                                                                                                                                                                                   |
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| <b>Skills/ Personal Attributes:</b> | Excellent planning and organising capabilities.                                                                                            |  |
|                                     | Excellent time management and problem-solving skills.                                                                                      |  |
|                                     | Ability to develop an inclusive, team-based approach to problem solving and decision-making                                                |  |
|                                     | Ability to support and manage a team of people to work effectively and achieve agreed outputs                                              |  |
|                                     | Ability to respond to changing demands and able to identify a need to reprioritise                                                         |  |
|                                     | Ability to work on own initiative, organising and prioritising own workload to tight deadlines                                             |  |
|                                     | Knowledge of Microsoft software applications (outlook, word, excel and PowerPoint etc.)                                                    |  |
|                                     | Ability to understand the link between strategic decisions and direct patient experience of care                                           |  |
|                                     | Ability to understand complex clinical information and policy and translate into accessible discussion to support diverse involvement      |  |
|                                     | Attention to detail and accuracy with the ability to transcribe accurately                                                                 |  |
| <b>Interpersonal skills</b>         | Works well with others, is positive, compassionate, and helpful, listens, involves, respects, and learns from the contribution of others   |  |
|                                     | Well-developed delegation, people and workload management skills                                                                           |  |
|                                     | Well-developed verbal/written communication skills                                                                                         |  |
|                                     | Ability to prepare and produce concise, insightful communications for dissemination to staff and a broad range of stakeholders as required |  |
|                                     | Ability to communicate complex information to different stakeholders internally and externally                                             |  |
|                                     | Experience in managing challenging conversations with a variety of stakeholders                                                            |  |
|                                     | Demonstrate willingness and ability to challenge existing practice                                                                         |  |

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|                              | Ability to hold space for multiple, contrasting opinions and worldviews while maintaining safety for marginalized groups  |  |
| <b>Values and behaviours</b> | Commitment to improving quality and the outcomes and experiences of people who use maternity and <b>neonatal</b> services |  |
|                              | Recognises and understands the benefits of co-production and involvement in improving the quality of care people receive  |  |
|                              | Champions and actively encourages diversity and difference in the workplace                                               |  |
|                              | Ability to make a connection between their work and the benefit to patients and the public                                |  |
|                              | Actively develops themselves and supports others to do the same                                                           |  |