

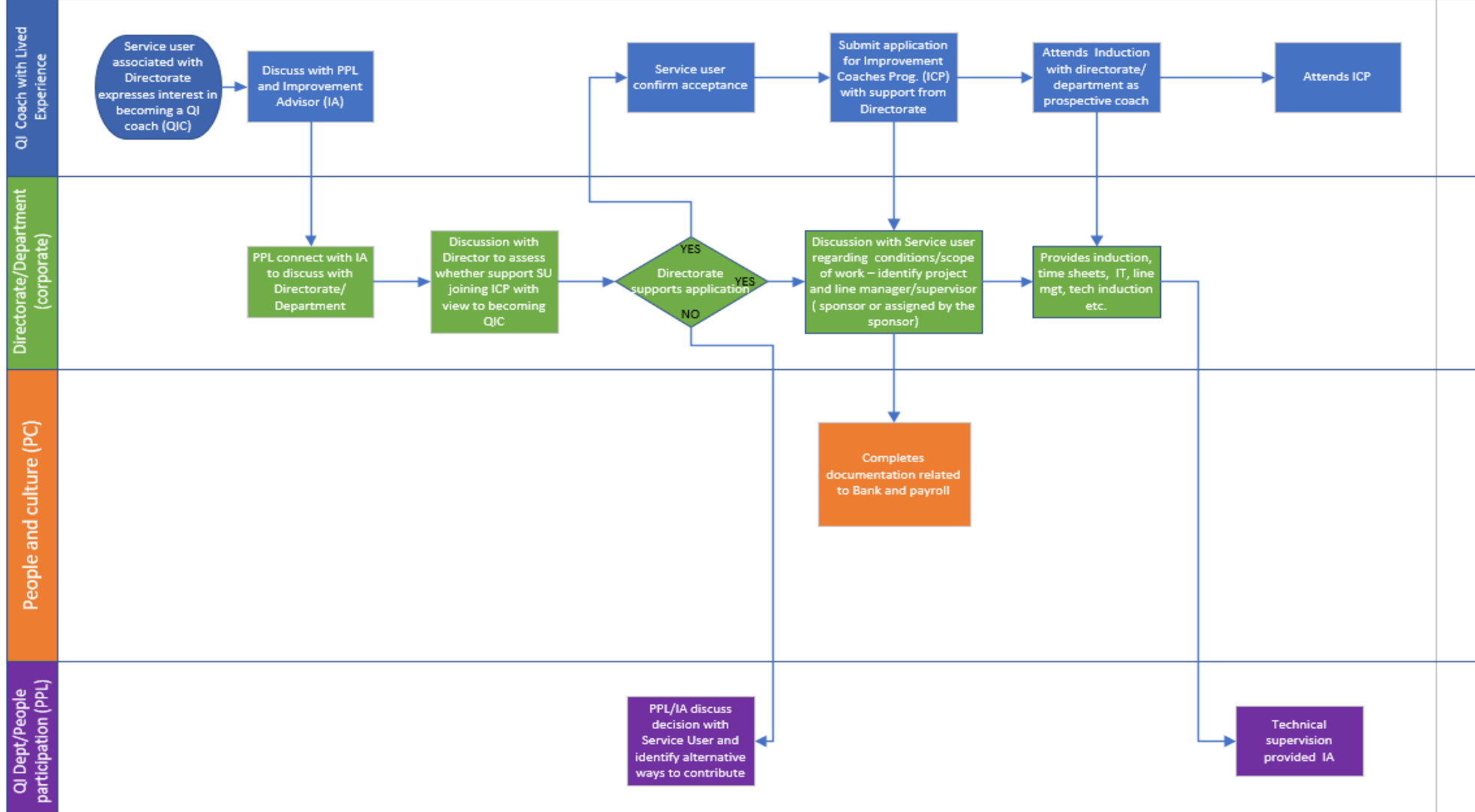
PROTOCOL

Policy Title	Training and recruiting QI coaches with lived experience
Protocol no.	20210401QI
Effective date	01 April 2021
Revision date	01 April 2022
Authors and Approval	Katherine Brittin (Associate Director for Quality Improvement) Millie Smith (Head of People Participation)
Version	1.0

