**Job Description –**

**Project support officer**

**30 hours per week**

***12 Month Fixed-Term Contract***

**Background**

Nishkam Healthcare Trust (NHT) is a faith-inspired values-led organisation that provides an innovative approach to healthcare for the purposes of community empowerment, ill-health prevention and clinical excellence. The Nishkam Healthcare Trust is a core part of Nishkam’s five centres of excellence working collaboratively to transform and uplift our local communities.

NHT is currently actively involved in multiple healthcare projects, with new projects regularly emerging. Additional skills and resource is required to be deployed flexibly across projects and workstreams to not only sustain current projects but also allow further growth of the services.

NHT works in close partnership with its sister organisations as well as external organisations within the ‘Nishkam Integrated Care connectivity & engagement project’ (NICCE). Continued collaboration and further development of this way of working will be a key part of the role. Further development of this model of integration, is key to providing holistic and collaborative care.

**Accountable to:** Nishkam Healthcare Trust — Chair

**Line manager:** Nishkam Healthcare Trust — Operations Lead

**Working with** : NHT centre manager & NHT marketing & comms lead

**Hours of work:** 30 hours per week

**Remuneration:** £22,000 pa for 30 hours (£ 27,500 FTE)

**Contract length:** 12 month initial fixed term contract contract with a view to extension if relevant funding is secured.

**Start Date:** May 2023

**Location:**  Nishkam Healthcare Trust, 21-23 Soho Road, Birmingham, B21 9SN

**Job specification**

We are looking for a versatile, highly skilled and forward-thinking person able to manage a number of exciting projects at the Nishkam Healthcare Trust.

* Administration: Creating meeting templates; writing minutes at project-related meetings; taking ownership of all documents needed for planned meetings, as well as managing invitees, dates and all other aspects of the meetings. We are looking for someone to be the main point of contact for all project-related meetings.
* Managing relationships with internal and external stakeholders: maintaining professional relationships with PCNs, ICB, Hospitals Trusts, Community Organisations, BSMHFT and all funding bodies, as well as internal stakeholders, including all Nishkam Groups. Managing these relationships include ensuring regular reports are submitted on time when needed, and keeping relevant parties up-to-date during on-going project work. Liaising with internal colleagues to ensure a unified, collective approach.
* Project management: Working with a broad range of internal and external stakeholders to maintain and deliver projects. This includes: owning and maintaining all project-related documents, which are detailed online documents to record project action log and sub-tasks along with designated responsibilities in a clear, understandable way.
* Measuring success: Record clear outcomes on a monthly basis for each project to determine ongoing success. Also provide analysis for each month to measure what is working well, and what needs to be improved.
* Marketing: Managing social media Twitter feed; Setting up Instagram and LinkedIn account and post regularly with new imagery and content; Creating basic posters on Canva to promote various NHT services; Working with colleagues to create distribution list on Microsoft Excel listing relevant local and regional groups, such as GP surgeries/PCNs, local community organisations, local places of worship, local pharmacies/dentists/opticians.

**Person specification**

Essential**:**

* Values: Passionate to work within the Nishkam Group of Organisations and aligned with the aligned with the values of Caring with compassion, Helping with humility and Listening with love.
* Flexibility: Projects are constantly evolving and there are always emerging opportunities where support is needed. We are looking for a versatile person able to positively respond to short-term change as well as maintaining the long-term project vision.
* Hard-working: Keenness to develop high quality materials to ensure project growth, in turn raising the profile of the NHT within the local and regional communities
* Professionalism: Maintaining a high professional standard (see Culture and Behaviour’ document) within the Nishkam Healthcare Trust to all visitors, whether internal or external
* Data analysis skills: Able to interpret quantitative and qualitative data for all projects
* IT skills: Highly proficient in Microsoft Office and an interest in using new online platforms to maintain project actions (e.g. JIRA, Trello).

Desired**:**

* Professional qualifications: Project Management professional qualification, such as Prince 2

**Additional Skills**

* Strong interpersonal skills and the ability to communicate with a wide range of stakeholders.
* Good time management and organisation skills.
* Project management skills
* Excellent problem-solving skills.
* Some knowledge of health & social care systems locally.
* An understanding of community development approaches to health and wellbeing issues.
* Ability to express oneself effectively verbally and in writing at a range of levels and with a variety of partners and stakeholders.
* Excellent IT skills including the ability to generate reports, collect and analyse data, and abide by data protection policies in addition to basic skills (email, word processing etc).

**Governance**

* All employees working under NHT to have Enhanced DBS checks.
* Safeguarding level 2/3 training.
* All practitioners to understand the service’s safeguarding policy and process.
* To take part in annual appraisal, developing a personal development plan from which training needs will be identified and training undertaken.

**Confidentiality**

* Nishkam Healthcare Trust is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect that all staff will respect their privacy and maintain confidentiality at all times. It is essential, if the legal requirements are to be met and the trust of our patients is to be retained, that all staff protect patient information and provide a confidential service.

**Other**

* Access to own method of transport to be able to travel across the locality on a regular basis.
* This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

**Diversity and Inclusion**

Nishkam Healthcare Trust strives to create a fair and healthy environment where all our colleagues feel valued and able to be their authentic selves at work through a culture and collaboration and mutual respect.

We encourage applications from people of all backgrounds, especially those from under-represented or marginalised groups. For applicants with a disability, please contact us to let us know of any adjustment we can make to support you during the recruitment process.

**How to apply**

Please submit your CV and a brief supporting statement (up to 350 words) to [enquiries@nishkamhealthcaretrust.com](mailto:enquiries@nishkamhealthcaretrust.com) by **Sunday 23rd April 2023**.

For an informal discussion about the role, or if you have any further questions prior to applying, please contact us by email: [enquiries@nishkamhealthcaretrust.com](mailto:nina.ubhi@nishkampharmacy.com)