



## JOB DESCRIPTION

<b>Job title:</b>	<b>ARRS Ambassador</b>
<b>Reports to:</b>	Business and Communications Manager
<b>Accountable to:</b>	Nottinghamshire Alliance Training Hub (NATH) Board
<b>Hours:</b>	7.5 or 4 hours per week (role dependent) flexibly over Monday-Friday
<b>Location:</b>	NEMS Platform One, Station Street, Nottingham, NG2 3AJ
<b>Contract type:</b>	Fixed term until 31 March 2024 with extension subject to funding

### Key working relationships

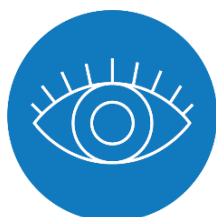
NATH team, NATH associates, NATH Board members, NEMS staff at all levels, Primary and Community Care workforce (in particular the Additional Roles Reimbursement Scheme (ARRS) workforce), Primary Care Network (PCN) and Practice Managers, GP Federation Leads, Primary Care Workforce Group (PCWG), NHS England, Nottingham & Nottinghamshire Integrated Care System (ICS), Faculties, ICS partner organisations, and VCSE organisations.

### Our Vision, Values and Behaviours

At [Nottinghamshire Alliance Training Hub](#) (NATH), our vision is to educate, inform and enhance the Primary and Community Care workforce to deliver the best possible care to their patients. We are our workforce's 'go to' place for education and development opportunities. Our offers include: workforce planning support, funding for learning and development, educational events and training, apprenticeships, student placements, and knowledge and library services. We also lead on several workforce development projects.

Funded by NHS England and Nottingham & Nottinghamshire Integrated Care System, we are a non-profit entity hosted by NEMS Community Benefit Services Ltd. We work positively in partnership with our ICS partners to achieve the best education and healthcare outcomes.

Our vision is underpinned by a clear set of values to reflect the culture we want to live in: **Visible**, **Impactful**, **Innovative**, **Informative** and **Responsive**. We commit to uphold these values as we collaborate and support each other to make Nottingham and Nottinghamshire a great place to work for our Primary and Community Care workforce.



**Visible**



**Impactful**



**Innovative**



**Informative**



**Responsive**

## Job summary

This is an exciting opportunity to join a small and dynamic team where you can shape and directly **impact** the advancement of the ARRS workforce across Nottingham and Nottinghamshire. By acting as a multi-professional working champion, you will ensure development offers are **visible** to ARRS roles and the skill sets and benefits of the roles are visible to Practice teams. This is a position for an **innovative** and talented individual who can suggest solutions to recruitment and retention issues, and is willing to learn and develop their career in Primary Care. This role is designed for a person who can hit the ground running, take initiative and **respond quickly** on their feet to address challenges that PCNs and the ARRS roles are facing. You will provide **informative** and engaging content to our Primary Care workforce and key stakeholders.

Our commitment to educate, inform and enhance our workforce also applies to our team members. The role holder will receive continuous support and professional development opportunities to grow and flourish in the role. We want to know what you are passionate about so we can implement that within your role and career journey.

As a highly organised and proactive individual with the ability to manage multiple tasks and lead projects, you must be able to work in a fast-moving environment and communicate effectively with the team and stakeholders. A 'can-do' approach and ability to identify problems and gaps is essential. We are looking for a team player who will collaborate with other ARRS Ambassadors to achieve a cohesive workload. You must be able to influence senior stakeholders across the ICS to advance the ARRS agenda and be comfortable running educational sessions. Flexibility to work contracted hours across the week is essential to be able to attend key meetings.

The role is flexible for home working, with the option to use facilities at NEMS Platform One. All equipment is provided. Travel is required across Nottingham and Nottinghamshire venues to support in-person events. Some online evening work may be required to support virtual events.

