

JOB DESCRIPTION

JOB DETAILS	
Job Title	Clinical Risk Manager
Reports to	Patient Safety Specialist (Insight)
Band	8b
Department/Directorate	Patient Safety

JOB PURPOSE
<p>The Clinical Risk Manager position is a senior NHS manager who will be required at all times to comply with the principles set out in the “Code of Conduct for NHS Managers” and the NHS Constitution. The role will provide professional leadership and management of the risk and risk system functions for the Trust.</p> <p>They will be responsible for leading promoting and facilitating effective risk management and assurance across all areas of the organisation; establishing processes and procedures that meet the Trust’s statutory responsibilities.</p> <p>The post holder will provide a combination of subject matter expertise, particularly relating to risk and incident management, assessing and monitoring assurance, and hold management skills to develop and maintain strong assurance performance; working with governance leads across the organisation to enable the Trust to demonstrate its compliance with national policies and standards</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Responsible for leading promoting and facilitating effective risk management and assurance across all areas of the organisation; establishing processes and procedures that meet the Trust’s statutory responsibilities. Provide highly expert advice and leadership on risk management and matters relating to a wide range of risk and assurance topics The post holder will establish networks within and beyond the NHS to discover best practice and undertake horizon scanning / intelligence gathering which can be incorporated into local systems and processes to support the risk and assurance functions. To lead the development and operational delivery of the Trust’s Risk Management Policy The post holder will provide a combination of subject matter expertise, particularly relating to risk management and assessing and monitoring assurance, and management skills to develop and maintain strong assurance performance; working with governance leads across the organisation to enable the Trust to demonstrate its compliance with national policies and standards. The post holder will support the Trust in improving the quality and value of services and be able to evidence learning from all aspects of quality and assurance. Contribute to the Trust’ Patient Safety programme and the development of organisational expertise to ensure that the culture is sustained. To contribute to Trust wide learning from incidents through communication cell updates, and the monthly iBulletin. To support the Trust Mortality Lead in the Trust’s mortality review process

KEY WORKING RELATIONSHIPS
<p>No. of Staff directly reporting to this role:</p> <ul style="list-style-type: none"> Risk and Investigations team (2 staff) Medical Examiners Officers (up to 5 staff)

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, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• Trust Directors and Executive Directors• Director of Governance/ Assistant Director of Governance• Deputy Medical Directors and Care Group Directors• Directors of Patient Care and Senior Nurses,• Risk and Investigations Team• Matrons and Department Heads• Deputy Director of Finance• Occupational Health Team• Infection Control Team• Care Group Safety and Quality Leads• Estates• Health and Safety Team• Legal Team• Radiation Protection Advisor• Local Security Management Specialist and Security Team• Trust Mortality Lead	<ul style="list-style-type: none">• National Association of Healthcare Safety and Risk Practitioners• Integrated Care Board Safety Team• NHS England• HM Coroner Service• South West Academic Science Health Network• Regional Quality Networks

ORGANISATIONAL CHART



FREEDOM TO ACT

- Lead and take full accountability for the development, implementation and monitoring of the Trusts Risk Management Policy as well as trust policies and procedures to ensure effective and efficient incident investigation and learning from deaths, ensuring these comply with national and regional requirements and the corporate agenda.
- Responsible for leading promoting and facilitating effective risk management and assurance across all areas of the organisation; establishing processes and procedures that meet the Trust's statutory responsibilities.
- Support the Trust in improving the quality and value of services and be able to evidence learning from all aspects of quality and assurance.
- Contribute to the Trust's Patient Safety programme and the development of organisational expertise to ensure that the culture is sustained.
- Make recommendations, provide advice, prepare and present strategic reports/ briefings for Board sub-committees, Care Group management teams, and clinical leads as required. Work collaboratively with the identified key stakeholders across the organisation and effectively engage with multi-disciplinary clinical and non-clinical teams on the service redesign and improvement activity.
- Ensure alignment and integration of the service redesign and improvement requirements with the strategic objectives of the Trust.
- Work collaboratively across both main sites of the organisation to embed a culture of continuous service improvement of the Safety, Risk and Quality Management System.

