

JOB DESCRIPTION

JOB DETAILS	
Job Title	Care Group Quality & Patient Safety Lead
Reports to	Care Group Associate Director of Patient Care
Band	Band 8b
Department/Directorate	(Detail as appropriate)

JOB PURPOSE
<p>The Care Group Quality and Patient Safety lead is a leadership role working in collaboration with the Senior Divisional Triumvirate, Heads of Service, Senior Nurses, Matrons and the Care Group governance team providing strong clinical leadership for the Care Group in relation to quality governance & risk management processes, compliance against quality standards and other performance metrics.</p> <p>The post holder will be expected to act independently, taking timely decisions to ensure effective delivery of Care Group governance functions related to quality, patient safety, patient experience (incl. complaints management) & clinical effectiveness across the Care Group. This will include leading change and service improvement and influencing clinical, operational, and where necessary, corporate teams.</p> <p>The post holder will be responsible for ensuring compliance with local, and national regulatory quality standards and a range of other key quality performance metrics relating but not limited to the National & Trust Patient Safety strategy requirements, CQC regulatory standards, statutory obligations related to Duty of Candour, complaints management and patient experience within a framework of the Delivering Best Value Programme.</p> <p>The post holder may be required to deputise for the Care Group Director and Associate Director of Patient Care representing the service areas within their domain at internal and appropriate external meetings.</p> <p>The post holder will participate in a designated-on call rota</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To provide clinical and managerial leadership to the Care Group governance team to ensure effective systems and processes and programmes of work are in place to ensure delivery of safe services and the management of risk, in line with national and local guidance/policies. Responsible for effective day to day running and performance of the Care Group governance services Accountable for ensuring the effective implementation of the Care Group's quality improvement objectives/annual operating plan priorities Lead the development of local policy associated with patient safety, patient experience & represent the division at relevant forums. Responsible for ensuring the Care Group has robust systems for the effective reporting, investigation and learning from patient safety and critical incidents Lead work to ensure there are highly effective and responsive arrangements for reviewing and measuring & responding to clinical standards, ensuring a clear line of sight from 'ward to Board' through the Care Group and speciality structure. Responsible for directing and oversight of investigations and assuring that learning from patient safety events is embedded back into clinical practice. Lead a positive safety culture across the Care Group and a culture of continuous improvement in order to meet internal and external patient experience, quality and financial performance target

- To lead on patient complaints and ensure we have safe and appropriate systems and processes to triage, respond and manage complaints for the care group; as well as coordinating learning from those complaints

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (Care Group)

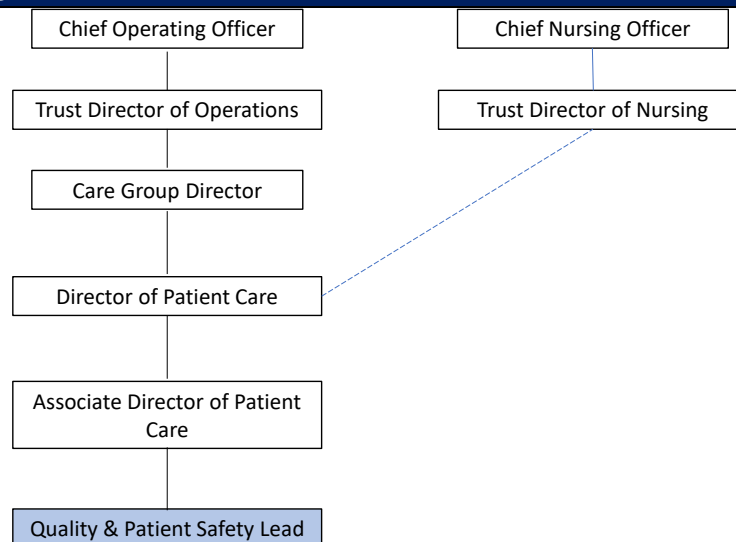
No. of Staff reporting to this role:

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter 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"> • Care Group Senior Leadership Teams • Patient safety specialists • Head of Patient Experience • Heads of Governance • Governance Managers • Safety & Risk teams • Patient Experience team members • Clinical & non-clinical staff • Legal team • Safeguarding team 	<ul style="list-style-type: none"> • Patients/Carers • DCC • CQC • ICB • HM Coroner • Voluntary organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

- The Care Group Quality and Patient Safety Lead has authority to take autonomous decisions – within Scheme of Delegation and Trust policy - in the areas that relate to patient safety, clinical effectiveness and patient experience that affect the operational working, and improvement, of services within the domain managed.
- Outside of delegated authority, or Trust Policy, authorisation will be sought from Care Group Triumvirate
- Interpret and communicate changes to national policy(s) to staff within the services managed.

