# 

# JOB DESCRIPTION

1. **JOB DETAILS**

**Job Title: Governance Manager**

**Band: 7**

**Reports to: Lead Nurse for Safety and Quality**

**Department / Directorate: Surgical Services Division**

# JOB PURPOSE

The Jobholder has responsibility for ensuring risk management and clinical governance is effective within the Division

To be the lead contact and expert within the Division for any Governance queries or enquiries i.e. incidents, complaints, claims, audit, providing advice / guidance and direction as required.

To represent the Division, where appropriate at Trust wide Governance meetings, ensuring that a deputy is assigned when apologies are given.

To ensure a rapid, thorough and accurate information cascade from Trust-wide Governance meetings back to the Division is completed and to assign actions to key team members, monitor and ensure they are completed within agreed timescales.

To support the Divisional management team in managing governance issues, agreeing priority areas for focus, risk management, evaluation, audit and improvement.

# DIMENSIONS/ KEY WORKING RELATIONS

# KEY WORKING RELATIONS:

Assistant Director of Nursing

Divisional Director

Associate Medical Director, Clinical Directors and Clinical Leads

Lead Nurse(s) for Safety and Quality

Director of Governance and Deputy Head of Governance

Risk Management Team

Experience and Engagement Team

Clinical Audit Department

Admin and clerical staff

# ORGANISATIONAL CHART:

|  |  |  |
| --- | --- | --- |
| Assistant Director of Nursing    Lead Nurse for Safety & Quality  **Governance Manager** | | Head of Governance |
|  | Denotes Line Management accountability  Denotes Reporting accountability | |

# KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

# Governance and Risk

* To ensure that staff within the Division are aware of their responsibility and have appropriate access and training to support the timely reporting of incidents.
* To ensure the Trust’s ‘Incident reporting, analysing, investigating and learning policy and procedures’ are fully implemented and monitored within the division
* To provide expert advice, support and guidance to Divisional staff in the investigation and resolution of incidents in line with the above policy, ensuring mandatory timeframes are adhered to and actions plans are formulated, presented and ratified through the Divisional governance processes/groups.
* To be an active member of the Incident Review Group providing expert input to the Group
* To ensure all risks within the Division are risk assessed at the time the risk is identified and that they are managed in line with the Trust’s Risk Assessment Policy.
* To be responsible for the Divisional Risk Register ensuring risks are uploaded in a timely manner, and are reviewed by the nominated “risk manager” in line with the Trust’s Risk Management Strategy.
* To ensure mitigating actions are undertaken and achieved within the agreed timeframe and to escalate to the Division where risks and their actions are not on target.
* To be responsible for the administration and effective functioning of the Divisional Governance Meetings ensuring the appropriate Trust templates for agenda, minutes and action plans are used.
* To support the Division’s compliance with essential learning and PDRs by identifying / monitoring staff who are out of date and flagging this with the appropriate line manager for action and generally motivating staff to comply with policy.
* Represent the Division, where appropriate at Trust-wide Governance and Risk related meetings presenting themes and lessons learnt with recommendations for consideration / change to Trust wide policy and process.

# Complaints

* To be responsible for developing, reviewing and monitoring the complaints process within the Division to ensure it meets the overall Trust policy and ensures a robust process is in place within the Division to enable complaints to be investigated thoroughly, appropriately and promptly with responses drafted within the specified policy timeframe.
* Formulate, develop and review the reporting arrangements for complaints within the Division to ensure that a regular update report regarding complaints management / themes and lessons learnt with recommendations is presented at Directorate governance meetings.

