



**Resuscitation
Council UK**

**Survivors and Families
Engagement Manager
(Experience and
Health Inequalities) FTC**

**Candidate Pack
& Job Profile**

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Hello and welcome

Professor Andrew Lockey

President, Resuscitation Council UK



A handwritten signature in black ink that reads "Andrew Lockey".



A handwritten signature in black ink that reads "James Cant".

Dr James Cant

CEO, Resuscitation Council UK

Cardiac Arrest is a major cause of death in all developed western countries. Looking at the UK figures for both in- and out-of-hospital cardiac arrests, we see the following:

- There are about 30,000 cardiac arrests a year outside of hospital where emergency medical services attempt to resuscitate the person who has collapsed and stopped breathing normally. However, the survival rate is dismal – fewer than one in ten people survive to be discharged from hospital.
- In 2020/21 over 10,400 patients had a cardiac arrest while they were in hospital, equating to around 1 in every 1,000 hospital admissions. Survival to discharge home rate for this group was around 22%. The figures for this year were impacted by the COVID-19 pandemic.

Cardiac Arrest can happen anywhere to anyone. Although the chances of survival are greater when it happens in hospital rather than out, there's been no significant improvement for many years, particularly in the out-of-hospital setting. Some patients also receive cardiopulmonary resuscitation (CPR) when they shouldn't - either because it's against their wishes or when there would be no benefit to the patient and could cause more harm.

What are we doing about all this?

We want to improve people's chance of survival from a cardiac arrest wherever they are – whether that's in a hospital bed, at home or walking in the park. And we want to ensure that CPR is only attempted when appropriate. Our training courses and scientific evidence-based guidelines are designed to help not just all types of healthcare professional, but members of the public too. Because everyone should have the skills to try to save a life.

Why join us?

You would be joining us at an exciting time for the organisation. In May 2021, we published Resuscitation Council UK (RCUK) Guidelines 2021. These are up-to-date, expert-written, revised guidelines for best practice and clinical excellence in resuscitation. They will give people their best chance of successful outcomes from cardiac arrest or improve patient and family experience in conversations, decisions and planning for end-of-life care. We subsequently introduced updated resuscitation courses to reflect the 2021 guidance, bringing high-quality resuscitation training to over 100,000 candidates each year.

Hello and welcome

It's a really exciting time for Resuscitation Council UK. We've recently published Guidelines 2021 and we have set out our exciting vision to 2030 which will help us to save even more lives through resuscitation.

Our vision

We have also defined our vision to take us to 2030. By 2030:

- Everyone should receive appropriate cardiopulmonary resuscitation (CPR) treatment in clinical, community and care settings, underpinned by the comprehensive availability of evidence-based clinical guidelines, training and life-long learning.
- Survival rates for out-of-hospital cardiac arrest match world-leading comparators.
- Everyone affected by involvement in a Cardiac Arrest and the provision of cardiopulmonary resuscitation receives appropriate, personalised support.
- Cardiopulmonary resuscitation has become a mechanism to reduce social inequalities, not another measure of them.

Being insight driven, inclusive and diverse in everything we do, is vital to our work moving forward.

We hope you will want to be part of this exciting new chapter for the organisation and our cause. Join RCUK and challenge us and all people working in the field of resuscitation to close the gap with the global leaders in survival, ensure the entire Chain of Survival operates consistently at world-class levels and ensure that cardiac arrest survival is no longer another area of health inequality.

Our people

What makes RCUK special is its people and our access to some of the world's leading experts in the field of resuscitation.

As well as a dedicated in-house team, we're also lucky to have an amazing UK-wide army of volunteer Instructors who are crucial to our ability to save lives through resuscitation. Working tirelessly to educate and train others, they are the bedrock on which we build our ambitions for the future.

We have a bold vision, and the determination, expertise, and ability to save more lives. **We invite you to join us.**

Our Vision



Saving lives underpins everything we do.

Sudden death from a cardiac arrest is one of the leading causes of death in the UK and it can strike anyone, at any time, anywhere.

