

## NEW VICTORIA HOSPITAL

### JOB DESCRIPTION

POSITION INFORMATION	
1. Job Details	
<p>Post/Title: <b>Integrated Governance &amp; Risk Manager</b></p> <p>Responsible To: <b>Integrated Governance and Risk Director</b></p> <p>Accountable To: <b>Integrated Governance and Risk Director</b></p>	
2. Job Summary (A brief description of the main purpose of the post)	
<ul style="list-style-type: none"> <li>• Support the Integrated Governance and Risk Director to lead on the Integrated Governance and Risk programme within the Hospital</li> <li>• Support the Integrated Governance and Risk Director to implement the Patient Safety Incidence response framework (PSIRF) within the Hospital</li> <li>• Support the Integrated Governance and Risk Director to ensure complaints are handled in line with the Hospital Complaints Policy, investigating, responding and reflecting on outcomes with both the complainant and the relevant teams</li> <li>• To understand and implement the agreed policies and procedures of NVH and maintain compliance with the Fundamental Standards of Care outlined in The Health and Social Care Act 2008 (Regulated Activity) Regulations 2014.</li> <li>• To effectively manage the Hospital documentation control process.</li> <li>• To ensure policies are reviewed within the prescribed 1–3-year cycle and ratified with the Policy Ratification Group.</li> <li>• To manage the Hospital Risk Register ensuring risks are identified in a timely manner and entered on the register and subsequently reviewed by the Executive Management Team quarterly</li> </ul>	
3. Role of the Department (The function of the department in which the post holder works)	
<ul style="list-style-type: none"> <li>• Ensure all departments comply with the CQC and other regulators frameworks and the quality assurance standards.</li> <li>• Facilitate and lead the quality and integrated governance agenda and ensure compliance with CHKS quality accreditation standards and ISO certification.</li> </ul>	
4. Key Working Relationships (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)	
<ul style="list-style-type: none"> <li>• Executive Management Team</li> <li>• Responsible Officer</li> <li>• Medical Director</li> <li>• Medical Governance Lead</li> <li>• Patients and their carers/relatives</li> <li>• Consultants and their secretaries</li> </ul>	

- Other healthcare organisations
- Healthcare Regulatory Bodies
- The office of the Director of Clinical Services
- Heads of Department
- All employees

## **5. Duties and Responsibilities of the Post**

### **Professional**

- Always behave with integrity and dignity in support of the Integrated Governance and Risk Director and the Hospital
- Provide, CQC, HSE and other regulatory bodies with information on activity, incidents, adverse outcomes and practice at the Hospital in line with legislative requirements
- Provide DATIX system administrator support to the Hospital, including DATIX review and amendment, training and support to staff, report generation and analysis.
- Build an open and just patient safety culture that promotes the reporting of incidents, near misses and patient safety events using the Datix System.
- Robustly and comprehensively investigate, in conjunction with Heads of Departments, incidents and near misses, including patient safety incidents, taking appropriate action, identifying trends or training needs, disseminating learning and reporting to the Director of Clinical Services and the Chief Executive.
- Managed complaints within the ISCAS guidelines.
- Promote and implement the requirements of the Hospital's Quality Assurance Programme
- Coordinate the Hospital policy ratification process to ensure that policies reflect current best practice
- Prepare the monthly integrated governance data reports for the Integrated Governance meetings
- Prepare the quarterly integrated governance data reports for the Medical Advisory Committee and Board of Trustees
- Assume the responsibility of Medical Devices Safety Officer for the Hospital
- To manage the Central Alerting System (CAS) notifications, ensuring that appropriate actions are taken and recorded
- To regularly review and deliver Training to all staff for Handling Complaints, Incident Reporting and PSIRF
- To monitor adverse outcomes and report any concerns to the Integrated Governance and Risk Director
- To support the Hospital in meeting the requirements outlined by PHIN (PROMs)
- To promote an effective audit programme that supports quality improvement and assurance for the Hospital.
- To carry out delegated duties within the sphere of capability and authority only.
- Management of the Hospital Medical Records function, including line management of medical records team
- Member of Information Governance Committee (bi-monthly)

