

JOB DESCRIPTION

JOB DETAILS	
Job Title	Assistant Safety and Quality Improvement Manager
Reports to	Safety and Quality Improvement Manager
Band	Band 6
Department/Care Group	Clinical Care Group

JOB PURPOSE
<p>The postholder has responsibility for supporting effective risk management and clinical governance processes within the Care Group ensuring the efficient, compliant, safe and high-quality delivery of care.</p> <p>They will be a key contact within the Care Group for any Governance queries or enquiries i.e., patient safety events, patient experience feedback, legal claims, local and national audit, providing advice / guidance and direction as required.</p> <p>To provide compassionate engagement and liaison to patients, families and carers who have been affected by patient safety events or have raised a complaint through the Trust's feedback processes.</p> <p>To deputise for the Safety and Quality Improvement Manager at Trust wide meetings, governance & oversight groups and improvement forums.</p> <p>To support the completion of actions from a wide range of sources within agreed timescales, and the accurate cascade of governance information within the Care Group.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>Patient Experience</p> <ul style="list-style-type: none"> • To support the Care Group Patient Experience function, ensuring that the team undertaking this work are supported to provide an effective, efficient and robust service in line with the Royal Devon Patient Experience Strategy and its associated policies and processes. • To directly offer family liaison and support to patients, families and carers who have been affected by patient safety events or have raised a complaint through Trust feedback processes. This will be with the guidance and support of the Safety and Quality Improvement Manager and Safety and Quality Lead. • Support the Complaint Handlers to that ensure that early resolution is been sought in response to feedback, and where the formal complaints framework is used, issues are addressed and responded to in a timely manner. • To support the Care Group Patient Experience function with complex complaints, ensuring they are appropriately escalated to the Care Group Triumvirate & Safety and Quality Lead where patient experience feedback is indicating: <ul style="list-style-type: none"> ○ Highly complex complaints where Executive oversight is required at an early stage; ○ Significant risk which requires escalation through the Trust Risk Management Policy; ○ A potential patient safety event which requires escalation in line with the Royal Devon Patient Safety Incident Response Plan and Policy; ○ Potential safeguarding issues (including events affecting those who lack capacity and attempts to radicalise vulnerable adults or children); ○ And/or there are significant delays to the Care Group's response to patient experience feedback.

- To work collaboratively with the central patient experience team, the Matron for Patient Experience and Matron for Complaints and Patient Support to ensure effective working and support for the Care Group Complaints Handlers.

Patient Safety

- To support the Care Group to meet its responsibilities for the timely identification and reporting of patient safety events; supporting the delivery of training where required.
- To support the implementation of the Royal Devon Patient Safety Incident Response Plan within the Care Group.
- To provide support and guidance to Care Group staff in responding to patient safety events in line with the Royal Devon Patient Safety Incident Response Plan.
- To produce, with guidance from the Safety and Quality Improvement Manager, Patient Safety Event Escalation Reports for consideration by the Panel in line with the Patient Safety Incident Response Policy.
- To provide support within the Care Group in relation to patient safety, effectively modelling the core principles of the patient safety incident response framework:
 - Compassionate engagement
 - Proportionate responses
 - Systems based learning
 - Supportive oversight

Patient Safety Event Learning Responses

- To monitor incident reporting within the Care Group, to support all patient safety events receive the appropriate level of response as indicated in the Royal Devon Patient Safety Incident Response Plan.
- To support delivery of the initial response to a patient safety event, prioritising the compassionate engagement of those affected; (patient, family, carers & staff involved).
- To undertake, with guidance from the Safety and Quality Improvement Manager, local Learning Responses including Swarm / Huddles; After Action Reviews; Concise Learning Responses; ensuring that these are completed appropriately and in a timely manner.
- To support Care Group wide trending and theming of patient safety events from completed learning responses, working collaboratively with central team so that learning is shared throughout the organisation.
- To support the Care Group to meet the requirements of Duty of Candour Regulations where harm has occurred following a patient safety event (nationally defined as moderate or greater harm).
- To actively promote the use of the Trust Risk Management System (Datix) throughout the Care Group to record safety, risk and patient experience data (including complements).