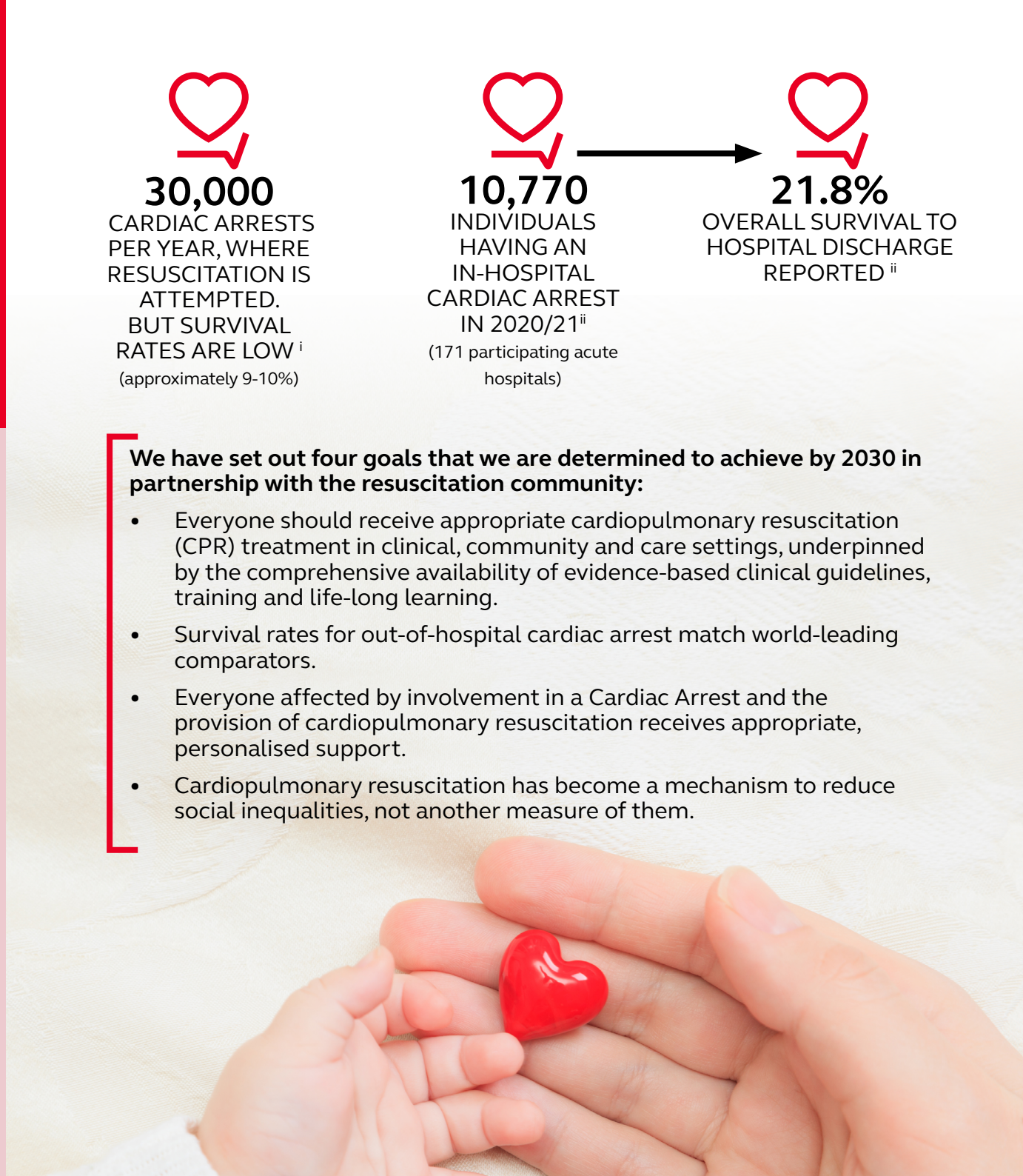
To combat this, we're educating the healthcare professionals and public in all aspects of cardiopulmonary resuscitation (CPR).

