

Royal College of Psychiatrists

Candidate Information Pack

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| **Job Title** | **Quality Improvement Coach** |

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| **Job Reference No** | **NCCMH** |

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**May 2022**

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# About Royal College of Psychiatrists

## Background

The Royal College of Psychiatrists (the College) are the professional medical body responsible for supporting psychiatrists throughout their careers from training through to retirement, and in setting and raising standards of psychiatry in the United Kingdom.

We work to secure the best outcomes for people with mental illness, intellectual disabilities and developmental disorders by promoting excellent mental health services, supporting the prevention of mental illness, training outstanding psychiatrists, promoting quality and research, setting standards and being the voice of psychiatry.

**Our Mission**

The College works to secure the best outcomes for people with mental illness, learning difficulties and developmental disorders by promoting excellent mental health services, supporting the prevention of mental illness, training outstanding psychiatrists, promoting quality and research, setting standards and being the voice of psychiatry.

**What we do**

The Royal College of Psychiatrists is the professional medical body responsible for supporting psychiatrists throughout their careers from training through to retirement, and in setting and raising standards of psychiatry in the United Kingdom.

We work to secure the best outcomes for people with mental illness, intellectual disabilities, and developmental disorders by promoting excellent mental health services, supporting the prevention of mental illness, training outstanding psychiatrists, promoting quality and research, setting standards and being the voice of psychiatry.

We:

* set standards and promote excellence in psychiatry and mental healthcare
* lead, represent and support psychiatrists
* work with patients, carers, and their organisations.

**Our Members**

We deliver impact and value for our members.

Our members are psychiatrists, who deliver outstanding services to patients and carers across the UK, and all over the world, and hundreds of mental health services are signed up to our quality networks.

We value patients and carers and involve them in our work – on the basis of co-production.

**Our Governance**

The **College Council** discuss the affairs of the organisation and make recommendations to the **Board of Trustees** on many of the biggest decisions the College has to make.

It has overall responsibility for education and psychiatric training, policy, professional practice, professional standards, public engagement, quality improvement and research. Led by an elected President, (who leads the College on behalf of its members and associates), Full details of the College’s Council can be found at: <https://www.rcpsych.ac.uk/about-us/our-people-and-how-we-make-decisions/council>

### Our Values and Behaviours

The College has a clear set of values which drive everything we do. They support our leaders and staff to make values-based decisions and they enable the creation and reinforcement of our positive, empowering and enabling culture.

We have worked in collaboration with our members and staff to define six core values that underpin our behaviours and how we operate at every level of the College.

These **C.I.R.C.L.E**. values are:

* **C**ourage
* **I**nnovation
* **R**espect
* **C**ollaboration
* **L**earning
* **E**xcellence

**Equality, Diversity, and Inclusion**

The College is opposed to all forms of prejudice and believes that everyone should be treated fairly, regardless of age, disability, gender reassignment, marriage and civil partnership status, race, religion or belief, sex, or sexual orientation (the protected characteristics).

We are committed to promoting equality, diversity and inclusion for our existing and future members, associates, affiliates, staff, and visitors in all our practices and arrangements. We actively advocate for, and support, equality of access, experience and outcomes for all College staff, all members and for all mental health patients and carers.

The College is committed to building and maintaining an inclusive and supportive culture, a place where we can all be ourselves and succeed on merit. We aim to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity - which includes LGBTQ+ and other equality matters.

**Strategic Vision and Values**

On 14 January 2021 we published our new [Equality Action Plan](https://www.rcpsych.ac.uk/docs/default-source/about-us/equality-diversity-and-inclusivity/equality-action-plan---january-2021.pdf?sfvrsn=af74a81a_4), which contains 29 key actions and is central to our [College strategy for 2021-23](https://www.rcpsych.ac.uk/docs/default-source/about-us/corporate-publications/strategic-plan-2021-to-2023.pdf?sfvrsn=dd02f429_2).

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| **INFORMATION PACK****Quality Improvement Coach** **(NCCMH)****£44,745 - £49,554 per annum****35 hours per week** **Permanent contract (x2)****1-year fixed term contract(x1)****Location: London** |

## APPLICATION PROCEDURES

In order to apply, please submit the following to the Human Resources Department, Royal College of Psychiatrists, by email to HRrecruitment@rcpsych.ac.uk.

