Job Description

**Post:** Clinical Governance Lead – Permanent

**Salary:** Equivalent to A4C Band 8a – (23,780 to 28,535 per annum)

**Hours:** 22.5 per week

**Professionally and managerially accountable to:** Clinical Services Director

**Job Summary**

- The Clinical Governance Lead will provide clinical leadership across the Hospice in terms of patient safety, clinical risk management and governance compliance.
- Responsible for continuously improving the quality of services provided by the Hospice, safeguarding high standards by creating an environment in which excellence in clinical care will flourish through evidence based practice;
- To ensure that the Hospice services adhere to statutory regulations incorporating best practice and national service guidelines;
- To provide regular reports, including supportive data for the annual Quality Account which demonstrate service quality, clinical measures and statutory compliance;
- To support the Chief Executive in his role as Senior Information Risk Officer, with all aspects of Information Governance.
- To actively lead and engage with patients and other service users to monitor outcomes and service satisfaction.

**Key Responsibilities**

- Lead responsibility for the continual development of robust and safe clinical governance processes;
- Responsible and accountable to the Clinical Services Director for the implementation and mentoring of quality and patient safety agendas across the Hospice;
- To develop reports that will contribute to the production of Quality Accounts. In conjunction with the Clinical Services Director prepare and write the annual Quality Account which will detail the quality of the services provided and the various views of service recipients;
- To lead and manage all currently established methods of obtaining service recipients views;
- To monitor comments, suggestions, complaints and compliments received identifying trends where appropriate and report findings to the Quality and Clinical Effectiveness Group;
- To oversee the production of monthly audit reports on incidents, accidents, significant events and complaints and infection control;
To develop and implement risk assessment tools that will support service and practice monitoring whilst encouraging the delivery of a high quality, safe service;

To act as a resources for all staff on Quality and Audit issues;

To provide specialist advice to clinicians in all Hospice areas in relation to patient safety, including standardisation of patient care, medical devices, medical alerts and interpretation of national clinical recommendations;

To work closely with the Clinical Services Director and Clinical Line Managers on all matters pertaining to Governance, Quality and Audit and to lead on developing and implementing changes where necessary;

To Chair the Patient Safety and Clinical Risk Management Group. Overseeing the production of the meetings agendas, minutes and disseminating all necessary reports and action plans in a timely manner prior to the meetings;

To work closely with the Clinical Services Director and the Medical Director on identifying and actioning specific audit projects to be delivered within agreed timescales;

Overseeing a rolling programme of Health and Safety monitoring, evaluation, control, recording and action which ensures the Hospice is able to demonstrate compliance with all relevant Health and Safety requirements;

To provide relevant training and support in clinical and general audit and clinical investigation techniques to staff;

To develop and maintain own knowledge and skills in Quality, Governance, Audit and Risk Management and share this knowledge with Hospice staff including volunteers;

Member of the Hospice Senior Management Team;

In conjunction with the Clinical Services Director contribute to achieving relevant outcomes in relation to the Care Quality Commission’s Essential Standards of Quality and Safety;

Demonstrate the ability to use highly developed negotiation skills to challenge or question clinical practice overcoming staff resistance to change;

Give formal presentations to internal and external partners and staff;

Responsible for producing high quality written reports, interpreting complex information;

Ability to engage clinical colleagues and managers with credibility as a clinician demonstrating leadership skills;

Able to analyse and interpret National Policy and Guidance and assess and present implications for the Hospice Board of Trustees;

To carry out regular review of Policies and Procedures to ensure they remain relevant and are being correctly implemented;

**Organisational Responsibilities**

- To provide supervision and direction to the Governance facilitator and in turn Data Analyst.
- To develop and lead a rolling programme of service outcome measures which capture the effectiveness of Hospice services and which supports the requirements of the Care Quality Commission and other Statutory Bodies;
- In conjunction with the Clinical Services Director prepare for statutory inspection visits through the provision and update of key documentation and the regular assessment of performance in relation to statutory requirements;
- Responsible for policy standardisation ensuring evidence based practice and robust systems and processes of implementation, dissemination and monitoring of all clinical policies for all Hospice services;
- Working in partnership with other organisations to develop joint policies;
- To maintain confidentiality at all times and to comply with the Hospice policies on Information Governance, thus ensuring security in the management and use of information;
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
Finance and Physical Resources

