

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Lead Freedom to Speak Up Guardian |
| **Reports to** | Director of Governance |
| **Band** | 8a |
| **Department/Directorate** | Corporate Affairs |

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| **JOB PURPOSE** |
| The Lead Freedom to Speak Up Guardian (FTSUG) is responsible for developing, implementing and leading on the Trusts vision and strategy for speaking up. They will provide support and leadership to the FTSUG’s across the Trust by meeting and discussing cases, escalating as required and ensuring that appropriate and timely signposting and advice is given.  The post holder will be a highly visible advocate in promoting and driving forward the FTSU agenda across the Trust, improving the experience of staff to speak up by providing specialist advice and support as well as identifying and addressing any barriers to speaking up. The Trust recognises the intrinsic link of employee safety to patient safety and good employee experience to good patient experience. This role will support development of our culture to improve patient and employee safety and experience.  The post holder will also work closely with colleagues in the People Function to support a positive just and learning culture in both Trusts as well as holding responsibility for internal and external reporting of themes/trends and learning in line with requirements and set time frames. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Provide leadership, guidance and line management for the FTSUG’s in the Trust, ensuring they are well supported and have the ability to support employees to speak up. * Review the existing FTSUG provision in the Trust and undertake targeted recruitment campaigns to ensure that the FTSUG represents the diversity of all staff groups and protected characteristics and that all staff have access to someone outside their immediate management chain who can advise and support them. * Ensure staff are aware of, and have access to the FTSUGs to support and help them speak up, ensuring that inclusion for all staff roles and backgrounds is at the core of the service. * Work in partnership with the communications team to develop and deliver communication and engagement interventions aimed at:   + Increasing awareness and understanding of the Lead FTSU Guardian, FTSU Guardian and FTSU Champion roles throughout both Trusts.   + Promote the speaking up process and sources of support and guidance, demonstrating the impact that speaking up is having on the Trusts and appropriately celebrating speaking up. * Work closely with the Chief Executive, Director of Governance and lead NED for FTSUG to develop a vision and long-term strategy for speaking up and to be responsible for the implementation and delivery of the strategy. * Escalate any patient or staff safety concerns to the Director of Governance immediately so that appropriate and timely action can be taken. * Monitor and evaluate the effectiveness of the FTSUG processes and service across both organisations, making recommendations for improvement to ensure they remain fit for purpose. * Develop personal networks and peer relationships contributing to wider networking, including the SW Regional FTSUG network in order to share learning and best practice. |

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| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility:   * Works Trustwide across RD&E, NDDH and all community sites * Works with staff at all levels in the Trust   No. of Staff reporting to this role: 13 (to be increased)  The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter them on a day to day basis. In addition, the post holder will deal with the wider healthcare community and external organisations. This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Chief Executive Officer * Board of Directors * Director of Governance * People Function * Freedom to Speak Up Guardians * All staff | * National Freedom to Speak Up Office | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * Interpret national guidance and local policy to guide decisions relating to FTSU across the Trust. * Work independently and impartially, using own judgement to determine the advice provided to staff and Trust Senior Leaders. * Work with independence and freedom to prioritise their actions to create the greatest impact on speaking up culture. * Hold the Trust and its senior leadership to account for creating a culture of inclusion and speaking up. * Implement processes to support speaking up and take action to make improvements where needed, displaying behaviours that encourage speaking up. |