1. **Covering letter**, briefly stating how your skills and experience are relevant to each of the role that you apply for.
2. **Full curriculum vitae** (only one is necessary if you apply for multiple roles);
3. **Application form** (only one is necessary if you apply for multiple roles but put down the names of all the roles that you are applying for on the form).
4. **Diversity Monitoring form** (it will not be used at any stage of the selection process).

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| **The closing date for applications is: Wednesday 15 June 2022 @10am****Please note that applications received after this date and time will not be considered.** |

**Acknowledgement of receipt of applications will not be sent out.**

**Please be advised that due to large volume of applications received, only shortlisted candidates will be contacted in writing.**

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| **Interview date: Monday 27 June 2022 (via MS Teams)** |

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| Information Pack |

At the College, we ensure that our recruitment process is objective and focussed on your ability to do the job. We want high quality, talented individuals to join our organisation and we assess this through your Application Form, CV and your covering letter. This is also carried out through the testing and the interview process.

The main purpose of your application is to move you to the testing and interview stage of the process where we get to meet you face to face. This **Information Pack** is designed to help give you the best opportunity to submit a successful application.

###  Job Description and Person Specification

The **Job Description** describes the key responsibilities, duties and scope of the position. The **Person Specification** outlines the key skills, experience and qualifications that is required to carry out this role. The Application Form and your covering letter should demonstrate how your ability and experience will enable you to deliver what is required to do the job.

**College Values**

We have strong values, and we promote a consistent culture that is positive, empowering and enabling, in a way that promotes excellent member and staff experience, patient and carer experience, and excellence in psychiatry and wider mental health services, for the benefit of patients. Our culture is under-pinned by our C.I.R.C.L.E. values. All individuals must demonstrate how they meet our values through the selection process.

**Your Application**

We believe that past performance is the best indicator of future success and our recruitment process is designed to provide you with the opportunity to tell us about your achievements, the things of which you are most proud and to show us how these experiences make you the best person for the job.

You will need to apply using our standard Application Form, CV and attaching a covering letter.

These are a few important points that you should remember:

* **Read** the job description and person specification carefully – be clear about what the role is and about what we are looking for
* Keep your Application Form and covering letter **relevant** to the job that you are applying for
* Be **clear** and **concise**
* **Sell** your skills
* Highlight your **achievements** – tell us what you have done

**How to Apply**

You can only apply to the College for this position via the **Application Form attaching your CV with a covering letter.**

**Submitting an Application Form**

Our Application Form is designed to help you provide all the information that we need to help us to shortlist applicants for interview alongside your attached CV and covering letter.

You must ensure that all the sections of the Application Form are completed. Make sure your Application Form and covering letter is relevant to the role that you are applying for.

Read the job description and specification carefully and demonstrate to us that you are able to meet the needs of the role. If you need to, provide additional information on a separate sheet.

**Disability Confident Employer Scheme**

The College is proud to be a part of the Disability Confident Employer Scheme, a scheme which allows us to demonstrate our commitment to being an inclusive employer as well as recruit, retain and develop those with disabilities. To ensure we are giving candidates with disabilities as fair of an opportunity as possible, we propose that as long as you meet the minimum requirements for the role being applied for, we will offer you an interview. It must be disclosed within your application form that you have a disability for this to apply. For more details, please go to [Disability Confident](https://www.gov.uk/government/collections/disability-confident-campaign).

The minimum requirement for a role that will guarantee an interview, under this scheme will be to meet all the essential requirements listed in the person specification of the job description.

**Reasonable Adjustment**

As a values-based organisation, that puts our values at the front of everything that we do, we pride ourselves on ensuring reasonable adjustments are made, where possible for candidates who may have a disability. Our recruitment team are happy to work alongside candidates who this applies to.

**What happens next?**

#### Short listing

After the closing date we will shortlist all Application Forms, CVs and covering letters. The short-listing process will assess your Application Form, CV and covering letter against the contents of the **Person Specification**. We aim to complete this exercise and inform successful candidates as soon as possible after the closing date.

If successful, use your time effectively to prepare for the next part of the process:

* Learn as much as you can about College; visit our website ([www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)).
* Research the position, and list the skills and experience sought matching these to your own experiences.
* Consider questions we are likely to ask and prepare your responses – think of examples to demonstrate your experience and ability.
* Prepare a list of questions you would like to ask.

#### Assessments

To assist in the selection process, candidates short listed for interview will also be required to undergo an assessment as part of the interview process. This will usually take place on the same day as the interview but in some cases a separate assessment day may be necessary.