ⁱ Based on University of Warwick Out-Of-Hospital Cardiac Arrest data for England

ⁱⁱ Based on key statistics from the national in-hospital cardiac arrest audit (NCAA) for 2020/21. (171 participating hospitals). These incidents are defined as any resuscitation event commencing in hospital where an individual receives chest compression(s) and / or defibrillation and is attended by the hospital-based resuscitation team (or equivalent) in response to a 2222 call.

We have set out four goals that we are determined to achieve by 2030 in partnership with the resuscitation community:

- Everyone should receive appropriate cardiopulmonary resuscitation (CPR) treatment in clinical, community and care settings, underpinned by the comprehensive availability of evidence-based clinical guidelines, training and life-long learning.
- Survival rates for out-of-hospital cardiac arrest match world-leading comparators.
- Everyone affected by involvement in a Cardiac Arrest and the provision of cardiopulmonary resuscitation receives appropriate, personalised support.
- Cardiopulmonary resuscitation has become a mechanism to reduce social inequalities, not another measure of them.



Our people are our strength

Our members and volunteer Instructors include doctors, nurses, resuscitation officers, paramedics, other healthcare professionals and non-clinical members of the public.

They are experts in a wide range of clinical settings including primary care (general practice), ambulance services, emergency and acute hospital medicine, intensive care and anaesthesia, cardiology, and end-of-life care.



