

## **JOB DESCRIPTION**

**JOB TITLE:** Clinical Governance Co-ordinator

**BAND:** Band 4

**SALARY:** AfC Band 4 pro rata

**HOURS:** 15 hours per week over 2 days

**TYPE OF CONTRACT:** Fixed Term (Maternity Cover)

**DEPARTMENT:** Maternity Services Quality and Safety Team

**SPECIALITY / DIVISION:** Family and Specialist Services Division

**RESPONSIBLE TO:** Patient Safety Lead Midwife

### **JOB SUMMARY:**

To organise, run and maintain an efficient administrative service working closely with the Patient Safety Lead and their support staff across the Family and Specialist Services Division.

### **MAIN DUTIES & RESPONSIBILITIES:**

1. To support both the Patient Safety Lead and Patient Safety Midwife for the Family and Specialist Services Division in effectively conveying to all staff the risk management strategy, ensuring it is translated into operational practice whilst promoting a fair blame culture within risk management.
2. In the absence of the Patient Safety Lead or Midwife to review all incidents and near misses received by the Risk Management Team and to alert the Patient Safety Lead or Patient Safety Midwife and in the absence of both the appropriate Clinical Manager to any areas of urgent concern regarding patient safety or risk.
3. Assist and support the Patient Safety Lead in the Maternity Services / Family and Specialist division preparations for various assessments including CQC, collating the relevant evidence and updating the action plans.
4. To be responsible for the organising and co-ordination of receiving and storing maternity records for audit and incident investigation purposes and maintenance of the tracking database related to this process. This includes the management and tracking of all subject access requests.

5. To carry out word processing duties as requested by the Patient Safety Lead, produce graphs and tables for reports and input data into spread sheets and databases for statistics.
6. Update the maternity dashboard, risk register and serious incident action plans etc. on a monthly basis.
7. Organise and distribute papers in time for key meetings e.g. Governance, Risk, CQC, Monitoring and Audit, CEF etc.
8. Coordinate notes retrieval for incident investigations for the Patient Safety Lead and their team.
9. Prepare/organise presentations using MS PowerPoint as required.
10. To make appointments and arrange multidisciplinary maternity meetings and away days as necessary, type agendas, take minutes and arrange distribution as appropriate.
11. Maintain a record of clinical incidents and assist the Patient Safety Lead in identifying areas for audit.
12. To assist the risk management team in the production of reports, strategies and benchmarking documents. Obtain figures, creating spread sheets and producing graphs.
13. To manage incoming telephone calls and post – to prioritise any actions required as appropriate
14. To undertake photocopying and circulation of documents as necessary.
15. To ensure the security and confidentiality of the risk management office.
16. Maintain constructive working relationships within the Family and Specialist Services division, Hospital and Commissioners which includes all staff working in hospital, and community settings, management and administration areas.
17. To ensure incoming and outgoing communications are appropriately distributed.
18. To update and format policy documents and leaflets appropriate to the service also maintaining and updating policy documentation files; ensuring publication of amended policies.
19. Follow organisational policies relating to own role, comment on and suggest any changes to practices and procedures for own work area and implement any changes that will improve efficiency.
20. Obtaining patient information and assist with clinical audits when necessary.

21.To manage all maternity Subject Access Requests and medico legal requests (excluding litigation requests) in line with the Organisational Key Policies.

## **Other Duties**

Maintain constructive working relationships with health and social care staff in other specialties, community hospitals and community settings, with consultant obstetricians/paediatricians and other statutory and voluntary agencies.

This job description is not intended to be exhaustive. The post holder will be expected to be adaptable with a flexible attitude towards the duties outlines, which may be subject to adjustment at any time in consultation with the post holder and in line with the needs of the Trust.

Comply with all Trust policies and procedures.

## **Professional Responsibilities:**

### **Financial Responsibilities**

All staff will support their managers to make efficient and effective use of resources. All staff are responsible for identifying any actual or potential deviations from budgets and work with the budget holder or manager to find effective ways of handling it.

All staff must ensure they use resources in a manner consistent with organisational objectives and policies. Ensure resources are realistic, justified and of clear benefit to the organization

## **POLICIES AND EXPECTED STANDARDS**

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. The Code of Expectations of Employees in particular set out what you as a post holder are required to follow at all times and you should study this carefully. Failure to comply with any of the Trust's policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breach.

## **OUR VALUES & BEHAVIOURS**

All staff are required to adopt and follow the Trust values and behaviours at all times. Our values and behaviours are:



New staff will be presented with a leaflet outlining the values and behaviours expected of them at trust induction.

## **CONFIDENTIALITY & INFORMATION GOVERNANCE**

All post holders must comply with all relevant legislation & Trust Policy with regards to Confidentiality & Information Governance, including the Data Protection Act (2018) ensuring that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.

## **SAFEGUARDING ADULTS & CHILDREN**

All Trust staff have a responsibility to safeguard adults & children which includes an understanding of the relevant Trust & Local Safeguarding Adults & Children's Board Policies.

## **HEALTH AND SAFETY**

Employees must act at all times in line with relevant Trust Policies & the Health and Safety at Work Act (1974) to ensure a safe environment for patients, visitors and staff.