The type of assessment depends on the role and the skills that we want to test. We use a variety of methods including case scenarios, presentations, numerical and verbal reasoning etc.

* **The Interview**

The interview process is an opportunity for you to highlight your skills and experiences and to demonstrate how you meet the requirements of the job.

Interview panels will usually consist of two or three people that have a direct interest in the role, for example the line manager of the position, another senior member and a member of the HR department.

All candidates are asked the same core questions designed to test whether you have the experience, skills, and attitude to deliver the requirements of the job and be an asset to College. Often supplementary questions will be asked to ensure that we get all the information we need to make the right decision.

We want you to give the best interview you can so if you require special facilities (e.g. a signer) you should inform us prior to the interview.

* **Contact and Feedback**

We aim to let all candidates know the result of their interview as quickly as reasonably possible.

Remember that your Application Form, CV and covering letter are the only things that we will use to short list applicants for interview so **take your time** in preparing, **proof-read** your Application Form and covering letter before you submit it and **sell yourself** to us.

We look forward to receiving your application.

# **THE ROYAL COLLEGE OF PSYCHIATRISTS**

# **JOB DESCRIPTION**

**JOB TITLE**: Quality Improvement Coach

**DEPARTMENT**: National Collaborating Centre for Mental Health (NCCMH)

**LINE MANAGER**: Senior Associate Director

**PAY BAND**: 4

**BACKGROUND**

The National Collaborating Centre for Mental Health (NCCMH) was jointly established by the Royal College of Psychiatrists and University College London (UCL). It is now tasked with working as a partner with NHS Improvement and the CQC to deliver quality improvement collaboratives as part of the mental health safety improvement programme.

**JOB** **PURPOSE**

To work as part of a team of improvement coaches, who will work with teams in Trusts across the NHS in England to deliver quality improvements. This is a key element of NHS Improvement and the CQC’s mental health safety improvement programme.

We will support the post holders to complete the appropriate professional development courses on quality improvement, as identified, in order to develop skills in improvement coaching.

**KEY** **RESPONSIBILITIES**

**To develop a deep understanding of continuous improvement methodology and act as a national expert on the use of improvement science to tackle a complex quality and safety issue in mental health**

To complete the appropriate professional development courses on quality improvement, as identified, in order to develop skills in improvement coaching.

To participate in learning opportunities and events as identified throughout the post

To analyse complex information and data, for example by using Statistical Process Control methodology and its related tools. To work with colleagues in the wider team to fully understand and investigate issues emerging from this analysis.

To coach teams, services and organizational leaders within the Trusts that participate in the improvement collaborative, in using improvement science in order to test changes and work towards the shared goal. This will involve reviewing complex data sets, supporting teams to develop ideas and test these in a rapid cycle of learning, and coaching teams using a variety of improvement tools to help them progress and learn.

To promote and support the publication of QI work using data for improvement.

To capture stories from teams engaged in the work, and develop simple ways to share and disseminate these

To train on using improvement science (using the Model for Improvement) at a variety of forums in the college and in Trusts.

**To provide coaching support to a portfolio of QI projects across the NHS**

To deliver a key element of the mental health safety improvement programme (MHSIP), by working directly with teams to improve their performance on key safety metrics

To enable demonstrable improvements in key patient safety areas in MH trusts, including restraint and restrictive practice, in this high-profile project for NHS Improvement.

To support allocated teams/organisations on behalf of the national MH safety improvement programme, as directed by the national QI lead, coaching and supporting front line teams in designing, implementing, monitoring, evaluating and spreading projects using the Model for Improvement and Plan, Do, Study, Act (PDSA) methodology.

Provide support in the measurement and use of data for improvement projects. Work with frontline teams on the identification, collection, analysis and interpretation of data for use in the monitoring of the impact of changes of the projects. This will include presenting data in a variety of formats, bar charts, statistical process control charts.

To develop and foster relationships with staff in these project teams and manage these relationships such that team members proactively seek support.

To actively engage clinical and non-clinical stakeholders who may be key to the project(s) achieving their aim(s).

To present (both formally and informally) to clinical teams about the scope, content and timescales of relevant projects.

To ensure that allocated projects are recorded on the Life QI system.

To act as a key day-to-day communication link between frontline projects and the national MH safety improvement programme office.

To attend relevant national and regional learning sessions and provide high level improvement advice and leadership where required.