1. **Purpose:** The recruitment and internal support of QI coach (QIC) with lived experience has lacked standardisation which has led to a suboptimal experience for both the QI coach and the directorate. This protocol serves to guide directorate leaders to ensure that QI coaches are recruited on the basis that they will be part of the directorate team, have the support structures available to them which applies to all employees and are remunerated adequately and timeously.
2. **Co-production** This protocol was developed with current QIC with lived experience, project sponsors, clinical directors, the people participation team and the QI department.
3. **Scope:** This protocol outlines the process and procedure for recruiting service users with lived experience to the Improvement Coaches Programme (ICP) and to their new role as QI coach within the directorate.
4. **Recruitment and management process (Appendix 1)**
 - a) **Recruitment to ICP** Service users and carers who express an interest in becoming a QIC with lived experience will be provided with the job description (**Appendix 2**) to inform their decision. The prospective QIC will require the support and sign off from the clinical director of the directorate to which they have a relationship with and the people participation department prior to applying for the ICP
 - b) **Remuneration** The service user/carer will apply for the role with the knowledge that the role of the QI coach is remunerated on a sessional basis as a band 4 bank employee. All normal conditions around recruitment to the bank will also apply.
 - c) **Recruitment to directorate** The directorate will endeavor to make the QI coach part of the team and the new QIC will receive induction to the directorate including technology support, identification, and allocation of line management
 - d) **Line management** The clinical director or project sponsor will be responsible for assigning line management/supervision to the QIC with lived experience. This may be the sponsor themselves or a staff member assigned by the sponsor. The QI department will be responsible for the training and technical support of the QIC with lived experience



APPENDIX 1. Recruitment & Management Process



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APPENDIX 2: JOB DESCRIPTION

JOB TITLE:	Quality Improvement Coach with lived experience
BAND:	4
DIRECTORATE:	To be determined
REPORTING TO:	To be determined by Project Sponsor
ACCOUNTABLE TO:	Project Sponsor
HOURS	7.5 hours per week (It is the responsibility of the applicant to check their eligibility for employment and to understand how this will impact on benefit entitlement during the period of employment by liaising with the Dept of Work and Pensions as needed prior to application).
CONTRACT	Bank on a sessional basis
KEY RELATIONSHIPS	Quality Improvement department; People Participation department; clinical directorate staff and Improvement Advisors; service users and carers

JOB SUMMARY

The role of QI Coach with lived experience is an opportunity for East London Foundation Trust (ELFT) service users and carers with lived experience of a mental or physical health condition to support improvement work across the Trust. These innovative posts focus on the need to bring the unique service user perspective to quality improvement work within ELFT.

ELFT strives to involve service users and carers at all levels of the organisation, it is well documented that in doing so this will lead to a more effective, accessible and acceptable health service for the populations ELFT services. Improving health outcomes and a better experience for service users, carers and staff are central to the ELFT strategy. Quality Improvement (QI) coaches play a crucial role in supporting improvement work and embedding the culture of QI across the Trust.

The QI coach with lived experience will be employed by the directorate to support improvement work at a local level.

KEY RESPONSIBILITIES

- Engage staff/service users and project teams in QI methodology and framework
- Support project teams to develop ideas and strategy, using QI tools
- Advise on how to complete project QI documentation such as 'Life QI'
- Meet with project teams regularly and as required
- Provide monthly updates on project progress to sponsor
- Teach/coach and mentor project teams on the use of QI tools and methods
- Attend supervision sessions with the local Improvement Advisor
- Advocate and ambassador for QI across the Trust
- Support the development of directorate structures and processes for QI
- Attend the Trust wide sessions for the QI coach community