- Delegated budget holder responsibilities;
- Authorised signatory for staff

Management Responsibilities

- Line management responsibility for the Clinical Governance Facilitator; (Data analyst)
- Performance management including PDR, Sickness/Absence/Disciplinary/Grievance.

Mental and Emotional Effort

- Occasional prolonged periods of concentration, eg policy development;
- Frequent need for concentration – eg analysing information;
- Production of detailed reports and analysis of information;
- Frequent interruptions, work pattern is unpredictable;
- Required to meet targets and deadlines;
- Expected to understand large quantities of complex information, analysing the implications for the Hospice.
- Occasional contact with the general public in potentially distressing/sensitive circumstances when investigating complaints and serious untoward incidents.

General

The post holder will support the MDT and Palliative Care Teams as required, across the range of his or her duties as appropriate within the grading of this post.

In the context of rapid and on-going change within Rotherham Hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time.

Each individual member of staff has a direct responsibility to minimise the risks of and associated with healthcare associated infections. All staff must support the infection control programme by promoting and maintaining a clean, safe environment, assist with the development, implementation and monitoring of policies and following all the principles contained within the Health and Social Care Act 2008: code of practice for the prevention and control of healthcare associated infections. Any significant changes will be the subject of full consultation with the post holder.

Signed  ________________________________  Date  ________________________________
**Person Specification**

**Clinical Governance Lead**

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<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td><strong>Qualifications and Training</strong></td>
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<tr>
<td>Registered Clinician with minimum 5 years</td>
<td>Qualification in patient safety or Clinical Governance or Risk Management.</td>
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<td>post registration experience</td>
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<td>Evidence of continuous professional development</td>
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<tr>
<td>Educated to degree level or equivalent</td>
<td>Qualification in specialist community practice Management Qualification.</td>
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<td>experience</td>
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<td>Educated to Masters level or equivalent.</td>
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<tr>
<td><strong>Knowledge and Experience</strong></td>
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<tr>
<td>Experience of working at a senior management</td>
<td>Experience of a leading role in quality/patient safety.</td>
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<td>level within the NHS</td>
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<td>Proven leadership and management skills</td>
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<td>Detailed knowledge and understanding of</td>
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<td>patient safety agenda</td>
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<td>Knowledge and understanding of investigating</td>
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<td>and managing Serious Untoward Incidents,</td>
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<td>including Root Cause Analysis techniques</td>
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<td>Knowledge and experience of Clinical Risk in</td>
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<td>relation to Clinical Practice</td>
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<td>Understanding of National Standards, such as</td>
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<td>NHSLA, Care Quality Commission, Hygiene Code</td>
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<td>Awareness of cultural diversity needs</td>
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<td>Understanding of the wider NHS agenda</td>
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<td><strong>Skills and Abilities</strong></td>
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<td>Ability to work in multi-professional teams</td>
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<td>Excellent communication, analytical and</td>
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<td>problem solving skills</td>
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| **Personal Qualities** | Ability to work across organisation and professional boundaries  
|                       | Ability to engage and lead others  
|                       | Effective and co-operative team player  
|                       | Ability to respond to deadlines and changing priorities  
|                       | Able to produce well written and timely reports  
|                       | IT literate in email, internet, word applications  
|                       | Car driver  

| **Personal Qualities** | Excellent interpersonal and communication skills at all levels  
|                       | Self-starter – able to work on own initiative  
|                       | Self-motivated and able to work as part of a team  
|                       | Able to work under pressure in complex and rapidly changing environments  
|                       | Methodical with attention to detail  
|                       | Enthusiastic and able to motivate others |