



DIVISIONAL QUALITY GOVERNANCE LEAD

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Divisional Quality Governance Lead
Band	8a
Directorate	Women and Children's
Accountable to	Director of Midwifery
DBS Required?	Yes- Enhanced

JOB OVERVIEW

The post holder will oversee all aspects of quality governance within the Women's and Children's Division. They will directly support the Divisional Leadership team, and Clinical Governance Leads. The post holder will lead and line manage the Quality Governance Team for the Division, ensuring that services meet the required level of quality assurance standards within the Trust.

The post holder will be responsible for monitoring, implementing and enhancing quality governance policies and procedures ensuring adherence to national and internal legislation and guidance, which will include reporting and effective management of clinical and non-clinical incidents. The post holder will be expected to be appraised of best practice in quality assurance and governance nationally and locally including external bodies.

. Main Duties and Responsibilities

- The post will be responsible for all aspects of work to promote quality, safety improvement and governance.
- To lead and coordinate the divisions response to Patient Safety Incidents, serious incidents and investigation.
- The role will involve having to impart unwelcome news to both stakeholders, patients and their families.
- Under the direction of the Director of Midwifery, monitor the Divisions approach to implementing the corporate Risk Management strategy and direct the development and implementation of action plans to drive continuous improvement.
- Supporting coordination of the Divisional Risk Register and dissemination of the Risk Register to the Divisional teams, working alongside the Divisional Leadership teams
- To provide analysis and interpretation of risk management information for comparison and provide reports and remedial plans to the Divisional clinical/quality governance groups and other operational and executive committees of the Trust, as required to support the Director of Midwifery, Head of Midwifery, Quality Governance and the Divisional Leadership Team.
- To plan and deliver the activities of the quality governance team, in line with the Quality Governance Framework and Quality Strategy.
- Liaise with and develop effective relationships with the corporate risk, audit, guidelines and training groups, project management groups, complaints and legal team.
- To support the coordination and monitoring of external review submissions and resulting action plans.
- To support with the coordination of bench marking nationally derived standards such as CQC and NICE, including preparations for assessments and presentation of evidence; devising action plans to address shortfalls relevant to the Division and overseeing timescales for completion.
- To be responsible for maintaining quality governance and risk management policies, which reflect appropriate interpretations of national guidance and the requirements of the CQC and NICE.
- Implement and monitor risk management policies to ensure their effectiveness. Liaise with/coordinate the Guidelines Leads to assist with reviewing and amending Guidelines and Standard Operation Procedures, where required.
- Identify and ensure appropriate responses to recommendations from National and Regional bodies are reported to the Division and ensure that appropriate plans are made to address these, i.e. NICE, the Care Quality Commission, Department of Health, National Enquiries, Royal Colleges etc. Maintain records of responses and actions taken.
- Lead on the production of complex reports, which may contain sensitive information to demonstrate compliance with Quality Governance, Clinical care and risk against CQC Standards.
- Ensure any risks compromising the achievement of CQC Standards are highlighted via the quality governance groups and risk arrangements.
- Liaise with the Trust's Head of Assurance on risk issues and provide updates of risk assurance via audit results/reports.
- Attend appropriate committees and working groups as and when required.
- Support with the preparation and present, when required the Divisional Learning from Death's Report and attend Trust Learning from Death's Group in conjunction with the Divisions Clinical Governance Lead.
- Work in partnership with key stakeholder's e.g. patient forums and other agencies, providing evidence of the work and outcomes.
- Ensure that all learning is shared and contributes to the annual Divisional Training Needs Analysis.
- To support the Division's Senior Management Team in ensuring that effective systems are in place to support the investigation and management of adverse events including overseeing the methodology for developing and implementing action plans and divisional sharing and learning.
- Share knowledge and theory regarding CQC and NICE throughout the Division and at Trust meetings.

- Where appropriate, interpret and present information to clients and their families, demonstrating the highest levels of interpersonal and communication skills. Giving highly complex information to clients and families where there may be barriers to understanding. Provide relevant verbal and written information.
- To demonstrate sensitivity in dealing with complex and confidential information from clients, families and colleagues, giving advice and support when necessary. Take appropriate action where necessary.
- To ensure that information/decisions are cascaded appropriately both to junior and senior staff using tools such as regular timetabled meetings (for which minutes are produced), newsletters, memos and other relevant communication strategies across the care group.
- To maintain collaborative working relationships and effective communications between all members of the multi-disciplinary team, resolving conflict and working within the team to ensure a high standard of co-ordinated client care.

Project Management

- To attend appropriate meetings, such as Governance groups, MDT, Mortality Groups and Management meetings, to disseminate relevant quality governance information to other relevant groups e.g. Divisional Committee. In conjunction with the management team, the post holder will support the Division in the delivery of specific service/performance improvement projects, some of which may be complex programmes.