# Clinical Audit and Guidelines

* To continuously review and develop the Division/Specialty audits and actively monitor completion against the Division’s annual audit plan, ensuring all local and national audits are registered with the Clinical Audit Department and are appraised of the outcome of the audit and emerging action plan/change in practice.
* To support the Trust’s Quality Account programme by acting as the Divisional point of contact with responsibility for progress chasing of queries/outstanding actions.
* Ensure that speciality clinical guidelines are recorded in the Trust Template for Clinical Guidelines and are uploaded and referenced on Hub following ratification at the appropriate Divisional Specialty Governance Group.
* Act as the designated NICE initiator for the Division distributing guidance and providing expertise, advice and support to the relevant clinicians for assessment.
* Ensure the Audit Department is fully appraised of the compliance status within the Division in line with the agreed timescale as detailed in the Trust’s NICE policy. Take a lead in updating the Divisional Audit Programme with NICE guidance requiring audit
* Where required, be responsible for working with clinicians to facilitate completion of an action plan in response to assessment against NCEPOD / Royal College / Other (e.g. Inquiry) recommendations. Ensure that action plans are reviewed, approved and monitored to completion via DGG.

# CQC evidence

* To Lead within the Division and be responsible and accountable for ensuring that the Trust’s assurance process in relation to the Care Quality Commission’s (CQC) fundamental standards for quality and safety (Regulations 8 to 20A) are accurate and reflect the position of the Division.
* To promote and provide ongoing education and awareness within the Division of the principles of the CQC’s fundamental standards for quality and safety.

# Trust Policies

* To actively promote and support the delivery of the Policy for the Development, Ratification and Management of Procedural Documents, by being the Division’s Lead & point of contact in terms of expert advice on the development, writing, reviewing and monitoring of Trust policies.

# External Visits

* To actively support adherence to the Trust’s Policy for the Management of External Agency Visits, inspections and accreditations by co-ordinating, collating and providing the Head of Governance with appropriate information of all planned external visits and the outcome of these visits (collating outcomes, and report including details of any actions/timescales).
* To ensure that External Visits are reported through the Divisional and Specialty Governance Groups and action plans are devised, implemented, reviewed and monitored to ensure recommendations are implemented where appropriate without delay including the formulation of new policies or procedures.

# Data Security

* To be responsible for cascading Data Security requirements and providing a co-ordinated response to these.
* To be the lead for the co-ordination and submission of the annual inventory of records.
* To be responsible for informing the Information Governance Office of any new systems (electronic and manual) within the Division to ensure that “an owner” can be assigned and appropriate training provided.

**Leadership**

* As a leader and expert practitioner, liaise, guide and advise the multi-disciplinary teams in meeting the needs of an integrated governance agenda
* Under the direction of the Assistant Director of Nursing and the Trust Deputy Head of Governance ensure that systems and processes are responsive to the changing needs of the Trust agenda for integrated governance.
* On a daily basis, lead by role modelling in practice, proactively working alongside divisional and specialty management teams in shaping and informing all aspects of integrated governance. This includes facilitating a culture of continuing quality and improvement.
* Be responsible for organising own day-to-day workload by identifying and prioritising areas of work.

**Education and Training**

* Be responsible for developing and maintaining own specialist skills and knowledge and contribute to the development of others in relation to governance, risk management, incident investigation, health and safety and audit.
* Provide and co-ordinate skills training into incident reporting, management and investigation, risk and governance.
* Coordinate and disseminate learning from trust wide incident investigations within the directorate.
* Responsible for the planning, and organisation of the Directorates essential training and review of this to ensure it is meeting individual needs and the requirements of regulatory and statutory obligations.
* Work with Senior Nurses and Cluster Managers to develop and deliver bespoke training, identified from clinical incidents, complaints and near misses.
* Link with Learning and Development Service to identify delivery of relevant training
* Work with Matrons, Heads of Departments and Clinical Leads to develop and update staff induction programmes and monitor the completion of these.

**Quality Assurance**

* Work with the Divisional Director, Associate Director of Nursing and Divisional Business Manager in collating and compiling governance information for the divisional Trust performance reviews.

