

Job Title	Llwchwr Local Collaborative Cluster (LCC) Project Support Officer
Starting Salary	£20,117 pa
Hours	30 hrs/week (flexible working arrangements can be considered)
Term	Fixed term to March 2025 (with potential to extend subject to funding)
Location	Hybrid - Based in Ty'r Felin Surgery, Gorseinon and working in the community and across the LCC Primary Care and Health Board sites
Reports To	Llwchwr LCC Lead / Business Development and Implementation Manager (BDIM)
Accountable To	Llwchwr Local Collaborative Cluster
Relationships	Health Board Cluster Development Manager, LCC members, Primary Care Practices, Third Sector Representatives and Organisations, General Public and Patients

Job Summary

Llwchwr LCC is looking for an enthusiastic individual to work co-operatively with the LCC members to provide administrative and IT support to the delivery of LCC based schemes and initiatives.

The Project Support Officer will need to use their own initiative, apply a high degree of confidentiality, possess mature judgement and promote the values of partnership working.

About Us

A Local Collaborative Cluster brings together all local services involved in health and social care and support across a geographical area, typically serving a population between 25,000 and 100,000. Working as a LCC ensures care is better co-ordinated to promote the wellbeing of individuals and communities.

Llwchwr LCC serves a patient population of approximately 50,000 and is one of the 8 LCCs in Swansea Bay University Health Board (SBUHB). LCC members include representatives from general medical services, community pharmacy, optometry and dental services, other healthcare professionals and the third sector. Working together with partners from social services and SBUHB Llwchwr LCC provides the opportunity for the development of innovative approaches to improve the health of its patients.

General Duties and Responsibilities:

Under the strategic direction of the Llŵchwr LCC Lead and day to day lead of the Business Development and Implementation Manager:

- Manage the collection of information in relation projects, systems, services and the IMTP (Integrated Medium-Term Plan) as required by the LCC Lead/LCC members.
- Maintain Vision 360 Shared Care Appointments System for Cluster Services.
- Ongoing maintenance of the Llŵchwr Website, Signposting Tool and Weight Management Hub ensuring information is up to date.
- Maintain social media channels to enhance LCC patient engagement.
- Provide admin support to the Weight Management Level 2 Service including making patient appointments and supporting evaluation of the project.
- To support both the LCC Lead and the BDIM with the compilation of data, research, to support the writing of business cases or funding applications.
- Maintenance of a key contacts database.
- Arrange meetings and sending calendar invitations when appropriate.
- Assist with arranging events including booking venues etc.
- Take notes of meetings.
- Any other administrative tasks commensurate with the grade requested by the Cluster Lead or BDIM.

Equality and Diversity

The post holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

Personal/Professional development:

The post-holder will participate in any training programme implemented as part of this employment, with such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Physical Effort

- There is a requirement to travel between NHS and other sites. Frequent VDU use is required for this post for periods of up to 3 to 4 hours at a time in order to produce reports and analysis to support decision-making.

Mental Effort

- Frequent requirement for concentration to ensure accuracy and monitoring data analysis and interpretation.

Emotional Effort

- The role will require negotiation with representatives of partner organisations in both statutory and voluntary sector. The post holder will need to be able to manage the wide-ranging interests across the numerous practices.

Working Conditions

- Exposure to unpleasant working conditions or hazards is rare. The post holder will be office based but may often have to travel between locations.

GENERAL:-

Job Limitations: At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their LCC GP lead/LCC Support Manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

Confidentiality: In line with the Data Protection Act 1998, and the General Data Protection Regulations (GDPR) the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

Risk Management: The post holder will be required to comply with the LCC practices Risk Management Policy, Health and Safety Policy and other associated policies and to actively participate in this process, having responsibility for managing risks and reporting exceptions.

Records Management: The post holder has a legal responsibility to treat all records created, maintained, used or handled as part of their work within the LCC practices in confidence (even after an employee has left the role). This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. All staff have a responsibility to consult their manager if they are have any doubts about the correct management of records with which they work.

Health & Safety: The post holder is required to co-operate with the LCC practices to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment, which is fitted or made available, and to attend

training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

Job Description: This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.