Education, Professional Development and Training

- Attend all relevant Trust mandatory training (relevant to post holder).
- To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development.
- Participate annually identifying, developing and agreeing your own development plan with your Line Manager using the Trust Appraisal framework.
- Comply with all Trust policies, procedures and protocols.
- Carry out duties with due regard to the Trust's Equal Opportunity Policy. Seek advice and support from Line Manager whenever necessary.
- Maintain professional conduct including appearance at all times.

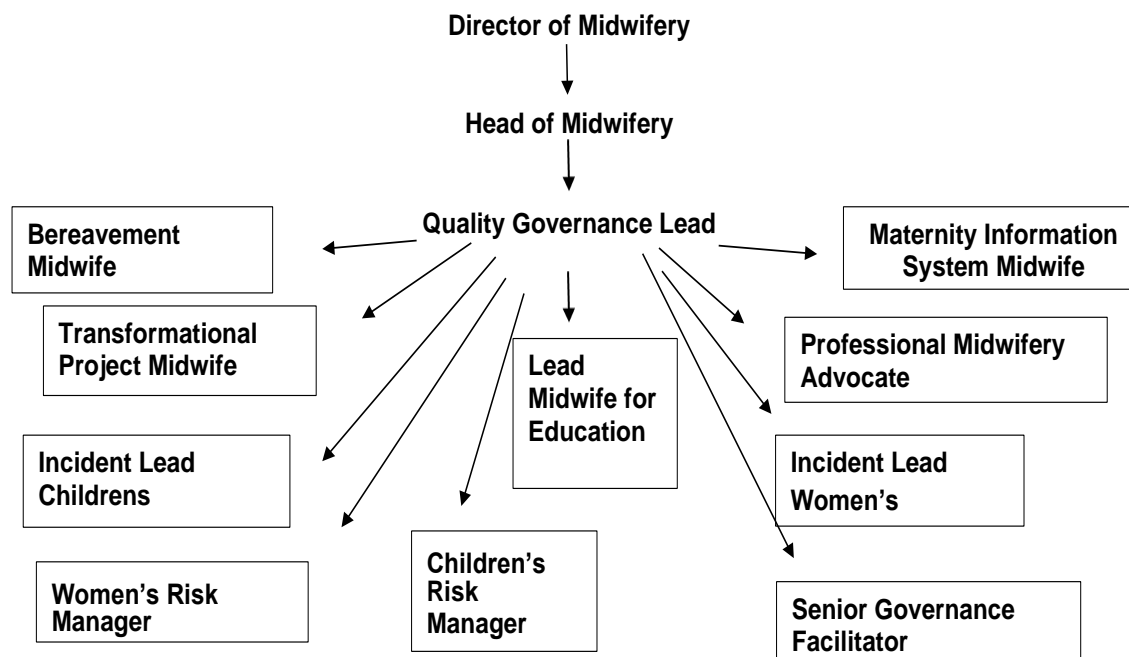
Professional Conduct and Confidentiality

- Conduct oneself in a manner perceived by others as constructive. Ensure that any issues with other staff members are addressed at an appropriate level.
- Adhere to all local and national guidelines in relation to professional conduct and take the lead in ensuring that local incidents, complaints and issues are dealt with in accordance with Trust policy.
- To ensure that confidentiality is maintained at all times in conjunction with the Trust's Confidentiality Policy.

Systems and Equipment

- To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Trust PAS system.
- To be fully conversant with corporate communication systems to enable their optimum effectiveness.
- To have experience of corporate software and general office equipment
- Responsible for the safe use of equipment and resources used in course of work of the clinical governance and risk team.

Organisational Chart





PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Registered Midwife • Evidence of master's level study or equivalent professional qualification and/or experience/working towards 	<ul style="list-style-type: none"> • Human Factors • Patient Safety Investigation training

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience in governance/patient safety-related role for with an understanding of the principles that underpin approaches to improving quality governance and patient safety in health systems. • Knowledge and experience of driving improvement for the safety of patients • Willing and committed to develop expertise in all aspects of quality governance, such as human factors, systems thinking, investigation, quality improvement, change management, prospective and reactive risk analysis and management, error theory and just culture. • Knowledge of safeguarding and the legal duties expected of NHS organisations. • Evidence of continuous professional and management development. • Evidence of working in partnership with internal and external stakeholders. • Previous responsibility for/involvement in clinical governance systems. 	<ul style="list-style-type: none"> • Experience of leading the implementation of service improvement. • Experience of managing risk associated with service change.

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Patient Safety Incident Investigation Training • Knowledgeable in audit and research methodology • Knowledge of current NHS trends in clinical audit – especially relating to maternity services • Additional information knowledge of NHSLA maternity and general standard audit requirements • Computer Literacy • Advanced keyboard skills - data inputting, word processing, power point, internet/literature searching and email. • Excellent presentation skills. • Significant knowledge of national policy and strategy, and levers for change in the NHS system; and ability to interpret national advice, guidance and requirements and advise their organisation on how these should be implemented. 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

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

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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 colleagues; 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)

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.

- 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

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

- participate in continuous personal development including, 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

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

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.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH 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 make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

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The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital