



Services & Implementation Lead (Permanent position)

To support the successful delivery of existing and new services across Devon, Devon LPC is looking to recruit an experienced person.

The successful candidate will be responsible for engaging with pharmacies, promoting existing services, implementing new services, delivering training events and supporting the Chief Officer & LPC members, as defined by Devon LPC.

Summary of post

Hours: Up to two days per week (16 hours, may include some evenings).

Salary: Negotiable depending on previous experience plus reasonable expenses

Base: Within the Devon area

Accountable to: LPC Chair

Responsible to: LPC Committee, working closely with Chief Officer and Executive Team.

Summary of scope:

- Report to the LPC
- Engage effectively with a range of commissioners and partners including NHS England, Local Authorities, Public Health, CCG, NHS Foundation Trusts and GPs to ensure the successful delivery of services
- Facilitate the successful implementation of new services commissioned across Devon
- Enhance the delivery of existing services commissioned across Devon
- Support the delivery of training events including the delivery of evening training sessions
- Be able to work independently
- Be required to travel across Devon and on occasion elsewhere
- Build an evidence base for pharmacy services and ensure robust evaluation of projects
- Visit pharmacies to offer one to one support where required

Job Description

1. Support the Chief Officer & LPC members

- a. Support the Chief Officer and LPC members with attendance at key meetings (either with the Chief Officer or as the LPC representative)
- b. Provide feedback to the Chief Officer and LPC members on meetings attended

2. Enhance pharmacy engagement with existing services

- a. Review delivery of current services, identify any issues and opportunities to improve engagement
- b. Communicate with pharmacies who are performing well to understand their key to success
- c. Communicate with pharmacies who are struggling, to share best practice
- d. Visit pharmacies where appropriate to support engagement
- e. Facilitate training sessions to improve engagement with services
- f. Present feedback to the LPC about the improved engagement with services meeting agreed targets/deadlines

3. Implementation of new services

- a. Co-ordinate the successful launch of new services, supporting the development of implementation documents
- b. Liaise with pharmacies to ensure sign up to and understanding of the new service
- c. Facilitate any training required to deliver the new service
- d. Manage day-to-day operational aspects of the implementation
- e. Review the engagement with the service post go live and support where necessary
- f. Provide updates to the LPC Chair, Chief Officer and LPC members, where required, about the implementation of the service

4. Training events

- a. Support the delivery of the LPC training programme (daytime, evenings and occasional weekends)
- b. Support the delivery of external training for the implementation of new services, or to enhance the engagement with existing services

5. Communications

- a. Maintain communications by way of reports, newsletters, support material, information sheets, meetings, website or other methods with a wide range of stakeholders as appropriate
- b. Deliver engaging and informative presentations
- c. Communicate with both participating and other contractors with regard to the commissioned services so that they feel engaged, encouraged and motivated to provide high quality services
- d. Provide a summary for contractors for inclusion in the LPC Annual Report
- e. Ensure robust analysis and evaluation of services using evidence-based and accurate data throughout

	Essential	Desirable
Qualifications	Registered pharmacist or technician	General management qualification
Experience	Collaborative working with other agencies An awareness and understanding of the issues relating to community pharmacy Familiarity with the NHS Environment	Previous experience of working in primary/community care organisations Experience of working in public health/health improvement Experience of working in community/primary care pharmacy Experience of Local Pharmaceutical Committees
Technical Skills and abilities	Ability to use a PC and commonly used office equipment IT skills e.g. websites and social media Excellent written and oral communication skills Understanding of data monitoring and evaluation process	Project management Report writing skills Preparation of bids for funding
Personal Skills and attributes	Ability to develop and sustain personal relationships with a wide range of individuals and groups An understanding of the agenda of health and social care agencies and the ability to manage outcomes fairly and equally to address these	
	Negotiating facilitating and persuasiveness skills, the ability to achieve results by influence and persuasion	
	Ability to work on own initiative with minimal supervision	
	Energy and drive balanced by humour Ability to anticipate problems and appraise risks, consider overall implications and make effective decisions	
Personal Qualities	Ambassador for community pharmacy	
	Ability to motivate others	
	Ability to prioritise and make things happen	
	Team player	