

JOB DESCRIPTION

Job Title: Emergency Department Governance and Operational Support Manager

Band: Band 5

Responsible To: Emergency Department Group Manager

Accountable To: Emergency Department Matron

Section/Department/Directorate: Emergency Department Unscheduled Care

Job Purpose:

The post holder will provide a comprehensive support function and co-ordination of clinical governance processes and direct line management and leadership with the emergency department. The post holder will support the Emergency Department Governance Lead and Matron in embedding formalised governance processes and structures across the divisional operational teams, these processes will include risk management, incident management, investigations, complaints, claims, mortality reviews policies / procedural documents, audits, NICE Guidance and Divisional Mandatory training reports. The post holder will also support the Emergency Department Group Manager and be directed in the day to day operational running of the department.

The post holder will ensure the processes are monitored and kept within time frames, providing reports to the Divisional Governance meetings and Quality Improvement Board as required. They will support the clinical teams across the divisions providing advice, guidance and direction as required in relation to the governance processes and CQC requirements.

This post holder will co-ordinate the processes to ensure the timely response to incident reporting, investigations, mortality reviews, monitoring the departmental risks, coordination of complaints and responses, monitor the departmental audit programme and ensure departmental training reports are shared, reviewed and complied with.

To co-ordinate the divisional reports and the dissemination of learning from the speciality and divisional governance meetings through the divisions and support the teams in coordinating the completion of action plans. Recording and escalating progress.

To provide comprehensive operational support to the Emergency Department Group Manager; which will include escalating potential delays/breaches in patient pathways and coordinating solutions within tactical meetings. Attendance at departmental board meetings and tactical meetings will be required in times of escalation.

Context:

This post holder will be expected to support the Emergency Department Governance Lead and Matron in implementing and maintaining the governance processes within the department, organising and facilitating Governance days whilst escalating/liasing with the Divisional Nurse. He/she will ensure dates are

distributed, booked and secured in the diaries of the invited personnel, agendas are collated and papers prepared and distributed in advance of the meeting, attendance noted and notes taken.

The post holder is responsible for receiving, recording, allocating and monitoring all emergency department incident investigations, complaints, claims, risk, mortality data, and audits, such as NICE, and producing regular reports for use at speciality and divisional governance meetings.

The post holder is responsible for receiving training and appraisal data and resolving any areas of concern.

To take responsibility for the efficient day to day operational running of the department, alongside nursing and clinical teams maintaining effective office/departmental systems and processes.

To be responsible for designing, collating and producing the Departmental Newsletter, to share learning and feed into the Divisional Newsletter

Identify the cost of service improvement and seek approval before implementing

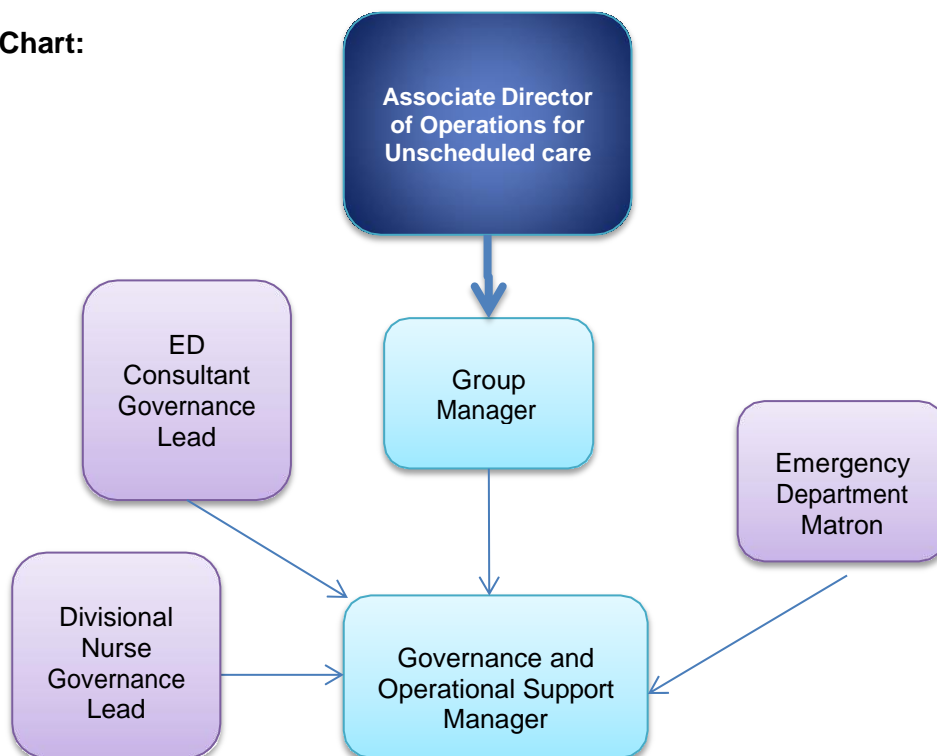
The post holder will need to regularly use their own initiative to ensure the escalation of potential delays/breaches in patient pathways, coordinating solutions within tactical meetings and liaising directly with service managers/ directors.