To deliver training on any aspect of QI methodology to project teams when required.

To be prepared to travel across the NHS in England to work with teams to deliver quality improvement. Occasional overnight stays will be required and a certain level of flexibility is needed at periods of increased workload and travelling.

**COLLEGE VALUES**

1. Living out, and being a role model for, the College values and behaviours
2. Promoting understanding of how the (NAMED) area/team contributes to the College’s mission and vision
3. Promoting cross-College collaboration, e.g. through active contribution in the cross-College Managers’ meeting
4. Acting as a communication ‘bridge’ between the College’s Heads and staff in the department
5. Creating a positive, empowering and enabling environment for all staff.

**GENERAL**

Undertake any other duties related to the job purpose and which may be necessary in the work of the NCCMH.

Carry out all duties in a safe and proper manner in accordance with the College’s Health and Safety Policy.

Undertake all duties in line with the College’s values, policies, procedures and regulations ensuring that the work is undertaken in accordance with equality and diversity principles.

This job description is not exhaustive and is subject to change in accordance with the business need of the College and the NCCMH Contract with NHS England.

April 2018

THE ROYAL COLLEGE OF PSYCHIATRISTS

# **PERSON SPECIFICATION**

# **Quality Improvement Coach, NCCMH**

**ESSENTIAL**

1. Good knowledge of mental health services in the NHS
2. Good knowledge of quality improvement
3. Excellent communicator, with ability to work credibly with clinical teams
4. Experience of taking part in quality improvement projects
5. A professional and flexible approach
6. Experience of using data to drive improvements, including the use of statistical process control charts.
7. Proven track record of producing work accurately and to a high standard with emphasis on attention to detail
8. Experience of working collaboratively with experts by experience and an excellent knowledge of the principles of co-production
9. Proven ability to quickly assimilate complex information
10. Excellent interpersonal skills
11. Excellent MS Office skills including email and internet literacy
12. Familiarity with using bespoke databases
13. Ability to work as a flexible member of a small team and under pressure to tight deadlines
14. Proven experience of working on own initiative
15. Willingness to work across a range of physical locations

**DESIRABLE REQUIREMENTS**

* 1. Has a degree or equivalent qualification
	2. Training in a quality improvement method
	3. Experience of leading quality improvement project

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form, cover letter and CV.

**CURRENT PROVISIONS**

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| **Contract** | Permanent  |
| **Salary**  | £44,745 - £49,554 per annum |
| **Hours**  | 35 hours per week  |
| **Probationary period** |  6 months |
| **Holiday** | 28 days annual leave (includes 8 Public & Bank Holidays). In addition to this the College has a few College closure days. |
| **Working Pattern** | Hybrid/RemoteWe operate a hybrid model of working on site (minimum 2 days a week) and remote (from home). |
| **Notice period** |  weeks  |
| **Pension** | Auto-enrolment |
| **References**  | All College appointments are subject to receipt of satisfactory references |
| **Location** | 21 Prescot Street, London E1 8BB or another College addressNearest underground stations are Tower Hill, Aldgate and Aldgate East. The College is a non-smoking environment *or input other remote offices information.* |
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THE Royal College of Psychiatrists

TOTAL REWARD STATEMENT

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| **EMPLOYEE BENEFITS PER ANNUM**