Risk Management

- To support local Risk Management processes within the Care Group, ensuring that all risks within the Care Group are assessed at the time the risk is identified and that they are managed in line with the Royal Devon Risk Management Policy.
- To support the maintenance of the Care Group Risk Register, ensuring risks are uploaded and appropriately reviewed and escalated to the correct level of Risk Register, in line with the Trust's Risk Management Policy.
- To work collaboratively with the Trust Risk Manager, and deputise for the Safety and Quality Improvement Manager at Care Group Risk Surgeries, ensuring that all risk reviews are clearly audited on the Trust's Risk Management System.

Clinical Effectiveness and Audit

- To support the Safety and Quality Improvement Manager with Care Group audits; including the monitoring of completion against the Care Groups annual audit plan, supporting the registration of local and national audits with the Clinical Audit Department.

- To support the development of Speciality clinical guidelines and they are in the Trust Template for Clinical Guidelines;
- Where required, the postholder will be responsible for working with clinicians to support the facilitation and completion of an action plan in response to assessment against NCEPOD / Royal College / Other (e.g. Inquiry) recommendations; ensuring that action plans are reviewed, approved and monitored to completion via Care Group Governance Group (CGGG).

Care Group and Speciality Governance

- To support the effective functioning of the Care Group Governance Meetings, including the development of agendas/papers/datasets on behalf of the Safety and Quality Improvement Manager.
- To represent the Care Group, where appropriate at Trust level Governance, Safety & Risk related meetings; presenting themes and lessons learnt with recommendations for consideration / change to Royal Devon policy and procedures.
- To collaborate and work with other Care Group Assistant Safety and Quality Improvement Managers to share learning, areas of best practice and support across the Care Groups, where appropriate.

Care Group Performance Assurance Framework

- The postholder will support the preparation for the regular Care Group Performance Assurance Framework (PAF) meetings by:
- Supporting safety and quality information to be recorded as required onto the Risk Management System, so that the PAF Dashboard accurately reflects Risks, Incidents and Complaints & Concerns within the Care Group.
- Supporting the addition of new risks onto Datix prior to being presented to PAF, ensuring that each risk has a clearly defined Risk Statement, and scoring has been subject to appropriate check and challenge in line with the Risk Management Policy.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

- **Patient Experience and Family Liaison**
- **Patient Safety and Learning Responses**
- **Risk Management**
- **Clinical Effectiveness and Audit**
- **Care Group and Speciality Governance**

No. of Staff reporting to this role: Variable (Dependent upon size and complexity of Care Group)

The purpose of this post is to provide effective support to Care Group Clinical Governance based upon the Trust's patient safety, experience and quality improvement agendas.

Through focusing on the organisational patient safety culture, high quality care standards and avoiding harm; the Assistant Safety and Quality Improvement Manager will support the Care Group in the delivery of learning responses from patient safety events, patient experience feedback and results of clinical effectiveness and audits.

The post holder is required to deal work collaboratively and effectively with staff of all levels throughout the Trust. This will include verbal, written and electronic media. They will provide consistent high-quality Quality Governance advice to clinical teams (with guidance from the Safety and Quality Improvement Manager) to support their effective decision-making.

