

## JOB DESCRIPTION

**For Personnel use only**

Job reference number:

**Job Title:** ImROC Consultant

**Reports to (post title):** ImROC Director

**Role Purpose:**

ImROC Consultants provide leading expert knowledge, facilitation and consultancy advice to customers of the national and international organisational development programme, ImROC, hosted by Nottinghamshire Healthcare NHS Foundation Trust.

ImROC Consultants have specialist, subject specific knowledge and detailed practical and operational experience of recovery-orientated practice. They are leaders in their field with demonstrable experience of bringing recovery principles and theory to life in practice within across systems, organisations and communities. They draw from their specialist knowledge to share their learning and experience with ImROC customers. They support clients through three core strands of work:

- training and development,
- bespoke consultancy
- evaluation and research

ImROC consultants are well networked within the ImROC community and can sign post as well as share information from others' experience in achieving the same or similar recovery-focused goals.

Strong values and principles of recovery and co-production underpin everything they do. They are passionate about recovery and dedicated to ImROC's vision of wellbeing and recovery for all.

**Role Context:**

ImROC Consultants are subject experts in one or many recovery elements, such as peer workforce, no force first, recovery education, recovery outcomes, personal health budgets, working in partnership with carers, team recovery implementation plans and others. They see recovery through a practical lens and seek continuous improvement using the ImROC methodology as a framework for their practice. They apply their specialist, detailed knowledge and expertise to a variety of settings across cultural, organisational and team boundaries.

Working with an ImROC Associate Consultant, the ImROC Consultant leads on the design of a support programme for a particular aspect of support, such as team away day programme or workshop programme, in order to maximise the learning opportunity for the client and facilitate local learning and development specific to the client's needs.

Their skills are selected intentionally by the ImROC Director and Business Manager to match the commission, whether organisational development consultancy, facilitating national learning events

or speaking at high profile events, writing thought leadership pieces or contributing to cutting edge research.

This core team of individuals help advance thinking and practice nationally and internationally by sharing learning and facilitating organisational development with ImROC's customers. Under the facilitative leadership of ImROC Director, ImROC consultants advance recovery-focused conceptual thinking grounding in operational practice underpinned by recovery values.

Key Accountabilities	Performance Measures
<p>This adaptive role could cover a number of duties and responsibilities:</p> <ol style="list-style-type: none"> <li><b>1. Use professional reputation and contacts at an international, national and regional level to attract business to the ImROC programme.</b></li> <li><b>2. Develop a bespoke organisational development package specific to customer requirements (community, organisation, team, individual).</b> This process usually begins with a scoping call / meeting with the leads from the customer side.</li> <li><b>3. Advance recovery-focused theory, research and practice building on the foundations of ImROC methodology and publications.</b></li> <li><b>4. Facilitate and lead packages of support for clients (communities, organisations, teams) in a responsive and adaptive manner drawing from their exceptional topic specific experience and knowledge.</b></li> <li><b>5. Inspire those we work with to think and act differently. Change the behavior of those we work with.</b></li> <li><b>6. Work with all levels of stakeholders and customers. Translate comprehensive, topic specific knowledge to a broad range of audiences and 'take everyone with you' when developing new concepts. Outstanding conflict resolutions skills.</b></li> <li><b>7. Speak on the national and international stage. Represent ImROC, its concepts, achievements and challenges.</b></li> </ol>	<ol style="list-style-type: none"> <li>1. Income generation</li> <li>2. Prepare consultancy packages agreed by contract commissioners</li> <li>3. Write thought leadership pieces and contribute to research, as requested.</li> <li>4. Deliver the agreed, scoped package of support. Receive positive feedback from our customers.</li> <li>5. Evaluation and testimonials demonstrate positive feedback from customers</li> <li>6. Portfolio of work led by the consultants demonstrates their firm place as knowledge experts sharing and developing best practice with a range of clients.</li> <li>7. Speaking appointments held throughout the year with positive feedback / audience evaluation</li> </ol>

## **Dimensions**

The size of the Consultants workload will be determined by demand and capacity. This role holds responsibility for deciding on the content of delivery for their allocated commission and / or the content of the products developed on behalf of ImROC (briefing papers, presentations etc).

ImROC Consultants are supported by Associate Consultants in the delivery of their work. The overall direction and content are determined by the Consultant.