Key Working Relationships:

The post holder is required to work closely with staff throughout the Trust, especially the Emergency Department Group Manager, Matron, Clinical and Governance Lead. They will be expected to work with all clinical teams, operational management teams and administration staff within the divisions and associated departments such as customer relations, claims, audit, performance, risk and compliance.

This will include verbal, written and electronic media.

Organisational Chart:



Communication and Relationship Skills

The post holder will be required to maintain and build upon internal/external relationships, to communicate effectively with key stakeholders. This includes taking responsibility for handling complex, sensitive queries and information, in a tactful, diplomatic and empathic manner and adhering to the organisations standards of customer care.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

To provide advice, support and guidance to Divisional staff in the investigation process and resolution of incidents in line with Trust policy, ensuring mandatory time frames are adhered to and action plans are formulated, presented and ratified through the divisional governance groups.

To ensure Duty of Candour is met, where appropriate, by clinical teams

Ensure any national audits required to be completed by the Division are implemented and monitored in liaison with specialty audit leads and the Clinical Audit and Effectiveness department.

To meet regularly with governance specialty leads to support governance processes ensuring information is shared.

The post holder will be required to attend a number of trust wide and departmental meetings. The post holder will be required to analyse and present complex data relating to governance and performance against the emergency department constitutional standards to a wide range of professionals. The post holder will be required to challenge delays in the patient's pathway and escalate to the appropriate service/group manager. The post holder will be required to communicate with all levels of personal within the health organisation by providing and receiving complex, sensitive and contentious information.

Analytical and Judgement Skills

Ensure 'learning from' is fed back to the appropriate personnel as identified by the ED Matron and Group Manager.

To ensure all risks within the department are risk assessed at the time the risk is identified and that action plans are entered onto the DATIX system.

The post holder will manage and prioritise all incoming and outgoing communications, initiating responses where appropriate, demonstrating at all times a high level of discretion and confidentiality while ensuring responses to deadlines and targets are met.

Using Knowledge and skills to develop and implement multi-disciplinary proforma for specific audits, where necessary collaborating with clinicians, liaising with the trust clinical audit and governance teams.

The post holder will be expected to have the necessary skills to collate and make judgements on facts that require analysis and present this in a professional manner.

Produce complex data analysis and create, validate and develop reports to identify themes with action plans to be able to implement change, where required.

In the absence of the emergency department group manager/ ED matron, the post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within the Trust in order to meet deadlines, provide solutions and minimise disruptions.

Planning and Organisational Skills

To be responsible for the administration and effective functioning of the Speciality Governance meetings ensuring the appropriate Trust templates for agenda, minutes and action plans are used, and escalate any issues to Divisional Governance meetings.

To support teams in completing incident investigation reports in line with Trust Policy ensuring that action plans are completed and updated on DATIX.

Run risk and incident reports for the ED Matron & Group Manager as and when required.

