Job Details

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| **JOB DETAILS** |  |
| **Job Title** | Governance Manager |
| **Reports to** | Chief Nursing Information Officer (CNIO) |
| **Band** | Band 7 |
| **Division** | Clinical Digital Services |

**Job Purpose**

* The job holder is responsible for ensuring risk management and 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 (including external audit), Care Quality Commission (CQC) providing advice or guidance and direction as required.

* The post holder will work directly with Clinical Digital Services management team; providing specialist information to the wider team across our Northern and Eastern Service.
* To represent Clinical Digital Services, 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 CDS is completed and to assign actions to key team members, monitor and ensure they are completed within agreed timescales.

**Key Working relationships**

* CCIO
* CNIO & Assistant Director of Nursing
* Divisional Director
* Design and Delivery Lead
* Service Development leads
* Configuration managers
* Clinical Safety Officer (CSO)
* Divisional Directors
* Cluster Managers Trust Wide
* HR Department
* IM&T Department
* Learning & Development Department
* Directorate Management Accountant
* Risk Managers & Complaints Managers
* Patient Safety Team
* Clinical staff Trust wide
* Head of Departments
* Head of Governance
* Risk Management Team
* Admin and Clerical staff

**Organisational Chart**

**TBC**

**Communication/ Relationship skills**

* To ensure that staff within Division are aware of their responsibility and have appropriate access and training to support the timely reporting of incidents.
* To provide expert advice, support and guidance to staff in the investigation and resolution of incidents in line with Trust policy, ensuring mandatory time frames are adhered to and action plans are formulated, presented and ratified through Clinical Digital Services Business/Governance Group.
* To communicate with staff at all levels both verbally and in written format, being able to provide and receive complex information, which may contain contentious and sensitive data.To have the ability to use persuasive, motivational, negotiating and training skills, while being able to show empathy, understanding and be reassuring.

**Analytical/ Judgment skills**

* To analyse large amounts of complex data relating to, for example, training, PDR’s, incident, CQC compliance and risks and to use judgement to break down information into Departmental reports.
* Act as the designated National Institute for Health Care Excellence (NICE), HIMSS and Epic Star initiator for the Division distributing guidance and providing expertise, advice and support to the relevant Department Managers for assessment.
* Take a lead in updating the Directorate Audit Programme and monitor the compliance status within the Division in line with the agreed timescales as detailed in the Trust’s NICE policy and external digital assurance.

**Planning/ Organisational skills**

* To continuously review and develop the Divisional Audits and actively monitor completion against the Divisions annual audit plan, ensuring all local and national audits are registered with the Audit Department and are appraised of the outcome of the audit and emerging action plan/change in practice. To be responsible for developing, reviewing and monitoring the complaints process within Division to ensure it meets the overall Trust policy and ensures a robust process is in place to enable complaints to be investigated thoroughly, appropriately and promptly with responses drafted within the specified policy timeframe.
* Formulate, develop & 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 governance meetings.
* To ensure that External Visits are reported through the Clinical Digital Services governance group and action plans are devised, implemented, reviewed & monitored to ensure recommendations are implemented where appropriate without delay including the formulation of new policies or procedures.
* To ensure the Trust’s ‘Incident reporting, analysing, investigating and learning policy and procedures’ are fully implemented and monitored within the division.
* 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 Trusts Risk Assessment Policy.
* To be responsible for the Divisional Risk Register ensuring risks are uploaded timely and are reviewed by the nominated “Risk Manager” in line with the Trusts Risk Management Strategy.
* To ensure mitigating actions are undertaken and achieved within the agreed timeframe and to escalate to the DGG where risks and their actions are not on target.
* To be responsible for the administration and effective functioning of the Clinical Digital Services Business/ Speciality 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 PDR’s 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.

**Physical Skills**

* Advanced keyboard skills required and a high level of accuracy.  Standard driving skills.

**Patient/ Clinical care**

* Incidental patient contact

**Policy/ Service development**

* To actively promote and support the delivery of the policy for the development, ratification and management of procedural documents, by being the Divisions lead & point of contact in terms of expert advice on the development, writing, reviewing and monitoring of Trust policies.
* To actively support the Trusts achievement and maintenance of clinical safety by being the Clinical Digital Services champion for governance.

To actively support adherence to the Trusts 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.)

* Represent the Division, where appropriate at Trust wide Governance & Risk related meetings presenting themes and lessons learnt with recommendations for consideration / change to Trust wide policy and process.
* Ensure that speciality guidelines are recorded in the Trust Template for guidelines and are uploaded and referenced on HUB following ratification at the appropriate CDS Governance Group.
* To lead, within Clinical Digital Services, and be responsible and accountable for ensuring that the Trusts assurance process in relation to the Care Quality Commission’s (CQC) 16 essential standards for quality and safety are accurate and reflect the position of Division.
* To promote and provide on-going education and awareness within Clinical Digital Services of the principles of the CQC’s 16 essential standards for quality and safety and the continually evolving National Clinical Digital safety standards.