- As a member of a designated staffing on-call rota the postholder has authority to take autonomous decisions on use of financial and human (staffing) resources out of hours.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will:

- Provide & receive highly complex, sensitive or contentious information with respect to the services within the domain managed.
- Effectively communicate and work with managers, clinicians and all levels of staff; presenting highly complex information both internal and external to the organisation which is applicable to all levels & disciplines within the division.
- Work in collaboration with the governance team, medical staff, clinical matrons and cluster managers ensuring triangulation of learning is brought together across all governance systems and shared throughout the division.
- Convey contentious information, where there are significant barriers to acceptance that the postholder will need to overcome. This may be in a hostile and antagonistic environment, and will require strong interpersonal skills and emotional intelligence.
- Negotiate, influence, persuade and reconcile conflicting views in a challenging environment in a manner that ensures credibility and fosters effective & lasting relationships with colleagues, staff, service users and other stakeholders.
- Develop effective partnerships/networks, both internal and external to the Trust, to influence and drive improvements in patient safety and quality.
- Ensure an open, engaged & performance driven culture within the Care Group.
- Ensure mechanisms are in place that facilitate open discussion leading to sound, co-ordinated management of services & areas within the Care Group.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will:

- Be required to review and analyse highly complex situations, information or data arising from reports, enquiries, complaints, incidents, workforce issues that require interpretation, comparison of a range of options and provide sound advice and judgements so that effective recommendations can be made
- Ensure that all divisional activity relating to complaints are managed so that the organisation can continually learn from events and make continuous improvement to healthcare and supporting services.
- Daily use of Datix and EPIC to analyse complex data sets ensuring quality performance is in line with local and national standards and reporting and acting on any adverse variances

PLANNING/ORGANISATIONAL SKILLS

The post holder will:

- Be required to formulate, develop, plan and organise a broad range of complex activities to ensure both the strategic and operational delivery of patient safety, patient experience, and complaints activities within the Care Group's activities.
- Leading task and finish projects to redesign and develop long term plans which support the quality agenda.

PATIENT/CLIENT CARE

The post holder will:

- Provide highly specialised expert clinical advice and support in their area of expertise at ward and department level on up-to-date evidence-based clinical practice in consultation, where appropriate, with the Trust central governance team.
- Maintain clinical competence and credibility by working at least two days a month within a relevant clinical area which includes direct clinical contact with patients.

POLICY/SERVICE DEVELOPMENT

The post holder will:

- Work with clinical leads and cluster managers ensuring that actions are accepted, completed and fully embedded within practice.
- Have responsibility for nursing and AHP policy development and implementation in relation to quality, patient safety and experience for their care group. In collaboration with the speciality nursing teams, provide support and leadership with quality improvement projects, ensuring that key objectives are met and the learning shared. Support the introduction at divisional level of all transformational programmes of work for example the introduction of assistant practitioner (AP), Advanced Care Practitioners (ACPs) and Nursing Associates (NAs) roles into the workforce.
- Support the Director, and Associate Director, of Patient Care to lead the development and delivery of the corporate wide Trust nursing & clinical programmes related to clinical and professional standards in collaboration with the specialty matrons / Project Management Office. Respond to national and regional drivers relating to clinical and professional standards, nursing workforce and complaints and ensure divisional visibility.

FINANCIAL/PHYSICAL RESOURCES

The post holder will:

- Provide clinical nursing and AHP leadership to the efficiency and productivity on all activities related to patient/carer experience and to be accountable and responsible for the delivery of corresponding pay and non-pay budgets.
- Liaise with other members of the multi-professional senior team to ensure that there is efficient use of resources required (i.e. finance, staffing) to deliver including finance and staff.