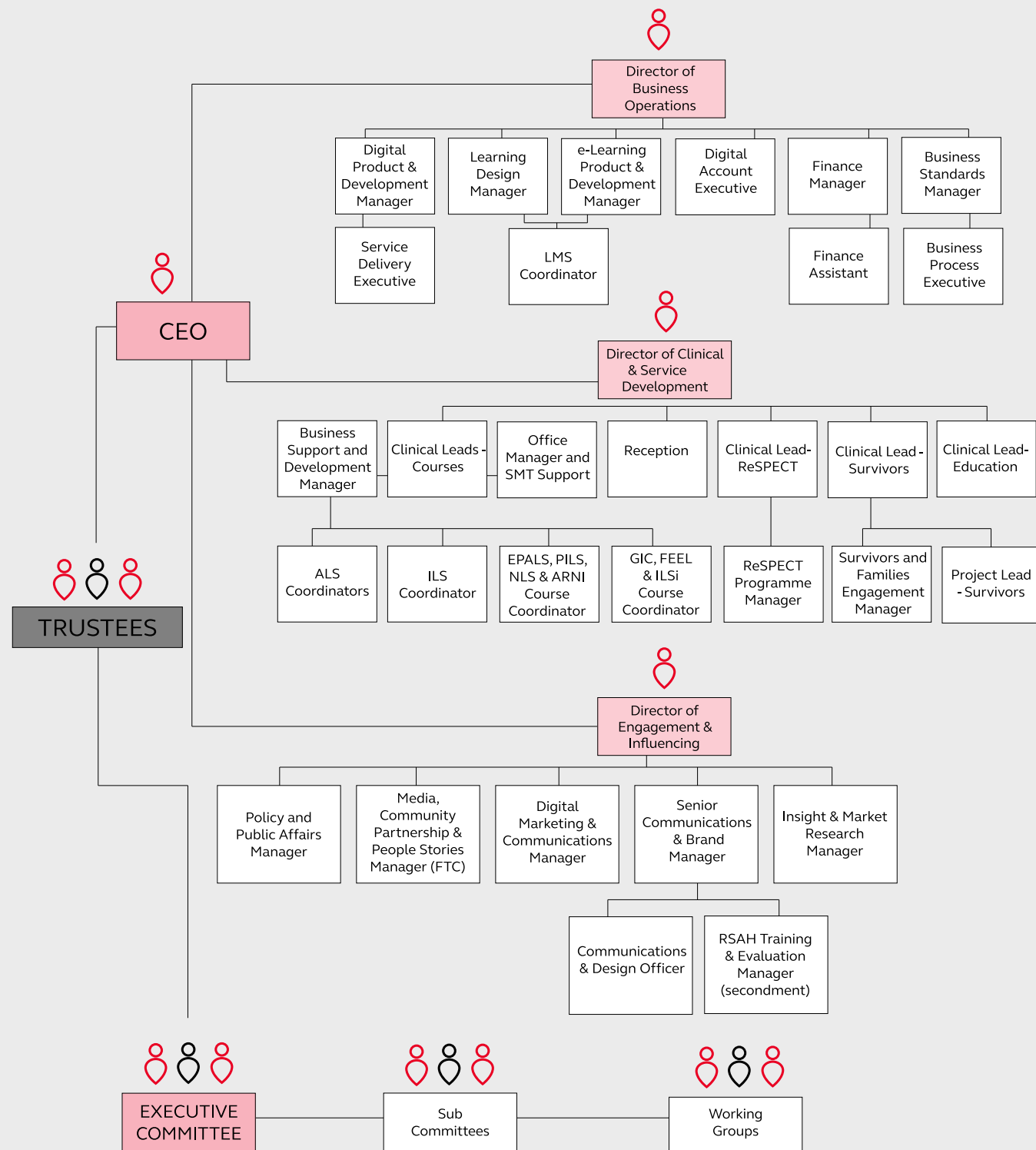
Who we are

RCUK is led by our Chief Executive Officer and Senior Management Team on behalf of the Trustees, by whom we're governed.

Our seven Trustees include the President, Vice-President, Honorary Treasurer and Honorary Secretary. The CEO and the Board of Trustees are advised by a 25-person Executive Committee, 12 of whom are elected from, and by, RCUK Full members.

Members of our Subcommittees and Executive Committee are part of the national and international community of resuscitation practice. Experts are involved in national groups and organisations such as the Out-of-Hospital Cardiac Arrest Expert Advisory Group (NHS England and Improvement), National Cardiac Arrest Audit (NCAA), and National Confidential Enquiry into Patient Outcome and Death (NCEPOD).

Many of these experts are influential not only in Europe as Members or Chairs of committees within the European Resuscitation Council (ERC), but also within the International Liaison Committee on Resuscitation (ILCOR) community.



What we do.

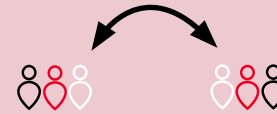
The more people we educate, the more people will survive cardiac arrests in the future.

In 2020/21, 17,000 RCUK Instructors trained over 100,000 healthcare professionals, including doctors, nurses, paramedics and other allied healthcare professionals.



We create guidelines

Based on the best available evidence, we create NICE accredited guidelines for healthcare professionals, health service managers, patients, their families and carers, and members of the public involved in resuscitation. With the latest editions published in May 2021, these are tailored specifically to clinical practice in the UK. They are a crucial part of the toolkit our volunteers use to arm people with the necessary skills to resuscitate.



Working in partnership to effect change

We enjoy an enviable position as the acknowledged expert organisation in the field of resuscitation. We also work closely with charities and other professional organisations including the Royal Colleges to develop Quality Standards for CPR Practice and Training and to ensure their continued provision and delivery as part of statutory training and professional development. We ensure that resuscitation continues to be seen as a priority area for decision-makers in government, the NHS and the wider stakeholder community. We understand that significant improvements in survival will only be achieved by strategic, system-wide developments. That's why we've played an active role in multi-partner campaigns to ensure that school students receive CPR training and that defibrillators are properly mapped. We're proud of our role coordinating Restart a Heart and we are delighted to partner with a number of community-led organisations that can help us reach diverse communities and address the health inequalities that exist around cardiac arrests.



We provide training and training materials

We're respected nationally and internationally for our high quality, evidence-based resuscitation training and training materials. Our courses in adult, paediatric and newborn resuscitation are developed by a number of subcommittees, comprising healthcare professionals and educators representative of the core subject group, and they're delivered by a network of over 17,000 trained Instructors.

What we do continued...



Scientific research and financial support

We promote research into all aspects of the science, practice and teaching of resuscitation techniques, and provide financial support for suitable projects through our £150,000 annual research fund.



ReSPECT

We're leading the development and UK-wide implementation of ReSPECT, the Recommended Summary Plan for Emergency Care and Treatment, designed to be applicable to all patients in all care settings. ReSPECT encourages an informed and open discussion between patients and health and social care professionals where the personal preferences of the patient are truly reflected upon.