COMMUNICATION/RELATIONSHIP SKILLS

- Provide, receive and analyse highly complex, technical, sensitive and contentious information and translate as required to ensure comprehensive understanding across the wider organisation
- Work and engage constructively with internal and external stakeholders

- Build and develop key relationships, consult and maintain networks internally and externally, including national networks
- Liaise pro-actively with Trust staff, including clinical staff, patient safety, complaints and communications, Care Group management teams and the Board.
- Provide expert advice for risk identification and assessment
- Lead the Divisional Risk Surgeries, providing advice and guidance as required and monitoring the completion of reviews and risk assessments in a timely manner.
- Lead and take full accountability for the development, implementation and monitoring of the Trusts Risk Management Policy as well as trust policies and procedures to ensure effective and efficient incident investigation management, ensuring these comply with national and local requirements and the corporate agenda.
- Lead the development of an environment and culture that improves the monitoring and management of clinical risk management, presenting regularly across a wide range of forums, groups and committees
- Contribute to the development and implementation of the Trust Patient Safety programme ensuring the best practice standards are embedded throughout the Trust
- Provide expert guidance to the Executive Team/Trust Directors and Trust on existing and new legislation and directives of all risk and incident management requirements, presenting as required across a range of forums, groups and committees.
- Provide robust intelligence and triangulation which enables continuous review of safety and risks so that the Trust is able to respond flexibly to meet its changing environment and ensure it is patient focussed and safe.
- Produce and analyse regular reports to the Trust Board and within the Governance System on risk management and performance.
- Provide highly specialised expert advice / guidance on risk management issues to the Executive Team and all staff upon request at all levels of the organisation showing negotiating skills as necessary
- Build positive relationships with external advisers, partners and statutory bodies
- Have highly developed interpersonal skills and an ability to communicate effectively
- Provide and receive complex and/or sensitive information orally, electronically, in writing in a range of formats and manage effective communication at all levels of seniority up to and including the Board of Directors.
- Lead the progress of incident investigations, and ensure draft responses are prepared within timescales. This will include providing advice to Trust staff on best practice and appropriate measures to be taken to ensure that targets are achieved. Where responses are at risk of breach ensure these are escalated in a timely and appropriate way.
- Lead the process to ensure that learning from incidents is incorporated into Trust wide learning. Work collaboratively across both main sites of the organisation to embed a culture of continuous service improvement of the Safety and Risk and Quality Management Systems

ANALYTICAL/JUDGEMENTAL SKILLS

- Provide, receive and analyse highly complex, technical, sensitive and contentious information and translate as required to ensure comprehensive understanding across the wider organisation
- Undertake detailed thematic analysis of incidents, risks and Structured Judgement Reviews
- Provide expert advice for risk identification and assessment
- Lead the progress of incident investigations, and ensure responses are prepared within timescales. This will include providing advice to Trust staff on best practice and appropriate measures to be taken to ensure that targets are achieved. Where responses are at risk of breach ensure these are escalated in a timely and appropriate way.
- Lead the process to ensure that learning from incidents is incorporated into Trust wide learning.

- Planning and organisation of a broad range of complex risk management activities including the development of action plans which impact across departments. To develop and maintain a comprehensive system for ensuring that risk assessments are undertaken in each Division by staff who are competent and confident to do so.

PLANNING/ORGANISATIONAL SKILLS

- Lead and take full accountability for the development and implementation of the Trusts Risk Management Policy and operational framework.
- Coordinate the Trust's preparation and follow-up for external reviews and ensure its readiness for assessment. The postholder will be responsible for all aspects of communication, training, project planning and coordination
- Support the Patient Safety Specialist (Insight function) and the Director of Nursing with other governance and risk management activities and projects
- Planning and organisation of a broad range of complex risk management activities including the development of action plans which impact across departments. To develop and maintain a comprehensive system for ensuring that risk assessments are undertaken in each Division by staff who are competent and confident to do so
- Contribute to the stress management working group led by the HR department offering advice and support as necessary
- Develop the systems to ensure that all assessments are recorded, reviewed and effective control measures are implemented and to provide advice on appropriate action
- Lead the implementation of Risk Management Strategies, monitoring and facilitating the risk management work programme
- Ensure the Trust is able to meet current standards for risk management
- Regularly review current practice and compliance with legislative requirements
- As and when required liaise with Trust Solicitors on injury claims by providing and sharing investigation and follow up reports
- Lead monthly risk surgeries with the clinical Divisions to ensure the risk register process is robust and risks are escalated as appropriate

PATIENT/CLIENT CARE

- Direct contact with patients and carers (both face to face and via other forms of communication) relating to Serious Incidents, Risks and Incident Investigations.