**Human Resources**

* The post holder will provide training in the management of Risk registers and Datix incident and complaint handling across the Division.In addition, the post holder will have access, and contribute, to Epic Sherlock incident management systems
* To use computer software to create statistical divisional wide and departmental reports in own area of responsibility
* To be responsible for cascading Information Governance 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 Clinical Digital Services to ensure that “an owner” can be assigned and appropriate training provided.

**Research & Development**

* To continuously review and develop audits within the division. To complete audits and surveys when required, i.e. Staff Survey

**Freedom to act**

* To interpret broad policy and establish standards.
* To ensure that Departments implement processes and procedures that safeguard the Division and make sure that they are compliant with Trust Policies and national policy and guidance. To be a lead specialist on governance for the Division and advise Senior Managers and Department Managers on Policies and governance, referring to peers and/or the Head of Governance / Deputy Head of Governance when required.

**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 working 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) including dismissal

**Trust Values**

We are working together to help you to stay healthy and to care for you expertly and compassionately when you are not. This is our mission, and we will deliver this by focusing on our Care objectives.

* **Collaboration and partnerships** - we will work in partnership to improve the health of our communities
* **A great place to work** - we will create a culture that retains, develops, supports, and attracts people to work as part of a team to deliver patient-centred care
* **Recovering for the future** -  we will deliver an equitable recovery and capacity for further change
* **Excellence and innovation in patient care** - we will embrace new technologies and ways of working to deliver the best possible care and to enable people to stay well

Compassion

* Being kind to ourselves and others, showing empathy, sincerity and  
  understanding
* Meeting the needs of others – putting ourselves in others’ shoes
* Treating patients, their families and each other with care and  
  consideration
* Taking time to engage, support, listen and act without judgement

Integrity

* Being open and honest
* Being reliable and trustworthy
* Having the courage to speak up when things go wrong
* Being responsible, accountable and learning from mistakes
* Questioning actions that are inconsistent with our Trust values

Inclusion

* Valuing and celebrating individual differences so we feel like we belong  
  and can bring our whole selves to work
* Respecting different people’s needs, aspirations, priorities, abilities  
  and limits
* Being willing to listen to different views and opinions so all our voices  
  count and are heard
* Being aware of the impact of our own behaviour on others
* Listening and taking action to ensure equity for everyone

Empowerment

* Being trusted and making the best use of resources entrusted to us
* Having the freedom to act and make decisions within clear guidelines
* Being able to share our ideas and have our say
* Sharing our expertise and honest feedback to support our colleagues to  
  learn and grow
* Encouraging and celebrating those who innovate and go the extra mile  
  for our patients and colleagues
* Supporting our patients to have greater autonomy over decisions and  
  actions affecting their health

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 members of staff that are 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. This is to ensure that they reflect the job as it is being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the job holder. Therefore, you will be expected to participate fully in discussions. We aim to reach agreement on reasonable changes. However, if an agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

The RDUH 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**

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| **Requirements** | **E** | **D** |
| **QUALIFICATION/ SPECIAL TRAINING**  Educated to degree level in relevant subject or equivalent qualification / significant equivalent experience.  Evidence of continuing development.  Post graduate degree in management studies or equivalent experience.  Recognised qualification in Governance and Risk Management or equivalent experience Risk Assessors qualification.  Root Cause Analysis (RCA) qualification.  A Masters level qualification (or equivalent) or working towards, desirable, or equivalent experience. | E | D  D    D    D  D  D |
| **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.  Ability to think and plan strategically, tactically and creatively, and to prioritise work programs in the face of competing demands.  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.  Ability to act upon incomplete information, using experience to make inferences and aid decision making. | E          E      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.  Ability to collaborate constructively with internal and external partners to create the conditions for successful partnership working.  Excellent inter-personal and communication skills with good listening skills.  Advanced keyboard skills, use of Word, Excel, PowerPoint.  A good understanding of the changing NHS environment. | E        E      E    E    E |  |
| **EXPERIENCE**  Substantial previous experience and success in supporting and delivering the risk and governance agenda including experience in risk management and audit techniques.  Experience of working within the NHS.  Experience of policy and report drafting and formulation. Experience of planning over short, medium, and long term timeframes and adjusting plans & resource accordingly.  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”.  A commitment to improving patient services through an ability to sustain a clear performance focus on achieving demanding goals | E          E  E    E        E | D |
| **PERSONAL ATTRIBUTES**  High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude.  A strong sense of personal and team accountability coupled to a clear understanding of the boundaries around delegated authority.  Strong sense of commitment to openness, honesty and integrity in undertaking the role. | E      E      E |  |
| **OTHER REQUIRMENTS**  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 |  |

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| **HAZARDS:** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling |  |
| Solvents |  | Driving | X | Noise | X |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation | X |
| Cytotoxic drugs |  | Night working |  |  |  |