## **HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)**

All Employees are responsible for ensuring that:

- your practice so far as is reasonably practicable, protects patients, staff and other persons against risks of acquiring HCAIs;
- where patients present with an infection or acquire an infection during treatment, that they are identified promptly and managed according to good clinical practice to treat the infection and reduce the risk of transmission.
- you follow all Trust policies, procedures and processes to meet the duties set out in the NHS Hygiene Code and assist in their full compliance by all staff within your department.

## **HEALTH & WELLBEING**

The Royal United Hospital is committed to promoting the Health & Wellbeing of its staff. The Trust is a smoke free site; smoking is not permitted anywhere in the grounds. The Trust has a Stress Management Policy, which staff should familiarise themselves with to ensure that they have adequate support for the management of their own, and their colleagues stress. The Trust has an onsite Employee Assistance Programme (EAP) which is available to all staff, offering support to staff & their families.

## **EQUALITY & DIVERSITY**

The Trust values Diversity and actively works towards promoting Equality both in terms of its healthcare provision and within its current and potential workforce.

## **PATIENT AND CARER EXPERIENCE**

The Trust continuously aims to improve the experience of patients and carers using the RUH. All staff are expected to follow the guidance contained in the Patient Experience Strategy for the RUH;

The 3 main points to remember are:

- 1) Communicate clearly with people;
- 2) Involve patients and carers in their care and with the hospital;
- 3) Seek out and use patient and carer feedback in all services.

Also refer to the Carer Policy, Respect behaviours and references to improving experience contained in policy and guidance; all staff will be aware of Equality and Diversity and will assist with accommodating people with special needs. Your individual behaviour can make a significant difference to patient and carer experience.

## **FLEXIBILITY**

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

## **Team Structure**



## PERSON SPECIFICATION

**JOB TITLE:** Clinical Governance Co-ordinator

**BAND:** Band 4

**DEPARTMENT:** Quality and Patient Safety

**SPECIALITY / DIVISION:** Family and Specialist Services

CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"><li>• Minimum of HND/HNC in Business Administration or equivalent</li><li>• Evidence of continuing professional development</li></ul>	<ul style="list-style-type: none"><li>• Experience of Excel spread sheets</li></ul>
<b>Values</b>	<ul style="list-style-type: none"><li>• Values and respects others, treats everyone as an individual, is non-judgemental</li><li>• Motivated to be genuinely kind and caring</li><li>• Helps and co-operates with colleagues</li><li>• Pro-active and takes responsibility</li><li>• Willing to learn, open to change</li><li>• Motivated to make a difference in whatever way they can</li><li>• Takes pride in themselves, their appearance, their role and where they work.</li></ul>	
<b>Knowledge &amp;</b>	<ul style="list-style-type: none"><li>• Experience of</li></ul>	<ul style="list-style-type: none"><li>• Previous supervisory</li></ul>

<b>Experience</b>	<ul style="list-style-type: none"> <li>managing own time</li> <li>• Experience working in an Office environment</li> </ul>	<ul style="list-style-type: none"> <li>experience</li> <li>• Knowledge of NHS and its changing nature.</li> </ul>
<b>Specific Skills</b>	<ul style="list-style-type: none"> <li>• Minute taking</li> <li>• Able to prioritise own workload</li> <li>• Previous experience of audio typing</li> <li>• Excellent written and oral skills</li> <li>• Excellent organisational skills</li> <li>• Excellent telephone manner</li> <li>• Excellent organisational skills</li> <li>• Excellent word processing skills Good working knowledge of Word, Excel, Power point, Outlook and Access.</li> <li>• Ability to work on own initiative and as part of a team.</li> <li>• Willingness to accept a changing service</li> <li>• Flexible and adaptable</li> <li>• Ability to work under pressure and to meet deadlines</li> <li>• Maintain confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced knowledge of Microsoft Office</li> <li>• Advanced knowledge of Excel</li> <li>• Shorthand</li> </ul>
<b>Physical Skills &amp; Effort Emotional Effort</b>	<ul style="list-style-type: none"> <li>• Use of VDU for substantial part of the day</li> <li>• Ability to deal with multiple on-going tasks, and meet key deadlines</li> <li>• Ability to concentrate to ensure accuracy</li> <li>• Ability to work flexibly to meet variations in demand and deadlines</li> </ul>	
<b>Requirements due to Working Environment</b>	<ul style="list-style-type: none"> <li>• Office based</li> <li>• Occasional flexible working in line with the demands of the project</li> <li>• High level of VDU work</li> </ul>	

**ANNUAL LEAVE ENTITLEMENTS:**

<b>Length of Service</b>	<b>Annual leave and public holidays</b>
On appointment	202.5 hours plus 60 hours (27 days + 8 days) pro rata for part time staff
After five years' service	217.5 hours plus 60 hours (29 days + 8 days) pro rata for part time staff
After 10 years' service	247.5 hours plus 60 hours (33 days + 8 days) pro rata for part time staff

**NOTICE PERIODS:**

<b>Band</b>	<b>Notice Period</b>
Band 1 – 3	4 weeks
Band 4	6 weeks
Band 5 – 6	8 weeks
Band 7 – 9	12 weeks