POLICY/SERVICE DEVELOPMENT

- Lead and give professional advice on policies adopted by the Trust in its delivery of healthcare activities and its compliance with the Health Act and other, relevant national bodies
- To develop the corporate risk management policies
- Develop action plans as required by national risk management guidance
- The post holder will support the Trust in improving the quality and value of services and be able to evidence learning from all aspects of quality and assurance
- Develop bespoke Risk Management Training for clinicians, managers and employees, where appropriate identify and source key training providers
- Act as the module leader for risk management training courses. Plan and organise training courses in line with the strategic objectives of the organisation
- Support the Trust Mortality Lead in the operational delivery of the structured judgement, mortality review process.
- Lead Patient Safety Investigations, developing organisational learning and reporting on learning through the Trust Governance structure

FINANCIAL/PHYSICAL RESOURCES

- Authorised signatory for up to £1,000
- Be responsible for all procurement functions relating to the services in your portfolio, ensuring value for money and relevant contract specification and monitoring.
- Responsible for personal office equipment used

HUMAN RESOURCES

- Supervises support staff including appointment of staff, appraisal and disciplinary matters
- Provides training on own project to staff at all levels
- Identifies opportunities for personal development and participates in the personal performance / development planning processes
- Responsible as line manager for the Risk and Investigations team and Medical Examiners team.
- Develop an environment that will enable staff to work creatively and enthusiastically
- Manage the team's work and projects within the resources that are allocated
- Ensure a safe working environment and identify promptly any hazardous conditions

INFORMATION RESOURCES

- Produce reports on the areas within the portfolio of management
- Ensure effective use of the LRMS (Datix) IT database and that it is upgraded as necessary
- Ensure that effective documentation and audit processes are maintained for compliance functions
- Support the Patient Safety Specialist (Insight function) to identify and develop key performance indicators relating to risk and quality.
- All staff must comply with information governance requirements. These includes statutory responsibilities (such as compliance with the Data Protection Act), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures (such as the Trust's Confidentiality policy). Staff are responsible for any personal information (belonging to staff or patients) that they access and must ensure it is stored, processed and forwarded in a secure and appropriate manner.

RESEARCH AND DEVELOPMENT

- Horizon scan for developments in research and best practice externally and report with recommendations to Assistant Director for Safety & Quality
- Liaise with internal and external auditors as appropriate

PHYSICAL SKILLS

The postholder will be required to frequently use a computer

PHYSICAL EFFORT

The postholder will frequently be sitting at a desk undertaking analysis and report writing

MENTAL EFFORT

The role involves frequent prolonged mental effort, undertaking investigatory activities, analysis of complex information and assimilation of information into reports, policies and operating procedures.

EMOTIONAL EFFORT

The role involves regular emotional effort including reviewing serious and catastrophic incidents, investigating incidents which are highly emotive and sensitive, including safeguarding issues and fatal incidents affecting both adults and children.

WORKING CONDITIONS

The postholder will usually work in well controlled working environments; but may rarely experience challenging behaviour from patients and families involved in incidents or harmful occurrences.

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.

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

Job Title	Trust Risk Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
First level registered Nurse/Midwife (or relevant professional registration) or specialist qualification in Health & Safety / Risk Management	✓	
Educated to Masters level or equivalent qualification relevant to the post	✓	
Broad clinical experience relevant to the post	✓	
A proven track record of clinical service management at a senior level in an acute hospital environment, including staff management, financial management and change management	✓	
KNOWLEDGE/SKILLS		
Demonstrable previous success in supporting and delivering change and performance with and through clinical / operational teams	✓	
Proven ability to analyse complex problems and to develop and successfully implement practical and workable solutions to address them	✓	
A strong sense of personal and team accountability coupled with a clear understanding of the boundaries around delegated authority	✓	
Well-developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams,		✓
Ability to think and plan strategically, tactically and creatively, and to prioritise work programs in the face of competing demands	✓	
EXPERIENCE		
Experience of working with healthcare professionals/previous experience in the NHS in an equivalent/similar field	✓	
Experience of working within an office environment		✓
Minimum of working with a Risk Management System		✓
Previous experience of planning and organising training events		
Experience of producing and delivering reports explaining complex issues	✓	
Experience of producing and delivering presentations to varied audiences	✓	
Experience of supervising/mentoring teams or staff	✓	
PERSONAL ATTRIBUTES		
Proven track record as an excellent team player	✓	
Self-motivated and able to manage own work load and meet deadlines	✓	
A flexible approach to working - self-aware and sensitive to impact on others	✓	
Sound judgemental skills and experience working with diverse groups	✓	
Commitment to improving patient services while sustaining a clear approach and a focus on delivering tangible outcomes and benefits	✓	
Sense of commitment to openness, honesty and integrity in undertaking the role	✓	
OTHER REQUIREMENTS		
Car driver and use of own vehicle		✓
Ability to work flexibly, including occasional work outside of office hours		✓

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y	Y			
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				Y
Heavy manual handling (>10kg)	N				
Driving	Y		Y		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	Y			
Mental Effort	Y				Y
Emotional Effort	Y		Y		
Working in isolation	Y			Y	
Challenging behaviour	Y		Y		