No budget is held by any ImROC Consultants. The ImROC budget is managed by the ImROC Business Manager and set by the Director and Business Manager.

## **Safeguarding**

All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice and support

## **Disclosure and Barring Services**

Where this post meets the definition of 'Regulated activity' as defined in Safeguarding Groups & Freedoms of Protections, the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate

## **Infection Control**

All employees of Nottinghamshire Healthcare NHS Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with Infection Prevention and control mandatory training requirements specific to their role

## **Equality & Diversity**

All staff should be able to demonstrate an understanding and commitment to the Trust's Equality and Diversity Policy

## **Communication**

The post holder is required:

- To prepare proposals, reports, training materials, articles, papers, presentations and other documents to support the contracted work led.
- To take a view as a knowledge expert on all the information, policy and research known and condense this thinking as appropriate to each specific contract or commission.
- To adapt their expert knowledge to application at a local level using the most appropriate approach to meet local, unique requirements.
- To develop, write and present their operational experience and recommendations for practice to advance national and international thinking on recovery-focused practice.
- To translate complex information from national and international research and learning to easily digestible, audience specific ImROC products.
- To negotiate and persuade a broad range of stakeholders with varying levels of acceptance

to consider and support proposed changes. Conflict resolutions and facilitation skills may be required.

- To overcome barriers and challenges in order to enable customers to deliver agreed action plans.
- To utilise social and digital media techniques to share learning and through on behalf of ImROC. I.e. tweet or similar when delivering ImROC contracts

Key relationships will be with those commissioning the consultants to deliver specific work (consultancy packages, facilitation or presentation at events, contribution to research projects etc). The depth and breadth of the customers (external to the Trust) will be dependent on demand.

### **Knowledge, Training and Experience**

The postholder is required to hold recovery values and be well versed in the ImROC methodology. They will draw from their lived experience of mental health conditions, caring for someone with mental health conditions and / or their clinical, managerial or operational expertise in their role.

The postholder may hold a formal qualification however this is not essential to the role.

Overall the postholder will be appointed due to their life experience and/ or professional experience of implementing recovery-focused practice. The postholder will be knowledgeable on the ImROC programme, its history and future direction, its methodology and examples of good practice from ImROC sites (customers). Consultants will be knowledge experts in one or many elements of recovery practice and have first had experience of implementing recovery-orientated practice.

Consultants will take their knowledge of recovery, ImROC and their lived experience to apply this to whichever working environment they are tasked with working. This knowledge in most cases will be developed over a time in implementing recovery-focused practice. A specific timeframe cannot be allocated to their experience or knowledge.

Each individual may join the team with differing knowledge, skills and experience although all will hold an exception understanding of recovery, ImROC and application of recovery principles to enable the end goal of supporting recovery for all.

### **Analytical and Judgement Skills**

Consultants are required to select appropriate research, policy and practice then adapt this knowledge and experience to their specific working environment. The judgement may entail considering a combination or hybrid of options to the specific case the Consultant is presented with.

Where possible the evidence behind the options/recommendations will be analysed and their application considered before being put forward.

### **Planning and Organisational Skills**

Consultants will have outstanding planning and organization skills to scope, agree and deliver the agreed support package as per the given commission.

Poor planning and organization may result in the programme losing opportunities for income and impact on the long term sustainability.

All consultants within the ImROC team will manage their own diaries including meetings, events and travel.

### **Physical Skills**

There is not a physical element to this role.

### **Responsibility for Patient/Client Care**

Consultants within the ImROC team have no responsibility for patient / client care.

The ImROC team works in a co-produced way. People with lived experience of mental health conditions and experts by profession work together. The work is also co-received by groups of people who may have mental health conditions and those who work in mental health provider organisations, commissioning organisations, third sector organisations including service user led organisations – and collaboratives of all those listed.

### **Responsibility for Policy/Service Development**

The postholder will make recommendations for policy and organisational development changes within the commissioning organisation. They also make recommendations or share practical examples from their experience to influence policy, practice, evidence and research at a local (contract / commission) level.

The postholder does not influence policy and practice within Nottinghamshire Healthcare NHS Trust (the host of ImROC). These decisions and responsibilities are external to the ImROC programme.

Consultants may be asked for their views and their views may be considered on the future direction of the ImROC programme.

### **Responsibility for Financial and Physical Resources**

The postholder has no responsibility for financial and physical resources.

