



Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

SWANSEA BAY UNIVERSITY HEALTH BOARD

JOB DESCRIPTION

JOB DETAILS:

Job Title	Quality & Safety Clinical Lead
Pay Band	8a
Division/Directorate	Quality and Safety
Department	NHS Wales Delivery Unit

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Quality & Performance Improvement Manager
Reports to:	Quality & Safety Manager
Professionally Responsible to:	Assistant Director Quality and Safety

Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

Job Summary/Job Purpose

This is an opportunity for an experienced clinician to join the Quality & Safety (Q&S) Team of the NHS Wales Delivery Unit in the newly created role of Quality & Safety Clinical Lead.

The quality of clinical care and the safety of patients are fundamental to the excellence of the NHS. This role will work with the Q&S team to support the delivery of the national patient safety and quality strategy, helping to create a patient safety culture that focuses on high quality care standards, preventing avoidable harm and death by using evidence based best practice, lessons learned and data to identify themes and areas for improvement.

The post holder will promote patient safety and contribute to the development of national and organisational learning and improvements in clinical risk and patient safety at a national level. This will be done by promoting a culture where national reporting of data to support learning is routine practice and is recognised by staff as a means of improving the quality of clinical care and reducing risks. The post holder will act with autonomy and authority to make decisions within an agreed managerial structure, supporting the Q&S team with clinical expertise and support to discharge their duties in relation to the national quality & safety strategy.

At a national level, the post holder will inform and influence the implementation of strategy for delivery of national Quality & Safety priorities and policy objectives, to enable the NHS to achieve and sustain the national requirements of the Quality & Safety strategy. The post holder will be responsible for leading work that will impact nationally across the health economy of Wales.

The post holder will:

- Develop and implement national frameworks and guidance in relation to key national Q&S priority areas
- Develop robust working relationships across organisations in NHS Wales to promote and influence national work in relation to the Quality & Safety strategy
- Be responsible for assuring and supporting NHS organisations in the delivery of national priority programmes
- Interpret national guidance for the Welsh Government that will impact across NHS Wales

The post holder will be expected to represent the Delivery Unit at national meetings and on national programmes providing expert advice, challenge and input into those groups.

As a senior manager within the Delivery Unit, the post holder will contribute to the development, management and success of the Unit and the success of healthcare improvement at a national, all Wales level.

Key Tasks and Responsibilities of the Post**Quality and Safety**

- Leads on designated national projects and other workstreams as set out in the Team's work programme

- Leads on engagement with Health Boards and Trusts to facilitate national programmes where required, including provision of support, advice, guidance and oversight
- Supports Health Boards and Trusts to establish effective governance arrangements at an appropriate level for projects within their remit
- Provides national oversight of assurance mechanisms within the Team's remit
- Works collaboratively with other project leads in the Quality & Safety Team to ensure the overall delivery of the Team's work programme
- Provide advice, support and guidance to the Quality & Safety Team in relation to matters within their remit
- Writing reports and providing information to individuals, groups, committees as appropriate
- Scrutinise and interpret a range of data relevant to quality & safety
- Review literature, policy documents and guidance relating to quality and safety and share key messages
- Quality assure information submitted as part of national incident reporting processes, including provision of feedback to NHS organisations as appropriate and escalation of risks as identified
- Work collaboratively across the Q&S team in relation to intelligence monitoring and escalation processes within and beyond the Delivery Unit
- Works with the Q&S team to integrate learning from incidents and other sources of feedback into practice and share that learning at a national level
- Support the development and delivery of external assurance processes where appropriate
- Act within legislation, policies and procedures relating to information governance.
- Contribute to the establishment of internal processes where appropriate