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| 1 | **BASED ON AN EXAMPLE ANNUAL INCOME OF:**  | **£15,000**  | **£20,000** | **£25,000** |
|  | Auto enrolment into Pension (10%/5% employer**Contribution if a member)** | £1,500/ £750  | £2,000/ £1,000 | £2,500/ £1,250 |
| 2 | Interest free**Season ticket loan** **(If borrowed £1,200** **at commercial rates)** | Interest free is only applicable up to £9999£230 £230 £230 |
| 3 | Life Assurance (if member**of pension scheme)** | 4/2 times annual salary on death in service. Underwriting and restrictions may be applicable. |
| 4 | **Group Income Protection****(if on a permanent contract)** | % of salary due to sickness absence. Approval based on decision of insurance company. |
| 5 | **Retirement Support Service** | Punter Southall Aspire support staff in planning their retirement.  |
| 6 | **Medicash benefits scheme** | Offers staff an extensive package of health benefits including dental treatments, optical, various therapies, and prescriptions. |
| 7 | **Enhanced Employee** **Assistance Programme**  | Free confidential telephone helpline available 24 hours, 365 days per year and up to 8 free face-to-face counselling sessions and mental health support. |
| 8 | **Medical, Dental, Hospital****Appointments** | Staff are given two hours credit towards these types of appointments, if appointments are made early or late in day |
| 9 | **Glasses for Computer use** | Annual eye tests will be paid forvouchers and where applicable a contribution (vouchers) towards the cost of glasses. |
| 10 | **Holidays** | 20, 22.5 or 25 days paid per annum, dependent on service (pro rata).  |
| 11 | **Bank Holidays** | 10 days paid per annum (includes 8 public holidays plus 2 discretionary College days) (pro rata). |
| 12 | **Christmas Closure** | Variable number of days usually paid in addition to above. |
| 13 | **Flexi Scheme** | Staff members have access to the College’s flexi scheme. This scheme allows staff members to take up to 5 days of flexi within any one month. |
| 14 | **TOIL Scheme** | Staff who are eligible for the flexi scheme or who works at the weekends have access to the College’s TOIL scheme. This scheme allows staff members to take up to 5 days of TOIL within any one month. |
| 15 | **Sick Pay** | Ranging from 1 month’s full pay/2 months’ half pay to 6 months’ full pay/6 months’ half pay dependent on years of service (pro rata). |
| 16 | **Paternity Leave** | 10 days paid. |
| 17 | **Maternity Leave/Pay** | Enhanced maternity leave and pay  |
| 18 | **Compassionate Leave** | 5 days paid leave and in certainCircumstances additional days canbe approved |
| 19 | **Cycle to work scheme** | Staff are eligible to apply for the cycle to work scheme. |
| 21 | **TOTTEM Totum** | Staff are eligible to purchase a TOTUM PRO card (previously called NUS Extra), which provides discounts for various online stores and shops/restaurants. |
| 22 | **Gym membership** | College staff have exclusive membership rates at the Grange Tower Bridge Heath Club |
| 23 | **Non-financial rewards** | Staff are given the opportunity to apply or be nominated for Recognition awards.  |
| 24 | **Coffee, tea, filtered water** | Free |
| 25 | **Staff Forums**  | Staff can join the following staff forums of their choice.* Sexuality and Gender Equality and Inclusion Forum (SGEI)
* African Caribbean Forum (ACF)
* Wellbeing at Work forum
* Peer Network
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| 26 | **Staff Support** | Staff Representative Council (SRC) |

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# Royal College of Psychiatrists

**About the College**

**What we do:**

The Royal College of Psychiatrists is the professional and educational body for psychiatrists in the United Kingdom and the Republic of Ireland. We aim to:

**Set standards and promote excellence in psychiatry and mental healthcare**

The Royal College of Psychiatrists is committed to improving the understanding of psychiatry and mental health. We want there to be a greater understanding of the interaction between mental and physical health and the social and cultural context in which people live. We are at the forefront in setting and achieving the highest standards through education, training and research. We lead the way in developing excellence and promoting best practice in mental health services. We promote research and publish the results in our world-class psychiatric journals.

**Lead, represent and support psychiatrists**The College actively promotes psychiatry as a career. College structures are robust and provide dedicated support to our members and associates. Nationally and internationally, the College has a vital role in representing the expertise of the psychiatric profession to governments and other agencies. This is key to promoting best practice in mental health.

**Work with patients, carers, and their organisations**We collaborate with key players in the mental health field and are champions for improvements in the quality of mental healthcare throughout all sectors of society. Public education is at the heart of our activities and is an essential component of our website.

As well as running its membership examination (MRCPsych), and visiting and approving hospitals for training purposes, the College organises scientific and clinical conferences and lectures and continuing professional development activities. The College publishes books, reports and educational material for professionals and the general public. It also publishes the [British Journal of Psychiatry](http://bjp.rcpsych.org/), [BJPsych Bulletin](http://pb.rcpsych.org/), BJPsych [Advances,](http://apt.rcpsych.org/)  BJPsych [International](http://www.rcpsych.ac.uk/publications/journals/ipinfo1.aspx) and BJPsych Open, all of which are now available on-line.

The Royal College of Psychiatrists has been in existence in some form since 1841. First as the "Association of Medical Officers of Asylums and Hospitals for the Insane" (later changed to the Medico Psychological Association) then, in 1926 receiving its Royal Charter to become the "Royal Medico Psychological Association, and finally, in 1971 receiving a Supplemental Charter to become the "Royal College of Psychiatrists" we know today.