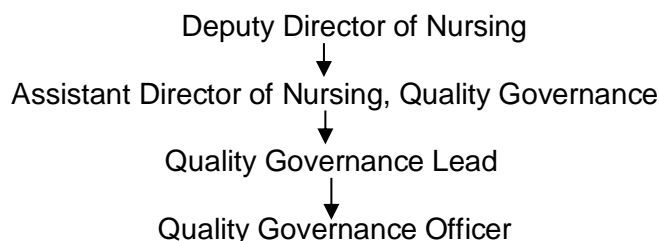


Job Description

1. **POST TITLE:** Quality Governance Officer
2. **BASE:** Shrewsbury and Telford Hospital
3. **DEPARTMENT:** Divisional Quality Governance
4. **MANAGER RESPONSIBLE TO:** Quality Governance Lead
5. **MANAGER ACCOUNTABLE TO:** Assistant Director of Nursing, Quality Governance
6. **POST PURPOSE/SUMMARY:**
 - The post holder will support the Quality Governance Lead to implement the quality governance and patient safety framework across the Trust.
 - The post holder will operate across the Trust to provide a range of specialist advice, support and training to all levels of staff (including Managers and Clinicians) within the organisation and outside on matters associated with quality governance/patient safety.
 - The post holder will ensure that all effective systems are in place to identify, report, analyse and support the management of incidents and mortality and to foster a just culture where staff feel supported, learn from incidents and are willing to report both incidents and near misses.
 - The post holder will coordinate the management of incident reports, maintain Datix, support with learning from death reviews, assist the Assistant Director of Nursing, Quality Governance to fulfill the Trust's obligation on reporting of incidents.

7. ORGANISATIONAL POSITION



8. SCOPE AND RANGE

- To be responsible to the Quality Governance Lead for the effective development and implementation of the Quality Governance Framework including patient safety across the Trust.
- To meet the strategic objectives, values and vision of the Trust.
- To support the Assistant Director of Nursing, Quality Governance with the management and integration of quality governance and patient safety within the everyday business of the Trust.
- Provide support for Quality Governance Advisors and Facilitators.
- To actively support the clinical teams and Corporate services in learning from incidents, deaths and complaints.
- Providing support and taking the lead in Serious Incident investigations in accordance with policy.
- To provide reports to Committees and Managers as required.
- Act as deputy for the Quality Governance Lead as appropriate.

9. KEY RESPONSIBILITIES

9.1 Key Risk Management Tasks

- To contribute to the identification, detection, management, learning and prevention from and of clinical incidents. To provide support and advice on matters relating to quality governance and patient safety, across the Trust.
- To advise Directors, Managers, Clinicians, staff and, as appropriate, patients on patient safety issues as they affect the Trust.
- Advise and assist the Divisions in relation to the requirements of the national Serious Incident Framework and the Trust's related Clinical Incident Policy
- To create reports as required within the specified reporting framework including the regular analysis of trends and patterns arising from adverse incident reports, learning from deaths and complaints and to advise the Divisions and Governance/Safety Committees of improvement solutions.
- To provide specialist advice to staff and management on individual quality and patient safety issues requiring a Clinical Risk/Patient Safety opinion.
- To promote risk assessments as an integral part of strategic planning and operational delivery and be a resource for the Divisions for the assessment and management of clinical risk.
- To ensure close liaison with clinical and corporate governance and risk, and to contribute to the corporate governance planning and reporting processes.
- Ensure that national developments in quality governance and patient safety are anticipated, responded to and integrated in an appropriate way.
- Provide a link between the Trust and Commissioners for incident reporting/quality governance within the NHS to NHS concerns system.
- To ensure a close working relationship with colleagues in Complaints, Legal Services and Claims, PALs and Clinical Audit to analyse and reduce risk raised through these issues.