## Application key information

- **NATH are looking to recruit 8 ARRS Ambassadors flexibly working across the week:**
  - 2x First Contact Practitioner / AHP Ambassador – 7.5 hours each per week
  - 1x Physician Associate Ambassador – 7.5 hours per week
  - 1x Social Prescribing Link Worker Ambassador – 7.5 hours per week
  - 1x Health and Wellbeing Coach Ambassador – 7.5 hours per week
  - 1x Care Coordinator Ambassador – 7.5 hours per week
  - 1x Pharmacy Team Ambassador – 7.5 hours per week **(NEW)**
  - 1x Trainee Nursing Associate / NA Ambassador – 4 hours per week **(UPDATE)**
  - 1x GP Assistant Ambassador – 4 hours per week **(NEW)**
- [Apply via on online form](#) and attach your CV and Supporting Statement (in PDF format) which addresses the Person Specification.
- **Closing date, interview date and induction date** are on our [careers webpage](#).
- You must have agreement from your line-manager (or state this is pending).
- We welcome and are committed to implementing reasonable adjustments for people with disabilities. Please inform us of any requirements to support your application.
- If you have any further questions, please email [louise.woodward2@nhs.net](mailto:louise.woodward2@nhs.net).

## MAIN DUTIES AND RESPONSIBILITIES

### Recruitment and retention

- Develop standardised base job descriptions for ARRS roles across the ICS (with flexibility to adapt to PCN need) to aid role understanding, and how to distribute roles across Practices.
- Understand PCN plans / needs for different ARRS roles, support recruitment and help PCNs utilise ARRS funding effectively. Understand where existing staff are used to perform these roles for PCNs and suggest recruitment options to alleviate workforce pressures.
- Connect with ARRS roles outside Primary Care, training providers and newly qualified ARRS roles to inform and encourage career opportunities within Primary Care.
- Connect with students to support placements within Primary Care.
- Support the transition, induction, and retention of new ARRS roles into Primary Care.
- Work with PCNs to understand ARRS HR issues and develop toolkits for PCN management.
- Suggest solutions on how to address room capacity issues to host ARRS roles in Practices.

### Developing the ARRS workforce

- Act as a leader, mentor, and coach to support and enhance the ARRS workforce.
- Develop peer support networks and run action learning sets to share and learn.
- Support ARRS roles to integrate better with patients, communities and Practice teams.
- Empower ARRS roles to articulate to patients the importance and skills of the ARRS roles.
- Bring opportunities to the ARRS workforce to increase their understanding of career options and support their clinical development and confidence in working in Primary Care.
- Understand and support the supervision requirements of the ARRS roles.
- Assist NATH's Multi-Professional Support Unit (MPSU) with delivering educational events.
- Encourage eligible ARRS roles to take up CPD Funding to support their development.
- Encourage participation in Training Needs Analysis surveys to address their unmet needs.
- Support Advanced Practitioners achieve their digital badge (Ambassador role dependent).
- Look out for awards opportunities for ARRS roles and support with nominations.

### Stakeholder engagement

- Promote the ARRS roles to Primary Care staff to inform them of ARRS skill sets, how they fit into and complement Practice teams / the ICS, and the benefits they bring to Primary Care.
- Educate staff so they know how, when and what to refer to ARRS roles.
- Assist Practices to fully utilise ARRS roles to maximise patient benefit and experience.
- Support understanding of how the creation of a multi-professional team changes traditional roles within Primary Care. Suggest ways to overcome barriers to integration from existing Practice staff and the benefits to reinventing their role and re-designing their work pattern.
- Understand requirements and pressures of Practices, and offer expertise in System change.
- Attend System-level meetings to represent the voice of ARRS roles in Primary Care.
- Join up Ambassadors and PCN working to share best practice / ideas to support ARRS roles.
- Provide a consistent link between NATH project teams and ARRS roles.

### Monitoring and evaluation

- Develop evaluation framework to demonstrate to ICS the value of the ARRS Ambassadors.
- Submit monthly reports on progress to demonstrate impact and return on investment.
- Help develop business cases in response to commissioning opportunities.