Ensure timely responses to complaints within the specialty liaising with the Complaints department customer relations officers and clinical teams, the post holder maybe required to respond and investigation complaints at the request of senior staff.

To monitor and record Mortality reviews undertaken by clinical teams, providing administration support as required by the teams. Monitor any actions from the reviews as part of the Divisional Mortality Action Plan.

Support the clinical Audit team in maintaining the division's clinical audit annual plan and present outcomes at the Specialty Governance meeting.

Monitor the review of policies, guidelines or standard operational procedures and documentation within the department and feedback to the relevant author to support publication with the Trust compliance team.

The post holder will be expected to plan and organise a number of programmes of work and will be required to organise and plan their own workload. This will include the scheduling of formal and complex multi-disciplinary meetings, ensuring that the flow of work is prioritised in order to deliver targets and objectives.

The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.

To take part in the provision of the educational workshops and other events as request/agreed with ED Matron and Group Manager.

Physical Skills

The post holder will be required to spend long periods of time developing reports.

The post holder will need to have advanced keyboard skills and use a variety of IT systems.

The post holder may be required to enter clinical areas to work with clinical teams in producing governance reports.

Responsibility for Patient and Client Care

The post holder will be indirectly responsible for supporting safe patient care through the governance process.

The post holder may have patient and or client contact in order to support Duty of Candour when collating incident investigation and complaints responses.

In the absence of the Group Manager or ED Matron the post holder will be expected to support and contribute to the safe day to day running of the department.

Responsibility for Policy and Service Development

The post holder will be required to comply and adhere to all Trust policies which are relevant to the role. They will contribute to continuous improvement in the efficiency and effectiveness of the Operational divisions.

The post holder will assist in policy and service developments relevant to their area of work, including commenting on proposals for policy change and changes to working practices.

Responsibility for Financial and Physical Resources

The post holder will be responsible for the efficient use of office equipment and resources.

The post holder will be responsible for the purchasing of SIM training materials to assist with ED educational governance events.

Responsibility for Human Resources

The post holder will demonstrate activities in own work area to new employees.

The post holder must have and maintain in depth knowledge of the trust policies to ensure the effective line management of staff.

The post holder will be required to deputise in the absence of the ED Reception Manager in the line management of the ED Admin team.

Responsibility for Information Resources

The post holder will be required to spend long periods of time developing regular reports.

The post requires daily use of IT programmes relevant to the department to process and store information to the Datix Risk management system.

To maintain confidentiality in line with Data Protection legislation and Caldicott principles, whilst understanding that there is a requirement to share information to protect patients, staff and the public in certain circumstances.

Responsibility for Research and Development

The post holder will respond to requests to undertake surveys or audits relevant to their own work.

Decision Making

High level of independence and autonomy required to deliver specific areas of work.

The post holder will operate within Trust policies and procedures, using own initiative and seeking advice from Manager as required. They will use their initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to their line manager.

Physical Effort

The post requires frequent sitting and/or standing in a restricted position and manual handling loads of not more than 5kg including equipment.

The post holder will be required to work at a desk for a substantial proportion of the working time, which will include long periods in front of a computer.

Mental Effort

There will be a predictable work pattern and there will be a frequent requirement for prolonged concentration when preparing information for submission to the external regulators.

The post holder will have to have prolonged periods of concentration when attending speciality governance meetings.

Emotional Effort

The post holder may receive occasional indirect exposure to highly distressing or highly emotional circumstances, e.g. information recorded on an incident form or part of statements prepared with staff in the event of a claim.

Working Conditions

The post requires working in an office and the use of visual display unit equipment more or less

GENERAL

- This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
- We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.
- We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.
- We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.
- The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.
- All employees must demonstrate a positive attitude to The Trust's equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.
- If the postholder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act.

STAFF HEALTH AND WELLBEING

You must take responsibility for your workplace health and wellbeing:

- Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.

If you are a line manager, in addition to the above, it is expected you will:

- Champion health and wellbeing.
- Encourage and support staff engagement in delivery of the service.
- Encourage staff to comment on development and delivery of the service.
- Ensure during 1:1's / supervision with employees you always check how they are.

HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

CONFIDENTIALITY

You may not process or disclose any information of a confidential or personal nature relating to the employer or in respect of which the employer has a duty of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

SAFEGUARDING

be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

also be fully aware of the principles and practice of safeguarding applies to adults, in line with The Care Act 2014, in relation to the worker's role, which will include recognising the types and signs of abuse and neglect.

the worker's line manager should be made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

everyone within Northern Devon Healthcare Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of adults, at risk of abuse / neglect, and children and young people ensuring that they are protected from harm.

Northern Devon Healthcare Trust ensures that the Trusts Safeguarding Children Policy, Child Protection and Safeguarding Adult policies and procedures are promoted within the Trust and adhered to by all members of staff.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:.....

Date:.....

Manager's Signature:.....

Date:.....

PERSON SPECIFICATION

POST: Governance and Operational Support Manager

REQUIREMENTS	E/ D*	HOW TESTED? Application Form/Interview/ Reference/Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<p><u>QUALIFICATIONS/SPECIAL TRAINING :</u></p> <p>Significant specialist knowledge and experience of Administrative / Governance procedures and processes - acquired through training to degree or equivalent level experience</p> <p>To have completed or to be willing to work towards Trust provided training for new managers</p>	<p>E</p> <p>E</p>	<p>Application Form</p> <p>Application Form</p>		
<p><u>KNOWLEDGE/SKILLS:</u></p> <p>Extensive knowledge of national access standards, waiting times and breach validation</p> <p>Knowledge of NHS computer systems</p> <p>Effective interpersonal, organisational and communication skills.</p> <p>Ability to manage own workload and to supervise the workload of others, ability to delegate tasks.</p> <p>Advanced IT/keyboard skills, IT literate</p> <p>Ability to concentrate for long periods of time with frequent interruptions</p> <p>Medical Terminology</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>Application form/Interview</p> <p>Application form/Interview</p> <p>Interview</p> <p>Application form/Skills test/Interview</p> <p>Application form/Skills test/Interview</p> <p>Application form/Skills test/interview</p> <p>Application form</p>		
<p><u>EXPERIENCE:</u></p> <p>Extensive work experience in an administration capacity</p> <p>Good understanding of clinical systems and processes.</p> <p>Good working knowledge and/or experience in the day to day operational management of an emergency department</p> <p>Completing tasks/projects as part of a team</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application form/ Interview</p> <p>Application Form</p> <p>Application form</p> <p>Application form</p>		

and leading projects relating to role				
Experience in leading / managing staff	D	Application form / Interview		
<u>PERSONAL REQUIREMENTS:</u>				
Excellent communication skills with Multi-Disciplinary professionals and service users.	E	Interview		
Ability to communicate with professionals and service users by various media such as email, Telephone and face to face.	E	Interview		
Able to prioritise workload	E	Interview		
Excellent organisational skills ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment, whilst high standards are maintained	E	Interview		
Commitment to undertake and complete learning activities which are part of the role and the apprenticeship qualifications Flexible approach, willing to undertake a range of duties as required	E	Interview		
Ability to demonstrate a diplomatic, caring attitude whilst maintaining confidentiality	E			
Work with a high degree of accuracy and be able to demonstrate attention to detail	E			
Tactful, diplomatic, empathic	E			
Advanced keyboard skills, RSA 3 or equivalent	E			
<u>OTHER REQUIREMENTS:</u>				
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	Interview		
Ability to travel to other locations as required	D	Interview		
Willingness to undertake a wide variety of duties	E	Interview		

*Essential/Desirable

HAZARDS :

Laboratory Specimens Proteinacious Dusts		Clinical contact with patients		Performing Exposure Prone Invasive Procedures	
Blood/Body Fluids		Dusty Environment		VDU Use	x
Radiation		Challenging Behaviour	x	Manual Handling	x
Solvents		Driving		Noise	
Respiratory Sensitisers		Food Handling		Working in Isolation	