Governance and Risk

- Develop and promote an open and fair culture to ensure that incident reporting is encouraged and lessons are learnt, focusing on corrective actions and closing the loop.
- Works with the Q&S team to develop appropriate policies and protocols relating to the effective management of the national Quality & Safety agenda.
- Works with the Q&S team to develop and implement a range of national performance metrics in relation to quality, safety and risk
- Support, coordinate and report upon risk assessment, including the monitoring of agreed action plans.
- Ensure there is effective risk management and systems of governance in place and support the development of an electronic risk register which is current, reviewed and updated as agreed.
- Contribute to the development and review of policies and procedures relating to governance and risk and lead on specific policy development, as agreed.
- Lead on the delivery of specific projects and programmes of work relating to quality and safety.
- Supports the Q&S team to ensure the risk register is subject to regular review and updated to reflect the key risks. Review risk scores (likelihood and severity) and provide challenge to teams to support them to ensure risk scores are appropriate, proactively managed and escalated in line with Health Board Policy.
- Review local risk assessments undertaken and support the actions to be taken to mitigate risks.
- Carry our major risk assessments undertaken in support of the actions to be taken to mitigate risks.
- Review quality impact assessments and quality accounts, ensuring these are fully completed, working in conjunction with the wider Q&S team.

- Represent the Q&S team and wider DU at local, regional and national workshops and events, where agreed.
- Regularly provides updates and reports for the Q&S team, committees and corporate teams, as agreed.

Quality Improvement

- Take a lead role in quality improvement projects and encourage teams to participate in relevant improvement initiative utilising appropriate quality improvement methodologies.
- Use measurement to show changes that are measureable improvements using highly skilled analytical knowledge to develop interpret complex data and clinical information to inform and develop new solutions.
- Develop and implement a range of complex improvement plans to ensure the Quality & Safety agenda is met.
- Actively assist others in defining and making visible performance metrics and outcome measurement for quality improvement programmes.
- Work in partnership with the Corporate Quality and Service Improvement teams, maximising evidence based practice to support delivery of the improvement agenda.
- Provide coaching/mentoring for teams in service improvement and change management techniques, supporting staff to make time and space for improvement work and encouraging innovative problem solving.
- Actively promote the recognition and celebration of good practice and staff achievements within the team and beyond.

Service Delivery

- In conjunction with the Q&S team, analyse a range of performance information relating to quality and safety, patient experience and outcome metrics to help forecast trends and the future needs and impact on patient pathways and services.
- Implement formal systems for collecting and reviewing patient/ service users and staff feedback and identify and implement actions, using patient feedback, wherever possible to contribute to improving service and patient experience.
- Ensure learning from the Putting Things Right agenda continually drives improvement priorities.
- Attend various meetings/committees, in order to provide specialist expert knowledge on patient safety, improvement methodology and assurance mechanisms.
- Develop and promote an open and fair culture to ensure that incident reporting is encouraged and lessons are learnt, focusing on corrective action and closing the loop.
- Provide expert advice for staff on clinical governance related matters.
- In conjunction with Q&S team members, produce quality and safety reports, quality improvement plans, ensuring that information systems are in place to facilitate access to all required information.
- Keep abreast with changing national best practice and up and coming national policy and strategy to ensure timely and appropriate dissemination of best practice across within the team and wider DU
- Take a lead on various inspections and self-assessment process where appropriate

Operational and People Management

- Provide leadership and clinical support to other senior managers and clinicians across the Delivery Unit.
- Directly line-manage designated members of the Q&S Team including the recruitment, selection, supervision, direction, performance management, sickness and absence management, appraisal and continuing professional development.
- Provide support to staff within the team during occasional distressing or emotional circumstances.
- Manage challenging situations when attempting to persuade staff to change clinical practice, in situations where there is disagreement.
- Encourage staff at all levels and teams of the DU to participate with the assurance, safety & improvement agenda.