## Key deliverables over first six months (phase 1)

Network across NATH and key stakeholders to ensure they are aware of the role and its remit.	Attend and input into Ambassador Away Days to shape project deliverable plans.	Collaborate with other ARRS Ambassadors and develop an ambassador peer support network.
1	2	3
Set-up or develop existing peer support networks for ARRS roles with a clear programme of activity.	Develop communication campaigns and webpage content to support the ARRS agenda.	Develop posters on clear pathways into ARRS roles and routes for further development.
4	5	6
Support PCNs with their ARRS recruitment plans, induction toolkits, and the retention of these roles.	Develop and deliver at least 2 'Meet the ARRS Role' educational sessions with the MPSU.	Input into the MPSU plan to shape development events for ARRS roles using the Training Needs Analysis.
7	8	9
	Scope out phase 2 of the ARRS Ambassadors project and help shape the Ambassador role.	
	10	

Role holders will be given autonomy to develop and shape the ARRS Ambassadors roles to meet the key deliverables of phase 1 and support NATH's strategic objectives (see next page).

## How the ARRS Ambassadors link to NHS England's Training Hub KPIs

KPIs	Strategic objective
1	Support PCNs with workforce planning and help identify where ARRS roles could be recruited to support PCN priorities.
2	Encourage eligible ARRS roles to take up Continuous Professional Development (CPD) Funding to support their personal and professional development.
3,8	Deliver educational events under NATH's Multi-Professional Support Unit (MPSU), based on ARRS training needs, and encourage ARRS roles to attend NATH events.
5	Develop communications around different apprenticeship routes into ARRS roles and further progression routes for the ARRS workforce.
6	Promote NATH's Evidence Support Services to the ARRS workforce and encourage uptake of OpenAthens to conduct research and literature searches to support PCNs.
7	Feed into NATH's Equality Impact Assessment to continuously develop the equality, diversity and inclusivity of NATH offers to Primary Care, particularly the ARRS roles.
10, 11,13	Advocate ARRS roles in Primary Care by promoting ARRS student placement opportunities to PCNs and encouraging Practices to become learning environments.
15	Identify members of the ARRS workforce who are (or could become) Educators and Supervisors, identify their training needs, and assist in developing update sessions.
16	Support PCNs in understanding the ARRS roles and how these roles can assist new ways of working in Primary Care to support population health needs.
17	Connect with training providers and newly qualified ARRS roles, and support them to take up a role within Primary Care.
18	Shape how the ARRS Ambassadors support local workforce priorities, evidence the benefit the Ambassadors bring to the workforce, and scope future project deliverables.

Note that Key Performance Indicators (KPIs) are subject to change from NHS England and the ARRS Ambassadors will need to adapt priorities to meet any new / amended KPIs.

Role holders will provide monthly reporting on project progress and flag any risks and issues in meeting the key deliverables. They will collaborate and share best practice with each other.

**ARRS Ambassador  
PERSON SPECIFICATION**

Criteria	Essential	Desirable	Measured at
<b>Education / Training / Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 GCSEs or equivalent (this must include A*- C in Maths and English Language or equivalent).</li> <li>• Completed relevant framework qualification or training as outlined by regulatory body.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of further training to support your role.</li> </ul>	Application
<b>Experience</b>	<ul style="list-style-type: none"> <li>• 2 years minimum experience working in an ARRS role in Primary Care in Nottingham and Nottinghamshire.</li> <li>• Demonstrable patient assessment skills and experience of supporting people, their families and carers in a related role.</li> <li>• Proven ability to work with all levels of an organisation.</li> <li>• Proven ability to work both autonomously and in a team.</li> <li>• Proven track record of successful local project or initiative.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous education or leadership experience.</li> <li>• Experience of chairing meetings.</li> <li>• Experience of report writing.</li> <li>• Experience of running educational training sessions online.</li> </ul>	Application / Interview
<b>Skills / Abilities</b>	<ul style="list-style-type: none"> <li>• Enthusiasm and 'can do' attitude.</li> <li>• Self-motivating, proactive, and driven to support the workforce and drive forward development initiatives.</li> <li>• Ability to identify problems / gaps and present solutions.</li> <li>• Ability to lead and motivate teams.</li> <li>• Ability to facilitate meetings and lead / manage projects.</li> <li>• Team player and able to collaborate effectively.</li> <li>• Ability to listen to needs of others.</li> <li>• Influencing and negotiating skills, especially to senior management teams.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Presentation skills, including PowerPoint, and confidence in public speaking at events and conferences.</li> <li>• Ability to organise and prioritise workload effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Up to date knowledge of national priorities in ARRS roles, Primary Care and NHS.</li> <li>• Small group work skills.</li> </ul>	Application / Interview