Research study topics funded over the last few years include AEDs within urban and rural areas, the development of human models for resuscitation chest compressions, the experiences of paramedics taking part in large randomised airway trials and developing a quality of life instrument for survivors.

Since ReSPECT's national launch in 2017, we have seen a huge uptake across the UK's health and social care system. It's now used in around 75% of counties in England, in some areas of Scotland and is recognised in all areas of the UK.

What we do continued...



We've developed products that help save lives

Designed to support healthcare professionals, iResus is a free app which enables users to access the latest resuscitation algorithms. We've also developed our Lifesaver portfolio, which allows viewers to step into an emergency situation and learn the crucial skills needed to save a life. Whether you want to offer CPR and choking training to your employees or students, or want to learn yourself, we have an engaging way for you to learn what to do.



Restart a Heart Day

We lead the Restart a Heart campaign, a national collaborative, with the British Heart Foundation, St John Ambulance, British Red Cross and Association of Ambulance Chief Executives. This annual campaign aims to teach vital life-saving cardiopulmonary resuscitation (CPR) skills to as many people as possible.

In 2020/21, iResus had over 45,000 downloads.

And since spring 2013, an estimated 2 million people have accessed Lifesaver across all platforms.

During the 2021 Restart a Heart campaign, #RestartAHeart reached over 15 million people and we estimate that over 100,000 people across the UK attended face-to-face training.

What our staff say



In all of my long years of experience I have never worked in such a collaborative and inclusive environment where teams and individuals work so well together led by a strong Senior Management Team and a CEO whose (virtual) door is always open.



**Suzanne/
Executive Assistant**

I joined RCUK during the pandemic in October 2021, and from day one, all the RCUK teams have welcomed me. It is a breath of fresh air to work for an organisation with a culture of collaboration between all departments. We are all committed to one goal; everyone should have the necessary skills to save a life.



**Buster/
Digital Account Executive**

I love working in an organisation whose foundation is built on clinical evidence and excellence in practice but at its heart is care. I am part of a cohesive and dynamic team who, irrespective of their role with the organisation, are all committed to the idea that everyone should have the skills needed to save a life. It is not just an aspiration but a tangible goal that we are all striving to deliver.



**Isabelle/
Clinical Lead: Courses**

What we're looking for

Let us tell you more about the opportunity to work with us...

Job title |

Survivors and Families Engagement Manager (Experience and Health Inequalities)

Department |

Clinical and Service Development

Location |

Resuscitation Council UK,
Tavistock House North,
Tavistock Square,
London, WC1H 9HR

Reports to |

Clinical Lead – Survivors

Salary range |

£44,000 – £47,000

Hours |

37.5 hours per week

Background

Resuscitation Council UK (RCUK) is saving lives by developing guidelines, influencing policy, delivering courses and supporting cutting-edge research. Through education, training, and research, we're working towards the day when everyone in the country has the skills they need to save a life. We are the UK experts in clinical guidelines, standards, and education for resuscitation practice for those working in healthcare and in the public space.

Our strategy is to ensure added value by combining clinical expertise and lived experiences across each link within the Chain of Survival to improve resuscitation outcomes within the UK. This postholder will need to focus particular attention on improving the care offered to survivors and their families following hospital discharge. There is a duty to ensure those who have survived a cardiac arrest return to a quality of life that enables individuals to maintain choice and independence where possible.

What we know

- Those who have had a cardiac arrest do not receive equitable levels of assessment and rehabilitation. The support they receive often depends upon the services provided in their region. We need to work towards ensuring equitable opportunity and access to rehabilitation services across all regions and nations. Many fall outside of the remit of their local services.
- RCUK recognises that there is a pressing need in this area and is therefore keen to put more focus on the services and support survivors and their families receive. We also understand the importance of engaging with key stakeholders across the UK nations and with Sudden Cardiac Arrest UK in this work.
- Key drivers to take forward the rehabilitation provision project include the NHS Long term plan, along with cardiac arrest strategies for England, Scotland, and Wales, as each includes the need to plan the rehabilitation provision for cardiac arrest survivors.
- RCUK Resuscitation Guidelines 2021 include the requirement for assessment prior to discharge and review within three months following discharge.