Communication and Engagement

- Uses highly developed clinical and communication skills to provide appropriate information regarding highly complex, sensitive and contentious information.
- Provides expert knowledge on the process in undertaking a Being Open discussion with a family following a serious adverse incident.
- Foster involvement and engagement with patient and service users to guide learning and service development.
- Implement and embed systems that ensure the patients' voice is heard in all key activities and at Senior Management level.
- Establish effective working relationships with internal and external stakeholders and gain support from members of the multi-professional / multi-agency teams.
- Ensure effective communications are maintained with key stakeholders.
- Support the running of national workshops and other fora including by presenting and leading discussions on relevant topics
- The post holder may be required to make complex presentations.
- Represent the Delivery Unit Q&S Team at local, regional and national workshops and events, where agreed.
- Regularly provides updates and reports for relevant groups and committees, as agreed.
- Work with external stakeholders including other NHS bodies to ensure co-production and collaboration are at the heart of the Q&S processes
- Engage with all levels of staff including external stakeholders, Executive Directors, both clinical and nonclinical staff to ensure their views are sought and heard.
- Promote awareness of staff responsibility in relation to using all forms of spoken, written and digital communication (including social media and networking sites).

Education and Training

- Contribute to a culture that promotes a positive learning environment, staff engagement and continuous improvement.
- Provide training and updates for staff on specific topics relating to quality and safety as required.
- Promote what has been learnt through the scope of particular improvement programmes and support the Quality & Safety Team to celebrate success.
- Keep skills up to date and relevant in order to carry out appropriate tasks in relevant areas.
- Develop a personal development plan annually as part of the PDAR process.

<ul style="list-style-type: none"> • Capture evidence of personal development via reflective journals, evaluation forms etc. and store in accordance with Health Board’s guidance for CPD portfolios. • Attend statutory/mandatory training. • Keep up to date with legislation in relation to data protection and information governance, Caldicott principles, confidentiality, Human Rights Act, Freedom of Information Act etc. and the latest E-policies.
<p>Research, Audit and Development</p> <ul style="list-style-type: none"> • Prepare and provide reports as determined within sphere of responsibility, providing assurance and exception reports for submission as required. • Immediately escalate any areas of non-compliance or concern. • Participates in research on various clinical subjects on a regular basis to establish current best practice. • Identify topics requiring escalation or further review as part of intelligence monitoring and assurance processes
<p>Information Resources</p> <ul style="list-style-type: none"> • Uses Datix effectively and contributes to the development of the Delivery Unit’s national incident database • Routinely use information technology to undertake their role including use of Microsoft 365 software packages including Teams, Outlook, Word, Excel and PowerPoint. • Ensure confidentiality and application of the General Data Protection regulation and the Freedom of Information Act within sphere of responsibility.
<p>Performance and Financial Management</p> <ul style="list-style-type: none"> • Contribute to business and financial plans and ensure that quality and safety priorities are included in this. • Works with the relevant heads of service to implement systems for risk assessing bids for funding, input into business cases and associated analyses etc. • Monitors relevant financial information to ensure consistency with guidelines and pre-determined budgetary limits • Promote with Health Boards/Trusts the need to constantly strive for value for money and greater efficiency in the use of their resources, in improving their performance • Maintain an honest and professional approach in the use of public monies at all times. • Responsible for identifying and delivering cost improvement programmes within the Delivery Unit. • Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of this responsibility. • Ensure all equipment is maintained in a secure environment.
<p>Efforts and Environment</p> <ul style="list-style-type: none"> • As this is a national post, the post holder may be required to travel across geographical sites. • There will be frequent requirement for concentration when e.g. report writing. • The post holder may be exposed to distressing/emotional circumstances • VDU Use

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to

promote the Welsh language in their dealings with the public.

- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **General Data Protection Regulation (GDPR):** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Regulation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.

If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding

children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.

- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

PERSON SPECIFICATION

	Attribute	Essential/ desirable	Method of assessment
Qualifications	Registered healthcare professional	Essential	Application form and pre-employment checks
	Educated to degree level or equivalent level of knowledge gained through experience	Essential	
	Educated to Masters level in relevant subject or equivalent relevant experience of working in similar specialist area	Essential	
	Leadership development programme/study or evidence of practical application of leadership expertise at senior level	Essential	
	Improving Quality Together (bronze)	Essential	
	Qualification in related subject area (e.g. project management, change management, improvement science) or equivalent level of knowledge gained through experience	Desirable	
Knowledge	In depth knowledge of relevant national legislation, quality & safety standards, policies and other documents with regard to patient safety, incident management, quality assurance etc. including Putting Things Right	Essential	Application Form & Interview
	Knowledge of incident reporting mechanisms including Datix, NRLS and national incident and Serious Incident reporting	Essential	
	Knowledge of investigation techniques including root cause analysis	Essential	
	Knowledge of the issues relating to the clinical governance and patient safety agendas	Essential	
	Knowledge of planning and policy development, organisational and cultural change	Essential	
	Knowledge of information governance requirements such as Caldicott, data protection legislation and Freedom of Information Act	Essential	
	Knowledge of coaching, influencing and engaging techniques	Desirable	
	Knowledge of patient safety and quality improvement methodology, including its application in practice	Desirable	
Experience	Relevant clinical experience at a senior level	Essential	Application

	Experience of positively engaging and influencing others and of multidisciplinary and partnership working	Essential	Form & Interview
	Experience of external standards applied to healthcare e.g. WRP, Health & Care standards	Essential	
	Experience of management of incident investigation and root cause analysis; quality improvement; and associated patient/family communication	Essential	
	Experience producing reports/papers/ correspondence etc. for Committees and other audiences	Essential	
	Experience of managing projects demonstrating achievement and performance managing outcomes	Essential	
	Experience of complex data systems, data interrogation and triangulation of information	Essential	
	Experience of cross-organisational or national working including working with partner organisations	Desirable	
	Experience of working within PTR legislation and guidance	Desirable	
	Experience of undertaking presentations to stakeholders from a range of backgrounds and grades	Desirable	
	Experience of change management and/or quality improvement projects and methodology	Desirable	
	Experience of people management	Desirable	
	Currently or recently clinically active	Desirable	
Skills & Values	Person Centered Care: Demonstrates in everyday work, organisational values and role models person centred approaches to care.		Application Form & Interview
	Team Working: ability to develop effective working relationships on an individual and multi-disciplinary basis with all levels of staff; take time to listen, understand and involve people, receptive to appropriate change.	Essential	
	Effective communication skills: ability to communicate effectively with colleagues, internal and external stakeholders, in all forms of communication including written and oral. Communicate openly and honestly and explain things clearly.	Essential	

	Empathy and sensitivity: ability to listen, understand and involve people; see people as individuals and do the right thing for every person	Essential	
	Leadership: ability to take responsibility and demonstrate leadership. Demonstrates ability to: <ul style="list-style-type: none"> empower others lead through change influence role model patience and empathy value everybody's contribution innovate and use highly complex problem solving skills 	Essential	
	Coping with pressure: highly resilient with the ability to work effectively under pressure and cope with setbacks; ability to maintain composure and set high standards of behaviour when under pressure	Essential	
	Service Improvement: ability and drive to use information and experience to improve the service; ability to adapt and respond to changing circumstances. Positive attitude, seek out learning, and continually develop our skills and services.	Essential	
	Organisation and Planning: ability to cope with effectively organising, planning and managing the delivery of tasks and projects within remit	Essential	
	Problem Solving: evidence of an enquiring and critical approach to solving work problems. Ability to analyse highly complex facts and use judgment in situations where there is no precedent and creative and original thinking is required.	Essential	
	Information Technology: Ability to make full use of IT to facilitate e-working, proficiency in the use of Microsoft Office software, including Teams, Outlook, Word, Excel and PowerPoint	Essential	
	Ability to speak Welsh	Desirable	
Personal Attributes	Highly effective interpersonal skills	Essential	Application Form & Interview
	Self-motivated & enthusiastic professional	Essential	
	Works flexibly	Essential	
	Ability to travel between sites in a timely manner	Desirable	