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| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Meet regularly with the Chief Executive, Director of Governance and lead NED for FTSU to highlight areas of concern, feedback themes and share experiences and outcomes. * Work closely with the CEO, Board of Directors and People Function to support the organisation in becoming a more open and transparent place to work and where staff are valued for speaking up. * Work closely with the Staff experience, development, Lead HRBPs and the Inclusion lead to understand and share concerns, trends and themes to enable proactive support and interventions and support cultural improvement * Develop and maintain strong working relationships at all levels across the Trust, ensuring visibility and approachability are at the heart of all communications. * Demonstrate strong persuasive skills to get buy in from the Board or other senior managers for initiatives relating to speaking up. * Receive highly sensitive, contentious and complex information from employees across the Trust, ensuring information is treated appropriately and that action is taken in a sensitive manner. * Produce and present complex, sensitive or contentious information in relation to speaking up to large groups of staff. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Provide regular reports to the Board of Directors and Governance Committee and act as a “critical friend” supporting these forums to ensure appropriate action is taken to create a speaking up culture. * Produce and present complex reports in relation to speaking up, including the analysis of trends, creation of options appraisals and the making of recommendations to a senior level including the Board of Directors. * Respond effectively to concerns and issues as they arise, using judgement to actively respond to issues that are being raised. * Be the subject matter expert for the Trust in relation to speaking up, interpreting changes and developments in national guidance and being the known expert in their field. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Develop a broad range of project plans and programmes around speaking up, including planning communication to staff, training, creation of business cases and stakeholder engagement. * Formulate long term strategic plans for speaking up across the Trust, referencing national guidance and ensuring this is included in local plans. * Undertake own CPD activity to maintain and develop further leadership and management competencies. * Develop and co-ordinate the FTSUG service across the Trust to ensure FTSU is embedded within the cultural change process and reaches all parts of the organisation. |
| **PATIENT/CLIENT CARE** |
| * Protect patient safety and quality of care, by promoting transparency and ensuring staff feel safe to speak up to promote an improved learning culture across the Trust. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Provide expert input to the Trusts Whistleblowing/Raising a Concern Policy to ensure that the Freedom to Speak up service and process is accurately articulated and able to navigate to other formal and informal policies and process when need. * Promote and raise awareness of speaking up by being a visible leader, delivering presentations to all groups of staff and managers, and ensuring information is widely available through posters, leaflets, screen savers and on both Trusts intranets. * Participate in Trust induction programmes and ongoing education programmes for all staff so that staff understand how they can speak up and for managers how they respond to concerns and supporting staff appropriately. This will include the creation of relevant induction and training materials. * Interpret national guidance and local policy to inform work, using judgement to ensure the best course of action in any given situation. * Develop the FTSU service to ensure there is an awareness of the service and an understanding of the role of FTSUG throughout all teams in both Trusts. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Act as budget holder and authorised signatory for the FTSU budget. * Develop and contribute to business cases (CRICs) for the development of new projects, systems and services within the FTSU team. * Develop and implement cost savings schemes, both through service improvement and cash releasing schemes. * Ensure that the service area is operated within Standard Orders, Standing Financial Instructions and appropriate rules and codes of conduct and procedure. |
| **HUMAN RESOURCES** |
| * Support and line manage the FTSUG’s, building a collaborative working environment and an innovative culture. * Oversee the recruitment, selection and development of all staff within the FTSU team including PDR completion, mandatory training, absence management, disciplinary & grievance procedures. * Manage, motivate, inspire and develop staff within the team to ensure that they are able to deliver the teams objectives. * Develop, plan and deliver training to the FTSUG’s in the Trust to ensure they develop the appropriate skills to successfully implement the role. |
| **INFORMATION RESOURCES** |
| * Be responsible for and manage the FTSUG database of highly sensitive and confidential information, ensuring the database remains accurate up to date at all times. * Provide regular reports from the FTSU database, triangulated with other data sources, i.e. staff survey to identify themes and trends and will work with the Human Resource Department and Senior Leaders to ensure that where intervention is required, it is undertaken. * Produce and submit quarterly reports to the National Guardians Office on all relevant data and support the National Guardians Office in the case review process. |
| **RESEARCH AND DEVELOPMENT** |
| * Undertake any research required as part of the role for example researching updates to national guidance or best practice in relation to the FTSU service. * Undertake other audits as required i.e. the NHS staff survey. |
| **PHYSICAL SKILLS** |
| * Possess standard keyboard skills * Be proficient in the use of Microsoft Office (PowerPoint, Word, Excel, Outlook & Teams) * Requirement to travel to other sites as required. |
| **PHYSICAL EFFORT** |
| * Carry out tasks involving a mixture of sitting, standing and walking. |
| **MENTAL EFFORT** |
| * Engage with highly complex topics and situations, requiring analysis and interpretation and where there may not be a precedent to guide decision-making. * Frequent requirement for concentration when writing reports and responding to concerns or requests for advice. * Work in a stressful and unpredictable environment, dealing with frequent interruptions for advice and noise levels |

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| **EMOTIONAL EFFORT** |
| * Frequently exposed to distressing, stressful or emotionally sensitive situations, involving subjects such as bullying and harassment, staff welfare and wellbeing and grievances. * Review of challenging information within health records, which may be at times distressing. * Have emotional awareness when there is exposure to difficult or challenging situations within the organisation and / or with other colleagues. |
| **WORKING CONDITIONS** |
| * Office based, but will also involve attending meetings, moving around the organisation to ensure visibility including some travel. * Occasionally work outside normal hours to achieve deadlines and business critical tasks. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.  Contribute to and work within a safe working environment.  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * 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. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensuring during 1:1’s / supervision with employees you always check how they are. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |

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| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. |

PERSON SPECIFICATION

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| **Job Title** | Lead Freedom to Speak Up Guardian (FTSUG) |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/SPECIAL TRAINING**  Masters’ degree or equivalent qualification/experience.  Post graduate management qualification or equivalent experience.  Evidence of continued professional development. | E  E  E |  |
| **KNOWLEDGE/SKILLS**  Clear understanding of the FTSU requirements, regulation and guidance.  Excellent understanding of the current process for raising concerns within the Trust and wider NHS.  Cultural understanding of the broad spectrum of NHS workers.  Excellent interpersonal and communication skills.  Highly developed negotiating and influencing skills.  Understanding of just and learning culture.  Ability to interpret and analyse complex facts/situations.  Excellent report writing skills.  Ability to meet and deliver to set timeframes.  Ability to act as a mediator and broker solutions.  Working knowledge of the Trusts Governance Performance System – how to escalate risks and concerns. | E  E  E  E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**  Demonstrable recent experience of working within the NHS in leadership capacity.  Experience of working with staff at all levels and from a broad spectrum of roles and backgrounds.  Experience of providing effective support to staff in difficult work-related situations.  Previous management of complex concerns and issues in a management, staff-side or governance role.  Supporting individuals in difficult/complex situations.  Experience of working with diverse groups of staff at all levels throughout the Trusts.  Experience in coaching/mentoring.  Experience in report writing, presentation, influencing and persuasion, developing action plans to cover a range of complex activities. | E  E  E  E  E  E  E  E |  |
| **PERSONAL ATTRIBUTES**  Overtly demonstrable integrity.  Independent and the ability to be impartial.  Act as a role model, facilitator and leader with demonstrable values-based skills.  Naturally collaborative and inclusive to the broad spectrum of our workers and patients.  Ability to provide honest, timely, clear and values-based feedback to colleagues at all levels, irrespective of role.  High level of personal resilience.  Brave, courageous, strong sense of fairness.  Compassionate, caring nature.  Demonstrable track record of leading by example, strong values and driven by always doing the right thing.  Ability to work under pressure to tight and often challenging deadlines. | E  E  E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Ability to travel to all Trust sites.  Flexible - need to flex hours to meet some staff out of hours/off site.  Able to attend and participate in all mandatory and statutory training events. | E  E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y | X |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g. isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use (> 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | Y | X |  |  |  |
| Driving | Y |  | X |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | X |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  |  |  | X |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  | X |  |