What we're looking for

We always seek to balance business needs with a flexible approach to working styles and preferences. Work can be undertaken at home and/or in the office (Tavistock House, London), at the successful applicant's choice. Some travel to the office or other locations will be required as part of the role, but reasonable adjustments, such as enabling the postholder's participation through digital technology, will be made for the successful applicant where this is required. If you would like to make an Access to Work application for a grant to pay for support tailored to your individual needs, such as a support worker, adaptations to the equipment you use, special equipment, taxi fares to and from work if public transport is not accessible to you, we will support you in this process.

Survivors and Families Engagement Manager | Job Description

This role reflects RCUK's continuing commitment to cardiac arrest survivors and their families. It forms an integral part of our survivors work programme, which aims to improve survivor and family experiences of care and support, and address health inequalities across the UK.

This work will improve care for this group and their families and in turn strengthen the Chain of Survival. RCUK has the opportunity to consolidate its position as the expert and leader within the development of clinical excellence for the improvement of outcomes from cardiac arrest and to work across the four devolved nations to embed practice, continuing to plan and implement a sustainable programme of change.

Diversity, inclusion and working with people with lived experience are important elements of our work. We recognise the need for us as an organisation to keep improving in these areas and this role is integral to that goal. Our membership of the Inequalities in Health Alliance and National Voices are important to us. We are committed to continual improvement and encourage colleagues to keep learning and developing, to identify gaps on our knowledge, and to access events and webinars that help us to increase our knowledge and experience, particularly in the areas of equality, diversity and inclusion.

Who we're looking for

This role will be ideally suited to either a qualified and experienced patient engagement and health inequalities specialist, or a registered healthcare professional with significant experience and training in this field. You will already have an expert knowledge of the services offered to those receiving cardiac and/or critical care, or the skills to develop that understanding quickly.

- You will already possess a strong network of contacts and be seen as a leading expert in the field of patient engagement and health inequalities.
- You can provide demonstrable expertise in the fields of patient engagement and health inequalities, particularly in the settings of post-hospital care and rehabilitation, developing systems of evaluation for this group, and implementing real and sustainable service change based on research, best evidence, and engagement-derived insight from service users.
- You have, or will quickly develop, expert knowledge around patient engagement and health inequalities for cardiac arrest survivors and their families, with the ability to use this in influencing future care pathways for this group.
- You have excellent project planning, analytical, communication and influencing skills and are self-motivated to achieve your goals.

What we're looking for

Survivors and Families Engagement Manager | Job Description

The post

This post is initially a fixed-term position for 2 years. It is envisaged that the work carried out will lead to the establishment of a permanent role within RCUK (but with an updated job description).

Reporting to the Clinical Lead – Survivors (CLS), the post will provide a key role within RCUK to take forward the commitment to improved outcomes from out-of-hospital cardiac arrest and care for survivors and their families. The role will also consider support for first responders and bystanders involved in, or witnessing, out-of-hospital cardiac arrest. There will be a UK-wide focus to the work, and this may require some travel.

The postholder will provide periodic updates on specific workstreams, to go forward to the Community and Ambulance Resuscitation Subcommittee (CARE) of RCUK, whose key outcomes are to improve survival and quality of life from out-of-hospital cardiac arrest.

The post will provide the opportunity to work with internal and external stakeholders, especially survivors and their families, ensuring delivery of key objectives and working with partners to ensure that the right expertise is sought and included when developing schemes of work. The postholder will continually review progress and assess the most

effective future path for this element of the programme, in consultation with the Clinical Lead - Survivors and wider programme team.

They will have the opportunity to participate in the development of the next phase of the work programme, including the potential to create a permanent role within RCUK to ensure the Survivors programme becomes embedded within all our work.

Key responsibilities

Responsibilities will be refined as the work programme develops, but initially the postholder will:

- Develop one or more project plans for the development of the survivor and family engagement and health inequalities components of the Survivors work programme.
- Work with the CLS to present and implement the engagement and health inequalities project plan, supported by the CLS and Director of Clinical and Service Development (DCSD).
- Report progress to CLS.
- As a member of the Survivors programme team, establish a diverse network of stakeholders to share goals, themes and ideas for service change/improvement.