**Communication**

* Demonstrate a high level of communication skill, specifically able to present complex and sensitive information to the multidisciplinary team concerning governance, risk and audit issues.
* Be able to liaise and work with the multi professional team in the review of often complex and sensitive incident investigations
* Promote and maintain a clear system of communication between clinical, managerial and Trust base teams
* Promote a positive culture around governance, incident investigation and management risk and audit.
* Able to present a diverse and wide range of data in meaningful way across multidisciplinary teams in medicine.
* Request and work with information from the multi professional team sensitively and diplomatically e.g. potential legal case or poor clinical outcome.
* Be able to convey the impact of governance polices and strategies on practice to relevant member of the multidisciplinary team in order to optimise outcomes of care and service delivery.
* Ensure that the needs of ‘Duty of Candour’ are meet and clearly documented in any incident where moderate or major harm has been reported.
* Promote culture of openness in line with ‘Duty of Candour’

**Other Responsibilities:**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute to and work within a safe working environment

The post holder is 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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

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

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

We recruit competent staff that 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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

**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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.



**PERSON SPECIFICATION**

# POST: Governance Manager

# BAND: 7

| **REQUIREMENTS** | **At Recruitment** | **At PDR** |
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| **QUALIFICATIONS / TRAINING** |  |  |
| Educated to degree level in relevant subject or equivalent qualification / significant equivalent experience. | E | E |
| Post graduate degree in management studies or equivalent experience. | D | D |
| A Masters level qualification (or equivalent) or working towards, desirable, or equivalent experience. | D | E |
| Prince 2 Foundation level or equivalent experience. | D | E |
| **KNOWLEDGE / SKILLS** |  |  |
| Proven ability to audit, investigate and analyse highly complex situations/problems where material is conflicting and drawn from multiple sources, developing and successfully implementing practical and workable solutions to address them. | E | E |
| Ability to think and plan strategically, tactically and creatively, and to prioritise work programs in the face of competing demands. | E | E |
| Ability to be intellectually flexible and to look beyond existing structures, ways of working, boundaries and organisations to produce more effective and innovative service delivery and partnerships. | E | E |
| Ability to act upon incomplete information, using experience to make inferences and aid decision making | E | E |
| Well-developed leadership and influencing skills with the ability to negotiate, persuade, enthuse, motivate and involve individuals and teams, and have them understand the Trust’s performance expectations. | E | E |
| Ability to collaborate constructively with internal and external partners to create the conditions for successful partnership working. | E | E |
| Knowledge of financial systems including budget management. | E | E |
| Excellent inter-personal and communication skills with good listening skills | E | E |
| Advanced keyboard skills, use of Word, Excel, Powerpoint | E | E |
| A good understanding of the changing NHS environment. | D | E |
| **EXPERIENCE** |  |  |
| Substantial previous experience and success in supporting and delivering the risk and clinical governance agenda including experience in risk management and audit techniques. | E | E |
| Experience of co-ordinating project work, with a comprehensive knowledge of project principles, techniques & tools. | E | E |
| Experience of policy and report drafting and formulation. | E | E |
| Experience of planning over short, medium, and long term timeframes and adjusting plans & resource accordingly. | E | E |
| Sound political judgement and astuteness in understanding and working with complex policy, and diverse interest groups, and common sense in knowing when to brief “up the line”. | E | E |
| A commitment to improving patient services through an ability to sustain a clear performance focus on achieving demanding goals | E | E |
| **PERSONAL ATTRIBUTES** |  |  |
| High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude. | E | E |
| A strong sense of personal and team accountability coupled to a clear understanding of the boundaries around delegated authority | E | E |
| Strong sense of commitment to openness, honesty and integrity in undertaking the role. | E | E |

**\* Essential/Desirable**

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| HAZARDS:- Updated 31st May 2013 | | | | | |
| Laboratory Specimens |  | Clinical contact with Patients |  | Dealing with violence & aggression of patients/relatives |  |
| Blood / Body Fluids |  | Dusty Environment |  | VDU Use (occasional) | X |
| Radiation / Lasers |  | Challenging Behaviour | X | Manual Handling |  |
| Solvents |  | Driving |  | Noise / Vibration |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in isolation |  |
| Cytotoxic Drugs |  | Electrical work |  | Night Working |  |