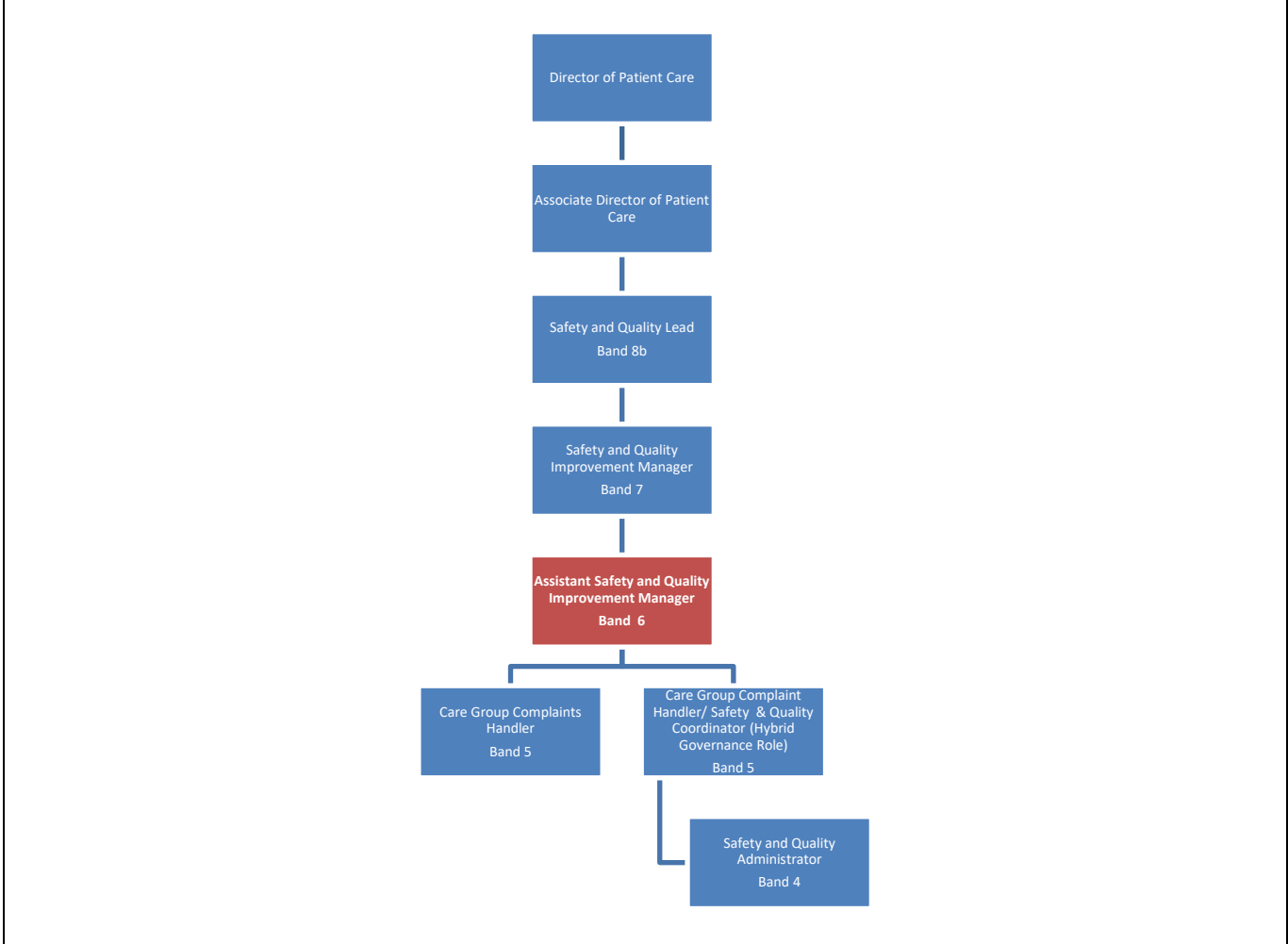
Of particular importance are working relationships with:

Internal to the Trust

External to the Trust

<ul style="list-style-type: none"> • Care Group Triumvirates (Deputy Medical Director, Care Group Director, Director of Patient Care) • Clinical Directors • Patient Safety Specialists • Associate Directors of Patient Care • Safety and Quality Lead • Safety and Quality Improvement Manager(s) • Clinical Leads • Cluster Managers • Clinical Matrons • Matron for Complaints and Patient Support • Clinical Team Managers • Central Patient Safety Teams • Central Patient Experience Team • Trust Risk Manager • Health and Safety Team • Admin and Clerical Staff 	<ul style="list-style-type: none"> • Patients, families, carers and/or others affected by patient safety or experience events
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ORGANISATIONAL CHART



There will be some variation in this structure between care groups due to differences in the size and complexity each Care Group

FREEDOM TO ACT

The post holder will work independently, within occupational guidelines. As a subject matter expert in their field, the post holder will determine when it is appropriate to refer to their line manager.

They will also undertake delegated duties under the guidance of their line manager.

The postholder may also be required to support other Care Groups in the support and delivery of their risk management and clinical governance processes.