### **Responsibility for HR**

The postholder is offered the opportunity to attend ImROC development days. The development day chaired by ImROC Director enables consultants to share and advance their thinking and knowledge. Specific time is dedicated to progress as a collective, conceptual understanding of emerging ideas and their implications for recovery-focused practice. Consultants are not paid to attend these sessions although travel costs are reimbursed. Attendance is recommended but optional.

### **Responsibility for Information Resources**

Senior Consultants are required to submit a monthly activity log for all days delivered within a given month. All days are agreed in advance. The number of days are not set at the discretion of the consultant but agreed jointly dependent on customer demand.

Travel expenses and activity logs must be submitted no later than two months from date of activity.

If agreed within a consultancy package, the consultant may be required to summarise the planned or completed work via a written or verbal report.

All work delivered on behalf of ImROC will use ImROC branded templates, as provided by the core team.

## **Responsibility for Research and Development**

The postholder may be asked to contribute to national and international research through expert advice and guidance.

The nature of the work will be determined by the bids made and won. There is not a fixed programme of research and development planned for ImROC. Costs will need to be covered by research grants.

## **Freedom to Act**

Consultants largely work under their own volition without regular checks from ImROC Director. The direction and content of their work is largely determined by themselves and the particular commission they are leading.

Regular reporting on activity is required from a governance perspective through activity logs and updates at team development days.

The postholder will decide on the best course of action to deliver a given commission (contract, speaking appointment, facilitated event, research proposal). Provided the work is underpinned by recovery principles and the ImROC methodology any course of action can be recommended and followed by the consultant.

## **Physical Effort**

The postholder will in the most part deliver on-site work in customers working environments. These are unlikely to be uncomfortable or cramped. Lifting of equipment will also not be required.

This is not requiring physical exertion.

## **Mental Effort**

Consultants are required to concentrate at great length. This is a solely mental role, rather than physical. The postholder will need to be agile in the adaptability of their work style to meet the customer and environment with which they are faced.

## **Emotional Effort**

Consultants are not required to liaise with Nottinghamshire Healthcare NHS Trust clients or family members.

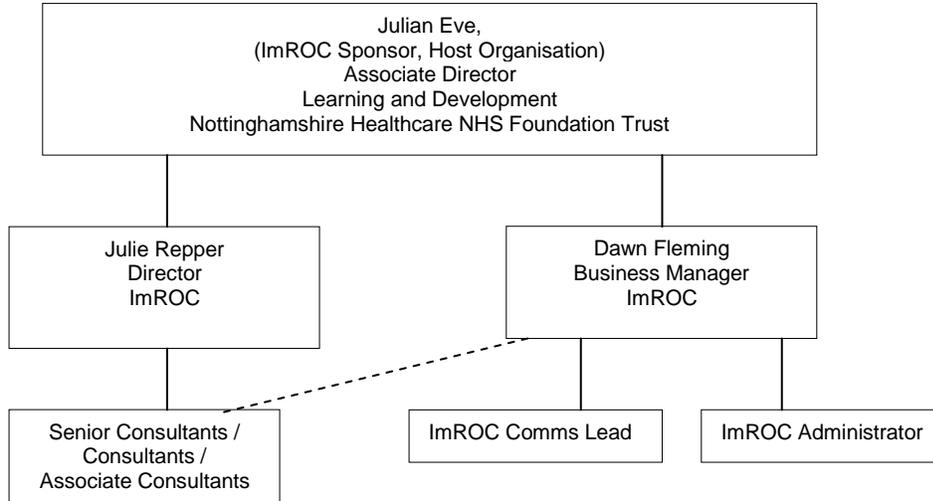
## **Working Conditions**

The postholder is not required to come in to contact with any of the following as standard practice:

- Inclement weather
- Excessive temperatures
- Unpleasant smells/odours, unpleasant substances/non-household waste
- Infectious material
- Body fluids, faeces, vomit
- Dust, dirt, fleas or lice
- Humidity
- Contaminated equipment or work areas
- Working in isolation
- Driving/being driven in normal situations

- Driving/being driven in emergency situations
- Foul linen
- Needle stick injuries
- Chemical spills/hazardous chemicals
- Aggressive behavior

**Organisation Chart**



**Signatures**

After reviewing the questionnaire please sign to confirm agreement

Post holder:

Date:

Line Manager:

Date:

Next level Manager :

Date: