****

**JOB DESCRIPTION- PRIMARY CARE CHANGE MANAGER**

**Background**

Primary care across the UK health system is facing unprecedented levels of activity. We know that:

* Demand for GP services rose by 13 per cent between 2008-2013/14.
* According to a recent National Audit Office report, out-of-hours GP services handled around 5.8 million cases including 800,000 home visits.
* Consultations with nurses rose by 8 per cent and with other professionals in primary care, including pharmacists, grew by 18 per cent. However recruitment is a growing challenge.

Nationally the General Practice Forward View has set out a clear programme for change. As part of this programme, NHS England has provided funding for Primary Care Change Managers across the South West.

Somerset LMC hosts the role for Somerset and we have an opportunity for a Change Manager. This role is for 12 months initially but may be extended. This is a self-employed role with funding available for 3 days per week at £300 per day including expenses. (total number of days per year = 144)

**Role**

* One of 5 Change Managers across the South West, supported by a Programme Management Office.
* Supports implementation of local Primary Care Development Fund projects by facilitating outputs from the general practice by listening, supporting and ultimately helping providers to think and prioritise the changes they wish to make.
* Works with potentially vulnerable practices to ensure that they are supported towards a sustainable solution for the medium and longer term.
* Ensures new delivery models are aligned to local and national strategic direction
* As a change manager you will play a key role in ensuring the sustainability and transformation delivery programme in a particular local footprint meet its objectives as set out by the local areas application.
* This role has no line management responsibility however, it will be required to work in a matrix way across a number of different organisations with at times differing views.
* Works with a can do, positive attitude.

**The change manager will:**

* Apply a structured methodology and lead change management activities
* Apply a change management process and tools to create a strategy to support adoption of the changes required by local footprints
* Support communication efforts
* Support the design, development, delivery and management of communications.
* Assess the change impact
* Conduct impact analyses, assess change readiness and identify key stakeholders.
* Support training efforts
* Provide input, document requirements and support the design and delivery of training programs
* Identify, analyse and prepare risk mitigation tactics
* Consult and coach local practices
* Create actionable deliverables and identify and deliver quick wins
* Support organisational design and definition of roles and responsibilities
* Coordinate efforts with other specialists including Health Education England
* Integrate change management activities into project plan working with the PMO Manager
* Track and report issues
* Define and measure success metrics and monitor change progress
* Support change management at all levels of the system
* Complete monthly highlight report
* Contributes to a monthly PMO and Change Manager telephone conference

**Skills and Qualifications**

* Knowledge and experience of working with General Practice/Primary Care
* A solid understanding of how people go through a change and the change process
* Experience and knowledge of change management principles, methodologies and tools
* Exceptional communication skills, both written and verbal
* Excellent active listening skills
* Ability to clearly articulate messages to a variety of audiences
* Ability to establish and maintain strong relationships
* Ability to influence others and move toward a common vision or goal
* Flexible and adaptable; able to work in ambiguous situations
* Resilient and tenacious with a propensity to persevere
* Forward looking with a holistic approach
* Organised with a natural inclination for planning strategy and tactics
* Problem solving and root cause identification skills
* Able to work effectively at all levels in an organization
* Must be a team player and able to work collaboratively with and through others
* Experience with large-scale organisational change efforts
* Change management certification or designation desired