COMMUNICATION/RELATIONSHIP SKILLS

- Demonstrate a high level of communication skill, specifically able to present complex and sensitive information to the multidisciplinary team concerning clinical, information and corporate governance, risk and audit issues on a daily basis.
- Where a patient safety event has resulted in a patient coming to harm, the post holder will be responsible for communicating with the patient and/or their family. They will liaise with the family, engaging with them compassionately and involving them in the development of the Care Group's learning response. They will support sharing the outcomes of learning reviews or complaint investigations with those affected. This will require developed communication skills to address any barriers of understanding where there is a need to communicate sensitive information with empathy and re-assurance.
- Provide advice and guidance to the Care Group regarding responding to patient safety events, recording on the risk management system, including managers investigations, and draft risk assessments.
- Communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times and using written, email and telephone communication
- Attend and provide advice, guidance and support at round table reviews, Swarm / Huddles and After-Action Reviews.
- Ability to collaborate constructively with internal and external partners to create the conditions for successful partnership working.
- Promote a positive safety culture which supports sound clinical governance), patient safety learning responses, patient experience, risk management and audit.
- Request and work with information from the multi professional team sensitively and diplomatically.
- Be able to convey the impact of governance policies and strategies on practice to relevant member of the multidisciplinary team in order to optimise outcomes of care and service delivery.
- Ensure that the requirements of Duty of Candour are met and clearly documented in any incident where moderate or greater harm has been reported.
- To promote and provide on-going education and awareness within the Care Group of the principles of the CQC regulations and inspection regime.

ANALYTICAL/JUDGEMENTAL SKILLS

- To read, assimilate and analyse information from a number of sources e.g., complex patient health records, best-practice evidence, policies, clinical guidelines and determine judgements of relevance, and contribute in relation to a range of dynamic and emergent safety and quality contexts.
- Analyse patient safety events which will require interpreting a range of information, suggesting improvements and actions.
- Support the development of risk assessments and escalation of concerns.
- Take an active role in the triangulation of data from multiple sources to claims, identify areas of risk or escalation.
- To seek and act on feedback from patients, families and staff which has been escalated through Safety and Quality activity within the Care Group.

PLANNING/ORGANISATIONAL SKILLS

The postholder will be required to support the management of multiple Safety and Quality workstreams simultaneously, across the areas of their key responsibility in the care group:

- **Patient Experience and Family Liaison**
- **Patient Safety and Learning Responses**
- **Risk Management**
- **Clinical Effectiveness and Audit**
- **Care Group and Speciality Governance**

- Monitor review dates for all Care Group patient information leaflets and clinical guidelines, liaising with authors to provide updates and seeking approval through relevant governance meetings.
- Monitor overdue reviews of risk assessments and actions, ensuring these are communicated to relevant teams and line manager for action.
- Co-ordinate speciality governance group meetings and other meetings as required or requested by the Safety and Quality Improvement Manager
- To ensure escalated items from Governance meetings are addressed at Care Group Governance Group meetings.
- Work effectively and efficiently to deadlines producing work of a high-quality standard.

PATIENT/CLIENT CARE

- The postholder will not be involved in direct patient care.
- They will liaise with patients (and/or their representatives) who have been affected by patient safety events which caused harm in our care. They will support patients and families while formal learning responses or complaints investigations are being undertaken.
- They will also support the Complaints Handler in meeting patients and/or their representatives who have raised complaint/concern with their care at Resolution meetings when required, particularly when the complaint is complex or patient communication/behaviour has already been flagged as a concern.

POLICY/SERVICE DEVELOPMENT

- The postholder will work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.
- To actively promote, and support the delivery of the development, ratification and management of procedural documents, whilst being a key point of contact for advice on the development, writing, reviewing and monitoring of Trust policies.
- The role will be responsible for supporting the implementation of policy in their own area of work and advising, contributing and proposing policy changes which impact across the Care Group, and potentially the Trust.
- Review and develop the reporting arrangements for governance issues within the Care Group to ensure that a regular update report regarding patient safety, experience and risk.

FINANCIAL/PHYSICAL RESOURCES

- The postholder will contribute to the efficient use of financial and physical resources.

HUMAN RESOURCES

- The postholder has day-to-day management responsibility and work allocation for the Care Group Complaints Handler, Care Group Safety and Quality Improvement Facilitator, and the Safety and Quality Facilitator.
- The postholder will act responsibly in respect of colleague's health, safety and welfare following safety at work practices, whilst working in compliance with local health and safety policy and guidance.
- Recognises and respects equality and diversity, demonstrating an inclusive approach in all environments.
- Understands the importance of role modelling and participates in the training and supervision of other staff as appropriate to the postholders' competency.