### **Administration and Personnel**

<ul style="list-style-type: none"> <li>• To participate and assist in the practical induction and orientation programmes for new staff.</li> <li>• To develop a reflective style of practice leading to an annual performance review incorporating self-assessment.</li> <li>• To assist the departmental managers and participate in ongoing practice developments and quality issues, acting where necessary, as a change agent in relation to innovations and developments within the Department.</li> <li>• To create, analyse and present integrated governance and risk reports for use across the Hospital.</li> <li>• To provide reports and specific information when requested by external stakeholders and regulators.</li> <li>• To undertake other relevant duties as the Integrated Governance and Risk Director requires.</li> </ul>
<b>INDIVIDUAL RESPONSIBILITIES</b>
<b>6. General</b>
<p>The post holder is expected to:</p> <ul style="list-style-type: none"> <li>• Adhere to hospital policies and procedures and relevant legislation including the requirements of any professional bodies</li> <li>• Understand and incorporate the organisational values into daily working practice: <ul style="list-style-type: none"> <li>○ Compassionate</li> <li>○ Exceptional</li> <li>○ Ethical</li> <li>○ Charitable</li> </ul> </li> <li>• Attend mandatory training as identified by the hospital</li> <li>• Develop own knowledge, skills and experience through educational opportunities within the spirit of lifelong learning</li> <li>• Work as part of a team and collaborate with colleagues</li> <li>• Ensure good communication links are established with all other departments within the Hospital</li> <li>• Maintain a high level of security awareness</li> </ul>
<b>7. Health and Safety</b>
<p>Employees must be aware of the responsibilities placed upon them under the Health &amp; Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.</p>
<b>8. Risk Management</b>
<p>All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken.</p>
<b>9. Confidentiality and Information Governance</b>
<p>The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.</p> <p>It is important that the post holder processes personal identifiable information only in accordance with the hospital's Information Security policy.</p>

The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant.

#### **10. Equality and Diversity**

Employees are responsible for ensuring that they assist in the implementation of this the hospital's Equality and Diversity policy by:

- Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact.
- Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the hospital management.

#### **11. Infection Control**

It is a requirement of the Department of Health that all healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas.

#### **12. Safeguarding Children and Vulnerable Adults**

It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk.

#### **13. Disclosure and Barring Service Check**

This post requires the disclosure of all criminal record information including details and dates of 'spent' convictions, cautions, reprimands, final warnings, police enquiries and pending prosecutions through the Disclosure and Barring Service check. If necessary you will be asked to submit written details in relation to this requirement, as well as any other information that will allow us to make a fair decision as to your suitability.

### **PERSON SPECIFICATION**

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Educated to A level standard or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• DATIX certified</li> <li>• Relevant professional degree</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Microsoft Office suite with extensive experience</li> <li>• DATIX or other governance systems</li> <li>• Electronic patient record systems</li> <li>• PSIRF Implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Training in carrying out audits</li> <li>• RCA/PSIRF training/experience</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Significant experience in healthcare administration</li> <li>• Managing teams</li> <li>• Ability to work well under pressure meeting multiple deadlines</li> <li>• Act as a professional role model.</li> </ul>	<ul style="list-style-type: none"> <li>• Datix</li> <li>• Meditech</li> </ul>
Skills and aptitude	<ul style="list-style-type: none"> <li>• Exceptional communication skills (written and verbal) with the ability to demonstrate fluency, clarity and effectiveness at all levels.</li> <li>• Ability to demonstrate a safe and supportive environment for staff</li> <li>• Ability to prioritise workload and delegate effectively.</li> <li>• IT Literacy, including core MS Office applications;                             <ul style="list-style-type: none"> <li>○ Powerpoint</li> <li>○ Excel</li> <li>○ Word</li> </ul> </li> </ul>	
Personal attributes	<ul style="list-style-type: none"> <li>• Approachable</li> <li>• Ability to work as part of a team</li> <li>• A proactive mindset</li> <li>• Flexible and responsive to change.</li> <li>• Innovative</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to lead a project</li> </ul>