9.2 Key Incident Management Tasks

- Complete Serious Incident Investigations in line with the Clinical Incident Policy or provide appropriate support to the designated Investigating Officer.
- To report SIs as required by regulation and policy, including providing the required 72 hour update.
- To support the service areas in the investigation of clinical incidents to minimise litigation and ensure improvements in practice are identified and actioned, contributing to the action planning when necessary and monitoring compliance to, and closure of, such action plans.
- To ensure effective systems for reporting clinical incidents and near misses are in place. Ensuring the Trust's participation in uploading to National Reporting systems.
- To support the Divisions in providing relevant feedback within the Governance structures and other methods in relation to learning from Serious incidents, Internal investigations and other incidents.
- To ensure the immediate notification of any incidents that require immediate intervention is in place and relevant action is taken.
- To ensure all external stakeholders are informed of reportable incidents.
- To advise the Litigation Manager on all incidents that may have, or could develop, legal implications.
- As an expert practitioner in investigation techniques, to support service areas in applying robust methods to the review of all "significant" clinical incidents.
- To ensure that an open, reporting and learning culture exists for staff to report incidents and near misses and any remedial action taken to prevent further recurrence.
- Monitor and support the implementation of the Duty of Candour Policy

9.3 Key Education Tasks

- Direct, deliver and evaluate the provision of educational activities to support quality governance and patient safety supporting existing initiatives and disseminating good practice includes induction and junior doctor's training.
- Develop educational material to promote quality governance and patient safety.
- Co-ordinate the issue of local learning notices and other material to staff.
- Through external education activities and networks to keep the Trust information up to date with regional and national developments.
- Represent the Trust through local networks and report back on new initiatives.

10. PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

11. SYSTEMS AND EQUIPMENT

- The post holder is required to be competent in the use of various computer software packages including Microsoft Office (Word, Excel, PowerPoint). This includes input analysis, report generation and information presentation.
- Requires knowledge and competency required to contribute to the design and operational management of Incident Reporting System including its software e.g. Datix. This includes security, coding, data capture, data storage and data analysis.

12. DECISIONS, JUDGEMENTS AND FREEDOM TO ACT

- The post holder reports to and is accountable to the Head of Patient Safety but operates with a significant degree of autonomy and discretion, managing their own workload, immediate priorities and diary schedule within a framework of agreed objectives.
- The postholder will be expected to manage their workload and work flexibly to meet changing operational requirements requiring immediate attention and to make decisions about incident management and policy development across the Trust.
- The post holder will make judgments on what they recommend to be included in policies, annual reports and external self assessment reports on behalf of the organisation.

13. COMMUNICATION

- The post holder will require highly developed communication skills to establish and sustain productive working relationships especially in the context of highly sensitive, complex, hostile or threatening situations. The communication frequently involves various forms of contact such as direct verbal discussion, disseminating information electronically and delivering formal training to a variety of staff groups. These groups will vary from small multi-disciplinary teams to large groups.
- Liaise with a wide range of people in their role including staff at all levels of the organisation, including Executive Directors, other Trusts, patients and their families and Police and Coroner's Officers.
- Present written and verbal reports when required to the Trust Committees and Management teams throughout the organisation in relation to patient safety.
- Manage highly complex and sensitive communications in emotive and challenging situations, using influential negotiating and motivational skills to achieve desired outcomes. Such situations will include contentious situations such as presenting national guidance to staff requiring implementation, and dealing with staff and patients following serious untoward incidents.

14. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

- Manage workload and priorities within an unpredictable work pattern to urgent or immediate demands.
- Deal with distressed/stressed staff, patients and families during the investigation of adverse incidents or Coroner's /Police Investigations.
- Maintain standards of personal conduct and managing relationships to sustain high trust necessary for the development of a safety culture within organisation.
- The job requires the post holder to work highly concentrated for extended periods of time (e.g. 3-4 hours) and that demands a high level of attention and accuracy.
- The post holder may occasionally encounter descriptions in the review of serious incidents that may be perceived to be distressing, or be indirectly exposed to emotionally difficult circumstances.

- To travel regularly between RSH and PRH sites to ensure effective management of patient safety issues and for attendance at meetings.
- To work flexibly as appropriate in order to meet critical short term and long term deadlines. There are regular interruptions with complex and non-routine enquires which will often require an immediate response. This can mean that the post holder must attend any department within the Trust at either site at very short notice.

15. **Health & Safety**

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

16. **Information Governance**

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** – Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

17. **Infection Prevention and Control**

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

18. **Safeguarding Children and Vulnerable Adults**

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

19. Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

20. Continuous Improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

This job description is a summary of the main responsibilities of the postholder and is not intended to be an exhaustive list of duties to be undertaken. The duties will change and develop in line with organisational needs.

18. JOB DESCRIPTION AGREEMENT

Manager	Post holder
Name	Name
Signature	Signature
Date	Date