- Provide education and training to staff within Care Group outside of on learning from feedback, patient safety events, human factors and managing risk.
- Ensure adherence to safe lone working practices and use of staff tracking systems.
- Participate in supervision and annual appraisal with line manager to support professional development.
- Identifies opportunities for personal development and participates in the personal performance / development planning processes
- Individual responsibility to complete mandatory training in line with electronic staff record.

INFORMATION RESOURCES

- To input data into the risk management system, following up on outstanding safety actions and escalating to the Safety and Quality Improvement Manager and Care Group Triumvirate, where required.
- To input data into audit system, following up on outstanding audit actions and reporting back to the Safety and Quality Improvement Manager and Clinical Audit Team as necessary.
- To review patient medical records (electronic/paper) as part of patient safety learning reviews, clinical audit or quality checking.
- To set up and maintain accurate and effective filing systems.

The postholder will also support the cascade of Information Governance requirements and supporting a co-ordinated response to these.

- To support 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 Care Group to ensure that “an owner” can be assigned and appropriate training provided.
- To support the development of the Trust’s local risk management system, promoting its use throughout the Care Group
- To produce reports, processing data compiled by others as part of their investigation process.
- Lead, as directed by the Safety and Quality Improvement Manager.

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to the appropriate clinical or non-clinical information system
- Maintain the confidentiality of their passwords / usernames and if in possession of a ‘Smartcard’ abiding by the terms and conditions of its use.

RESEARCH AND DEVELOPMENT

- Regularly co-ordinate and facilitate clinical audit activity; supporting all departments to enable compliance with essential standards (such as NICE), including identifying audit scope and sourcing patient records where required.

PHYSICAL SKILLS

- This is an administrative role, with a requirement for standard keyboard skills and a frequent requirement to use a computer and IT packages; therefore, working in office conditions.

PHYSICAL EFFORT

- Combination of sitting, standing and walking throughout the day with little requirement of physical effort.
- The post will require travelling, meetings in various venues and office-based work.
- Also, manual dexterity to perform tasks using IT systems.

MENTAL EFFORT

- Frequent prolonged concentration, and occasional intense concentration is required for investigative interviewing and the analysis and synthesis of complex information.
- Excellent organisational and multi-tasking skills are required, including personal time management, to effectively manage and prioritise variable workloads with different timescales.

EMOTIONAL EFFORT

- The postholder will work closely with patients, carers and staff who have experienced distressing events, which may include fatalities or life changing disabilities resulting from patient safety incidents.
- They will be reviewing the details of such events and analysing emotionally distressing information on a daily basis. They should expect contact with people who have been affected to occur at least weekly.

WORKING CONDITIONS

- VDU uses 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.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Assistant Safety and Quality Improvement Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Educated to post graduate degree level or equivalent Management qualification or equivalent professional experience in a governance-related field 	E E	
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> A strong sense of personal and team accountability coupled to a clear understanding of the boundaries around delegated authority Excellent planning and organisational skills Ability to prioritise workload to respond to changing demand Motivation and negotiation skills Extracting information / listening skills Ability to handle complex enquiries Ability to deal with challenging behaviour Comprehensive PC skills - databases, word-processing, email, Excel, risk management systems, e.g. Datix Analytical skills and ability to problem solve Proven strong administration skills Able to work independently with minimum supervision Ability to coach and mentor others Good decision-making skills Understanding of the principles of audit 	E E E E E E E E E E E E E	D
EXPERIENCE <ul style="list-style-type: none"> Previous experience and success in supporting and delivering the governance agenda Experience of planning over short, medium and long-term timeframes and adjusting plans accordingly. Experience of co-ordinating and delivery of projects with a comprehensive knowledge of project principles Experience in demonstrating sound judgement and astuteness in identifying issues across diverse interest groups and common sense in knowing when to escalate Experience in improving services through an ability to sustain a clear performance focus on achieving demanding goals 	E E E E E	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Excellent interpersonal and communication skills inc. demonstrating empathy and sensitivity to colleagues, patients and relatives High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude Understand teamwork and work within a team Can remain calm and professional in a busy environment Empathetic, but able to understand professional boundaries Welcoming friendly and approachable manner Commitment to continual development to inc. relevant new systems, policies and procedures 	E E E E E E E	

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. 	E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
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 (erg 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				X
Heavy manual handling (>10kg)	N				
Driving	Y				
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		