HUMAN RESOURCES

The post holder will:

- Line manage and lead the governance and patient experience teams ensuring clear management and clinical supervision arrangements.
- Ensure each member of the governance and patient experience teams has regular appraisals and personal development plans to support professional development, focussing on the individual skill set and competency
- Ensure adequate staffing levels for the delivery of safe, effective nursing and AHP service within their Care Group.
- Have responsibility for supporting and participating in the recruitment and selection of nursing and AHP staff within their service.
- Ensure adequate staffing levels for the delivery of safe, effective community nursing service within their cluster.
- Manage poor performance and initiate any appropriate initial investigation regarding complaints with support from the (add title/role here)
- Manage absence in accordance with the Trust's policy.
- Ensure implementation and adherence to lone working policies and staff tacking systems.
- Supervise and train new staff, pre and post registration students, quality care framework candidates, care certificate, work experience students, support workers, formal and informal carers.
- Have individual responsibility as well as ensuring all team members attend mandatory training.

INFORMATION RESOURCES

The post holder will use a variety of software packages and will be required to manipulate data via spreadsheets application and use word-processing or PowerPoint packages for the preparation of presentation and reports, monitoring the quality of information generated by others as appropriate.

RESEARCH AND DEVELOPMENT

The post holder will create and promote a philosophy of clinical inquiry with all members of the multi-professional team through regular clinical practice, research and clinical audit and will disseminate learning and actions from programmes and projects.

PHYSICAL SKILLS

Standard keyboard skills.

The post holder will be required to practice the physical clinical skills within their scope of practice.

PHYSICAL EFFORT

The post will involve a combination of sitting, standing, walking; with daily use of technology including computer, laptop, iPad and mobile phone and remaining desk/chair based for a large proportion of the day.

The post may be required as an exception to work on different sites

MENTAL EFFORT

Frequent concentration, whilst undertaking data analysis; producing & reviewing reports and business cases; chairing or participating in meetings and hearings.

Participation in face to face & MS Teams meetings on a frequently, hourly, basis.

Ability to concentrate for long periods of time.

Analysis and interpretation of complex data sets to inform decision making.

EMOTIONAL EFFORT

Frequent exposure to distressing or emotional circumstances when having to impart unwelcome news, this may be as a result of complaints or incident investigation, performance or disciplinary hearings.

Oversee investigations – clinical and non-clinical – in accordance with Trust Policy(s).

When required meet with patients & carers providing feedback on their experience.

At any time during the working day, support staff who are experiencing work-based or personal challenges.

WORKING CONDITIONS

The post holder may occasionally be exposed to body fluids when working clinically supporting the wards.

There will be extensive use of VDUs on a daily basis.

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	Care Group Quality and Patient Safety Lead
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
<ul style="list-style-type: none"> Current and relevant registration with the NMC or HCPC Relevant 1st degree or equivalent Master's level qualification or working towards or evidence of advanced practice Evidence of leadership development Evidence of postgraduate study 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> Experience of leading and managing change. Significant experience of leading and managing teams. Experience of written policies and standards without supervision. Evidence of continuous professional development. Clear understanding of statutory and mandatory responsibilities regarding governance, risk and complaints management. Sound business acumen. Excellent written, graphic and oral communication skills, including report writing/detailed correspondence. Complex problem solving, decision making and analytical skills. Excellent negotiation, communication and influencing skills. Proven leadership and staff management skills. Advanced level of clinical judgement Organisation/time management skills. Strong IT skills 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
EXPERIENCE		
<ul style="list-style-type: none"> Effective Budget management experience. Proven Ability to plan ahead and manage the translation of strategic intent into operational reality Proven ability to use highly developed specialist clinical knowledge and experience to analyse complex issues. Understanding of CQC fundamental standards Detailed knowledge of current Patient Experience and PPI national policy and agenda 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓
PERSONAL ATTRIBUTES		
<ul style="list-style-type: none"> Visible leader at all organisational level. Team player. Resourceful, driven, can do attitude, personal integrity, open, inclusive leadership style. Ability to work with and influence a number of different teams Able to cope well under pressure. Highly motivated and works own initiative. Exemplary standards of personal and professional behaviour. Ability to manage conflicting priorities and variations to workload. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
OTHER REQUIREMENTS		
<ul style="list-style-type: none"> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required. Able to work flexibly and contribute to senior nurse on-call rota 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	

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