What we're looking for

Survivors and Families Engagement Manager | Job Description

- Work with internal and external stakeholders and the wider Survivors programme team to develop a national strategy for engagement and health inequalities for survivors and their families.
- Work with survivors and families, the Clinical Lead – Survivors, internal and external stakeholders and the wider health and care system to ensure that the needs of cardiac arrest survivors and their families are reflected in health and care planning and are met through the commissioning and delivery of health and care services.
- Contribute to the ongoing delivery and analysis of the planned review into current availability and content of support offered to survivors of cardiac arrest within the UK. Contrast the survey results with the needs of survivors and families identified through RCUK's survivor engagement and health inequalities work, to shape the future work programme.
- Contribute to the Survivors Quality Standard with specific reference to lived experience of survivors and families, health inequalities data, and insight provided by this and other activities undertaken by RCUK and a wide range of stakeholders.
- Undertake evidence gathering, collation and interpretation around cardiac arrest survivors' and families' needs and the care they receive.
- Liaise closely with RCUK colleagues within the Survivors programme team and the wider organisation to achieve cross-directorate co-creation and ensure messaging to all stakeholders is well-planned and delivered.
- Look for and develop opportunities to ensure those who survive cardiac arrest, and their families, are given expert care and treatment throughout their care pathway.
- Input to the evaluation of the Survivors work programme, engagement and health inequalities project(s) and the role, assisting with role development and identifying key objectives and deliverables.
- There may be an occasional need for weekend/evening working and time off in lieu is granted in line with our time off in lieu policy.

What we're looking for

Survivors and Families Engagement Manager | Person Specification

Essential (E) and Desirable (D) attributes

Skills and experience

This role will suit either a qualified and experienced patient engagement and health inequalities specialist, or a registered healthcare professional with significant experience and training in patient engagement and health inequalities.

- You may have a Masters Level Qualification or equivalent management experience. (D)
- Formal project management training and/or qualifications. (D)
- Knowledge and experience of project work and project management, including effective risk management. (E)
- Experience of working in or setting up networks and working with multiple partners (single sector or across sectors) on patient engagement and health inequalities initiatives or projects. (E)
- Excellent communication and negotiation skills, including demonstrable ability to engage with patients and families, health and care professionals, commissioners, policy makers and other stakeholders at local, regional or national level. (E)
- Knowledge of different models and methods for patient engagement. (E)
- Knowledge of health inequalities and the barriers to accessing healthcare. (E)
- Knowledge of the latest health and care policy agenda across all 4 devolved nations and the opportunities for improving cardiac arrest survivor and family care presented by it. (D)
- Evidence of implementing policy change at local, regional or wider level. (E)
- Active role in service development and improvement at local or regional level. (E)
- Recognition of the value of research and the integration of current or new evidence into practice. (E)
- Ability to work independently, but also as a good team member. (E)
- Excellent IT skills, including use of Microsoft Office 365. Use of data collation/analysis and project management software an advantage. (E)
- Familiarity with Microsoft Teams and Zoom. (E)

What we can do for you

We recognise the commitment and efforts our employees make to keep our organisation running smoothly and efficiently - so in return, we offer a wide range of staff benefits.

We always seek to balance business needs with a flexible approach to working styles and preferences.

We have a strong commitment to inclusion and diversity and will support Access to Work applications.

Holiday allowance

30 days' annual leave for the first six years, thereafter increasing to the maximum which is 33 days.

Personal Accident Cover

If, after the successful completion of the probationary period, you die during your period of employment as the result of an accident, personal accident insurance benefit based on three times your annual gross salary will be paid to your nominated trustee.

Private Medical Insurance

After three months of working with us you'll be invited to join the private healthcare scheme, currently administered by Aviva.

Pension Plan

A workplace pension scheme where we contribute 8% of your salary into the scheme. The scheme is activated after three months of employment.