PERSON SPECIFICATION

ATTRIBUTES	CRITERIA	ESSENTIAL/DESIRABLE	SELECTION METHOD (S/I/T)
Education/Qualification/Training	Completed ELFT QI Coach Training NVQ level 4 or equivalent	E	
Knowledge and Experience	<p>Be able to provide QI advice to relevant Trust Forums and Committees. Have Personal experience of services.</p> <p>Demonstrate excellent presentation skills that will be effective in a variety of settings including one to one consultation, small and large groups.</p> <p>Will be a proactive driver for results who can be counted on to meet goals successfully.</p> <p>To understand care pathways and have a knowledge of relevant inpatient and community services to understand procedures and practices.</p> <p>Will be able to plan, organise, coordinate and support meetings, forums, and workshops to support QI project development</p> <p>Needs to be able to use Microsoft office packages such as MS Word, MS Excel, MS Outlook, and MS PowerPoint and be able to access Internet resources. Working knowledge of 'Life QI' platform.</p>	E	
	<p>Communication and Relationship Skills</p> <p>Will need to be able to provide and receive sometimes complex, highly sensitive or highly contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills may be required. This may be because agreement or co-operation is required or because there are barriers to understanding</p> <p>Will be able to build effective, non-coercive relationships with local service users, carers and staff members involved in QI projects and develop a positive beneficial channel of two-</p>		

	<p>way communication</p> <p>Support the project team to develop project plans to further develop service improvement.</p> <p>Be an excellent motivator and create a climate in which people want to do their best and learn quickly when facing new problems.</p> <p>Analytical and Judgement Skills Make judgements involving a broad range of information on Quality Improvement, which requires analysis, interpretation, and integration into improvement methods.</p> <p>Be able to facilitate effective brainstorming and project how potential ideas may play out.</p> <p>Be able to analyse complex data from project progress</p> <p>Planning and organisational skills</p> <p>Be able to facilitate implementing and supporting the work around the QI project, supporting colleagues and revising outcomes as needed. Work in collaboration with others undertaking and supporting a variety of projects to achieve targets and deadlines on the projects that will underpin the agenda.</p> <p>To work with other service users, carers and staff members to create and implement action plans.</p> <p>Research and Development</p> <p>Undertake surveys, data collection and audit as necessary to facilitate the development of the QI project. Ensure own personal development is continuous through the utilisation of regular supervision, annual appraisal, and training where appropriate.</p> <p>To assist in any audits relating to the QI project</p> <p>To assist and support service users and carers in any user-led research for the QI project</p>		
<p>Other</p>	<p>Physical skills and effort</p> <p>Computer keyboard skills in MS packages Need to travel to different sites and the ability to set up equipment needed for meetings/trainings</p>		

	<p>Emotional effort Occasional exposure to distressing or emotional circumstances such as discussing service delivery issues with service users and managing this in a group setting</p> <p>Policy and service development Foster and support the development of an open tolerant culture within the Trust. Help provide advice and input into the identification, development and review of all Trust policies, procedures, and guidelines regarding QI. Help to initiate and sustain the change of culture needed to embrace QI. support</p> <p>Freedom to act Significant discretion to work within a set of defined parameters. Work will be guided by service users and by the postholder within a supervised management structure.</p>		
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S: Shortlisting I: Interview T: Test

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder.



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Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities: -	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation, or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures, and practices to ensure that all employees, users, and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
Dealing with Harassment/ Bullying in The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly, and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smoke free Trust – this means that staff must be smoke free when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.

Confidentiality	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must always safeguard, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard always, the confidentiality of information relating to patients/clients and staff.</p>
General Data Protection Regulation (GDPR)	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people, and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
Personal Development	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
Quality Improvement	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
Professional Standards	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
Conflict of Interests	<p>You are not precluded from accepting employment outside your position with the Trust. However, such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
Risk Management	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
Personal and	<p>The Trust is accredited as an Investor in People employer and</p>



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<p>Professional Development/Investors in People</p>	<p>is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
<p>Infection Control</p>	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:</p> <p>Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy.</p> <p>Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>



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