

Join us at UHB



Building healthier lives

Welcome from our CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Chief Executive Officer

JOB DESCRIPTION

Job Title	Governance Facilitation Officer
Pay Band	Band 5
Department	Clinical Governance and Patient Safety
Division	Corporate Affairs
Reports to	Clinical Governance Lead

JOB SUMMARY

Working in the Governance Facilitation Teams, the post holder will implement a range of quality activities to support the Specialties and Divisions' Governance work programmes.

All staff working within Clinical Governance and Patient Safety Department have responsibility for developing, implementing and maintaining systems to assure the quality and safety of clinical work is undertaken in accordance with legislative and best practice requirements. They will have the ability to analyse and communicate data using a variety of different means i.e. verbal, written, presentation and enhanced communication skills.

The post holder will be expected to prioritise their workload, interpret the relevant policies and use their own initiative to achieve expected work tasks and outcomes, within agreed deadlines for regular data processing, internal and external reporting.

KEY WORKING RELATIONSHIPS:

Internal:	Divisional Management Teams Specialties Management Teams Corporate Management Teams Medical Teams Nursing Teams
External:	Senior members of staff at Clinical Commissioning Group Other NHS organisations

TEAM/DEPARTMENT STRUCTURE CHART



KEY RESPONSIBILITIES

1. To support Specialties and Divisions in their general governance arrangements and to be the first point of contact for Specialties, providing advice and guidance as required.
2. To liaise with Clinical Specialty Leads, Lead Nurses, Governance Leads, Ward and Departmental Managers in relation to work programmes to deliver the Quality Governance Framework. This will involve advice, challenge and support to Specialties in resolving issues relating to risk and quality governance management.

3. To coordinate and quality assure the production of regular quarterly reports to Specialties and Divisions with all aspects of data management relating to safety, risk and governance activities. This will include data collation, database development & management, data manipulation, data quality checks, data presentation, report generation.
4. A regular requirement to prepare and personally present reports and papers using computer software for key personnel and committees, including monthly risk profiles, quarterly Quality Governance Reports, Directorate meetings and site/divisional quality and safety committees. This will require the interpretation of complex information to develop reports for site, group, medical and nursing professionals, making recommendations as required. Persuading a range of staff to develop SMART action plans to respond to risks identified.
5. Under the direction of the Governance Facilitation Lead to attend, provide advice and present information at Specialty meetings and Governance meetings\committees and advise the Governance Facilitation Lead of any concerns or issues in relation to the delivery of governance processes. This will include maintaining a clinical network within the Trust by regular visits to clinical areas and promoting patient and staff safety, incident reporting, and management of risks.
6. As directed by the Governance Facilitation Lead to provide advice to Specialties in their delivery of quality improvement activities based upon adverse incident reporting, risk management and clinical audit and effectiveness.
7. To follow up action plans with Specialties and collate evidence under the direction of Governance Facilitation Lead. This will require an understanding of context through the reading of complex reports that contain sensitive information about clinical incidents.
8. To provide advice and guidance about the Risk Management Policy and Procedure for directorates as required. Contributing to the revision of Policies and proposing changes.
9. To meet regularly with the designated risk lead within each Specialty to ensure risks are reviewed and updated according to the Risk Management Policy. To review new risks and feedback quality issues to the risk owner. To produce a monthly risk profile for each site and division and provide a summary for the Head of Clinical Governance and Patient Safety.
10. To administer the review and closure of incident reports on Datix with appropriate escalation where required. Categorise the incident forms based on the categories in the incident reporting database and liaise with all departments who need to be notified about incidents to comply with good practice/legislation. On a daily basis quality check the data provided on the incident report form to ensure that it meets the mandatory data set required by the National Patient Safety Agency (NPSA) and the Trust. Return incident report forms that are incomplete or substandard to ensure a high quality data set. Identify areas where staff training and education is required on the accurate completion of incident report forms.
11. To liaise with Senior Nurses, Clinical Service Leads, Group Managers, Governance leads and other service managers to highlight incidents relevant to their service by informing the Divisional Director,

Director of Operations and Heads of Nursing.

12. To play a role in administering incident investigation panels, interviews and recording accurate records.
13. To support activities associated with CQC inspections and enquiries.
14. To assist the Governance Facilitation Lead with any other activities, as required, to enhance the development of continuous quality improvement activities, clinical incident reporting, risk management, or any other relevant Safety and Governance activities.
15. To proactively identify barriers to the progress of key work streams, escalating such barriers to the Governance Facilitation Lead, then supporting the development and implementation of strategies to overcome these barriers.
16. To develop and deliver a range of clinical risk management training to a multidisciplinary audience and senior managers when necessary. This will include training on the Datix Risk module.
17. To work in a flexible manner in order to meet the changing needs of the directorate and organisation. This will require the prioritisation of work in managing frequent requests and offering solutions to a range of clinical and non-clinical stakeholders. This includes the provision of general non-clinical advice to patients, relatives and other visitors as required.
18. To be responsible for planning own workload, ensuring that reports are processed according to timescales.
19. To maintain the standards and policies of the Trust, in particular those relating to patient confidentiality and data protection.

Other Duties

The job description is not comprehensive but contains the main responsibilities and functions of the post. Other reasonable duties may be required, in accordance with departmental need, particularly from the Head of Clinical Governance and Patient Safety.

Physical Effort

The applicant will be required to work between all the sites at University Hospitals Birmingham NHS Foundation Trust (e.g. Heartlands, Good Hope, Solihull and Queen Elizabeth Hospital)

Mental Effort

The applicant will be required to analyse large amounts of textual and numerical information for long periods of time.

The applicant will be required to produce reports to predefined and unexpected timescales.

Emotional Effort

The applicant will be required to work to timescales for the tracking of project activities and to supply data to predefined timescales. They will also have unplanned requests that it will be necessary to comply with, that

could cause emotional stress.

The post holder will also be required to manage situations where staff /patients and or relatives/carers are distressed owing to the events that are being investigated.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

TRUST VISION & VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

CLINICAL GOVERNANCE & RISK ASSESSMENT

The post-holder must be aware of and ensure compliance with the Trust's Clinical Governance systems and Risk Management systems.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act.

DATA PROTECTION

If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way; and hold data only for the specified registered purposes and to use or disclose the data only to authorised persons or organisations.

EQUAL OPPORTUNITIES AND DIVERSITY

University Hospitals Birmingham is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The post-holder will have personal responsibility to ensure they do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

HEALTH AND SAFETY

The post-holder must make him/herself aware of the responsibilities placed on them by the Health and Safety at Work Act [1974] to ensure that the agreed safety procedures are carried out to maintain a safe environment for other members of staff and visitors.

The post-holder will have at all times a duty to conduct themselves and to undertake their work, in a safe manner, so not to endanger themselves and others around them. Clearly, the degree of such responsibilities carried out by a particular individual will depend on the nature and extent of his/her work. Should any individual feel concerned over the safety aspects of his/her work, it should be brought to the attention of his/her manager/supervisor and/or Trade Union Safety Representative.

The post-holder must adhere to the health and safety rules and procedures of the Trust. He/she has a legal duty to use safety devices and equipment provided.

All staff will receive a general introduction to health and safety at work as part of their induction. They will also be given advice on fire, security and lifting procedures.

FLU PANDEMIC OR MAJOR INCIDENT

In the event of a flu pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

NO SMOKING POLICY

The Trust has a no smoking policy. Staff are only permitted to smoke in designated smoking shelters. Members of staff must not smoke inside any of the Trust's premises nor in any vehicle used on Trust Business. Members of staff must adhere to the Trust's Uniform Policy and therefore any uniforms must be covered whilst smoking.

PUBLIC SERVICE USER AND CARER INVOLVEMENT

Under Section 11 of the Health and Social Care Act we have a duty to involve patients and the public at all levels within the organisation. The post-holder will be required to recognise and value the benefits of listening and responding to patients and recognise that the patients experience is the catalyst for doing things differently to improve the way we deliver services.

UNTOWARD INCIDENTS

The post-holder must take responsibility for incident and near miss reporting and must ensure they adhere to all departmental policies and procedures.

SAFEGUARDING

The Trust is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.

PERSON SPECIFICATION

JOB TITLE: Governance Facilitation Officer	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
Degree or equivalent qualification and/or significant relevant experience.	Proven experience in risk management and/or clinical audit.
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<p>Evidence of a methodical approach and effective organisational skills.</p> <p>MS Office to intermediate/advanced level.</p> <p>Working with departmental systems. Use of the internet.</p> <p>Ability to work to tight deadlines.</p> <p>Production of high quality work in written reports.</p> <p>Applied knowledge of risk management and clinical audit</p> <p>Knowledge and application of relevant audit and evaluation methodologies and statistical procedures, qualitative and quantitative</p>	
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<p>Good communication and interpersonal skills, including the ability to provide detailed audit advice to staff</p> <p>IT literate – Intermediate level MS office skills. Advanced keyboard and computer skills</p> <p>Excellent written, verbal, presentation, analytical and numeric skills</p> <p>Ability to manage own workload, to work under pressure with deadlines</p> <p>Ability to use own initiative to determine the most appropriate methods to achieve expected work tasks and outcomes</p> <p>Ability to build positive relations within the organisation, with health professionals and managers</p> <p>Ability to resolve problems, interpret data and report data in a format which is consistent with the needs of the audience.</p> <p>Ability to produce accurate and timely work with attention to detail</p>	

<p>Ability to work unsupervised.</p> <p>Ability to work as part of a team.</p> <p>Flexible approach to tasks</p>	
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<p>Able to work to internal policy and procedure timescales</p> <p>Confident, Self-motivated, Enthusiastic and able to motivate others</p> <p>Ability to communicate with all staff groups</p> <p>Ability to work under pressure, prioritise workloads and meet tight deadlines.</p> <p>Excellent organisational skills and administrative ability.</p> <p>Team player</p> <p>May be required to work flexible hours to suit meeting requirements with clinical staff</p>	