Criteria	Essential	Desirable	Measured at
	<ul style="list-style-type: none"> <li>• Ability to exercise sound judgement when faced with conflicting pressures.</li> <li>• High expectations for quality.</li> <li>• IT literate, including using Microsoft Office 365.</li> </ul>		
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge of issues to address to support the ARRS workforce.</li> <li>• Working knowledge of training needs of the ARRS workforce.</li> <li>• Detailed knowledge of maintaining confidentiality and implementing data protection legislation requirements including information governance.</li> </ul>		Application / Interview
<b>Behaviours and Values</b>	<ul style="list-style-type: none"> <li>• Visible, Impactful, Innovative, Informative, and Responsive.</li> <li>• Self-motivated.</li> <li>• Willing to learn new skills.</li> <li>• Calm and effective under pressure.</li> <li>• Uses plain language when carrying out duties.</li> <li>• Aware of the impact of own behaviour on others.</li> <li>• Challenges bias, prejudice and intolerance if appropriate or brings to the attention of a manager.</li> <li>• Empowered and able to deliver.</li> <li>• Maintains the highest standard of integrity in all interactions.</li> <li>• Supports and challenges others in maintaining a healthy, safe and pleasant work environment.</li> <li>• Works in a way that complies with legislation and organisational policy on health, safety and risk management.</li> <li>• Driven by the needs of workforce priorities, patients and service users.</li> <li>• Recognises that improved patient care is at the heart of all decision making.</li> </ul>		Application / Interview
<b>Additional</b>	<ul style="list-style-type: none"> <li>• Ability and willingness to travel between locations as required.</li> <li>• Willing to support events outside of normal office hours.</li> <li>• Willing to work hours flexibility across Monday-Friday.</li> </ul>		Application / Interview

## STANDARD ROLE DIMENSIONS

### Organisational Management

- Attend team meetings as required.
- Participate in the annual Performance Review and Development process.
- Respond positively to organisational change and participate in the change process.
- Work consistently to improve the service provided.
- Communicate effectively with your line manager any issues or ideas relating to improvements and developments.
- To work flexibly according to the needs of the service and organisation.
- Delegate appropriately to team members.
- Cooperate and support colleagues to ensure effective services.

### Strategic Activities and Service Improvement

- Demonstrate understanding of the strategic purpose of NATH developments and how you contribute.
- Undertake training and development appropriate to your role as required including mandatory training
- Be proficient in using the IT systems of choice.
- Ensure prompt and regular attendance at work.

### Quality Governance

- Sign an annual confidentiality agreement.
- Work in accordance with confidentiality, GDPR and information governance requirements.
- Promote feedback using the systems available.
- Ensure you are working within relevant policies at all times.

### Finances

- Support the project finance administration and reporting systems and processes.
- Be aware of the financial implications of decisions and actions.
- Work in a manner that promotes the financial stability of the organisation.



## Qualifying Factors

### Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and on-going discussions with the NATH Programme Manager.

### Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with NEMS CBS procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of stakeholders.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

### Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

### Environment

The post holder will support the impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

### Rehabilitation of Offenders Act

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

### Changes to this job description

This is an outline of the job description and may be subject to change according to service and organisation needs and developments, which will take place in consultation with the post holder as appropriate. You may be required to carry out additional or other duties as may be reasonably required.

Name of post holder: \_\_\_\_\_

Signature of post holder: \_\_\_\_\_

Date: \_\_\_\_\_