Interest-Free loans

Permanent employees (after successful completion of their probation period) can apply for an interest free travel and/or tenancy deposit loan up to a total of £10,000. This is deducted from your monthly salary.

Life Insurance

If, after the successful completion of your probation, you die during your period of employment, life insurance consisting of three times your annual gross salary will be paid to your nominated trustee as a tax-free lump sum.

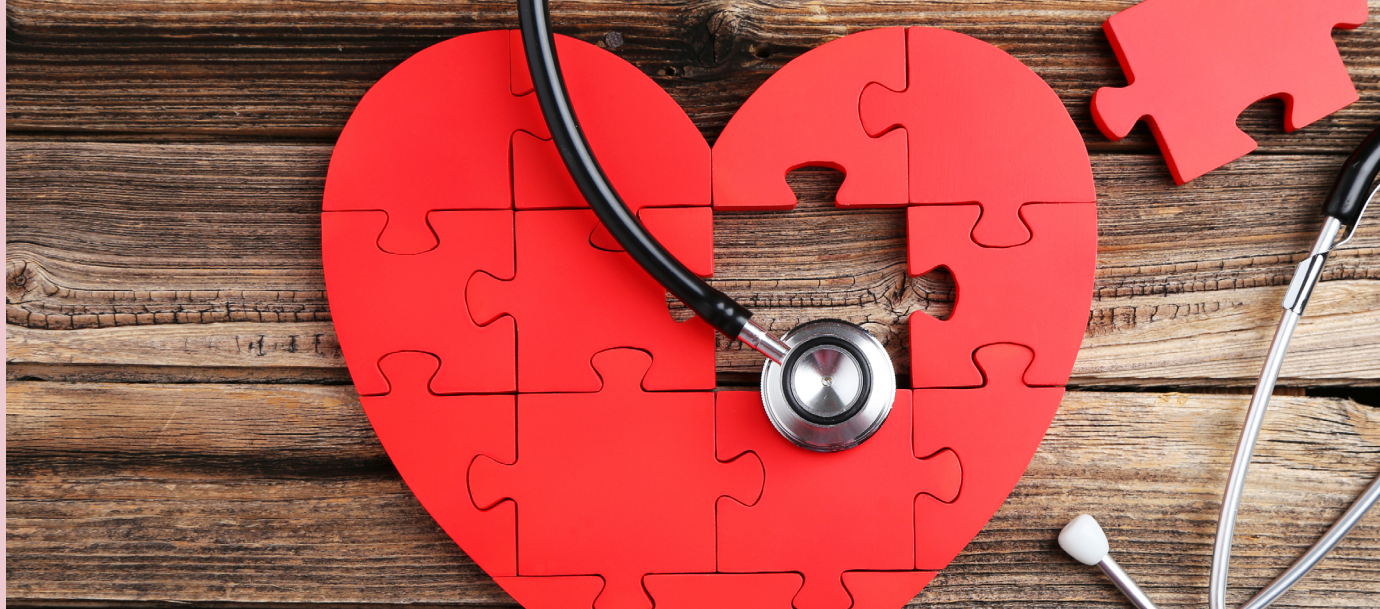


How to join us

To apply for this exciting opportunity, please submit:

- A comprehensive CV, specifying significant achievements in your career to date.
- A supporting statement, of no more than two sides, explaining how your skills and experience can support and add value to our organisation.
- A completed diversity monitoring form.

Email your applications to recruitment@resus.org.uk with **Survivors and Families Engagement Manager** in the subject line by **9am on Monday 30th May**.



During the shortlisting process, those shortlisting applications will not have access to your name, date of birth or address.

Interviews for this role are planned for the week commencing 6 June 2022.

If you need any assistance with the application process, adaptations or modifications for interview, please let us know.

We welcome and will accept applications using an alternative process (such as video or audio applications). Please contact us on email or by phone to discuss this prior to submitting your application.

Please email suzanne.horner@resus.org.uk or phone **0207 391 0718** to discuss your requirements

For an informal and confidential discussion about the role, please contact Alastair Houghton, Clinical Lead - Survivors, on 020 7391 0728 or alastair.houghton@resus.org.uk