

## JOB DESCRIPTION

### JOB DETAILS

JOB TITLE:	Investigation and Improvement Manager
JOB REFERENCE NUMBER:	
BAND:	7
WARD/DEPT.	Medical Directorate
DIRECTORATE/LOCALITY:	Mortality Team
ESSENTIAL QUALIFICATIONS:	Registered Clinical Qualification Knowledge acquired through training and experience to Master's or level equivalent Investigation/review training

---

## ORGANISATIONAL ARRANGEMENTS

ACCOUNTABLE TO:	Medical Director for Quality
REPORTS TO:	Mortality Lead
MANAGER/SUPERVISOR TO:	

---

## ROLE SUMMARY

The Investigation and Improvement Manager will take the lead in reviewing allocated SJR on behalf of the Trust. The post holder will:

- Conduct the required reviews using SJR methodology into deaths under mortality framework, whilst ensuring that the principles of 'Being Open' are applied.
- Draft complex reports outlining the findings of reviews and compile robust action plans in conjunction with the appropriate mortality Lead and local managers.
- Contribute to the development, application, monitoring and review of all mortality deaths across the Trust.

Support the Mortality Team in the process of analysing and embedding learning across the Trust and linking with Patient Safety team regarding improvement.

## **DUTIES AND RESPONSIBILITIES**

### Investigation and Improvement Manager (IMM)

- Work autonomously as the lead facilitator for allocated reviews.
- Work to the process outlined in Trust Policy Q01 Learning from Deaths.
- Using Structured Judgement Review methodology identify and review all sources of information in relation to the deaths under Mortality using analytical skills to identify root causes, areas of proportionate practice and care and service delivery problems. The information may include paper and electronic records, witness statements, liaising with stakeholders.
- Use judgment involving highly complex facts or situations which require the analysis, interpretation and comparison of a range of options.
- Produce reports summarising the findings, outcomes and recommendations from investigations into serious incidents.
- Supporting individuals with whom you are delivering potentially traumatic and upsetting information, doing so in a sensitive and professional manner.

### Personal Development

- Keep up to date with developments both nationally and locally in relation to the identification and management of serious incidents.

### Mortality Team

- To assist in the analysis and formulation of action plans that may arise from risks/trends from reviews/ investigations.
- To work collaboratively with staff teams across the trust to learn lessons from SJRs.
- Review and quality check reports/ SJRs conducted by fellow clinicians as support and, as part of the quality check process.
- Maximise opportunities for the Trust to develop its learning culture.
- To support the Mortality Team and Patient Safety Team in allocated mortality related activities.

## Specific duties

### Trust values and behaviours

Our values are positive, respectfully and together. Everything we do for our service users, their loved ones and our colleagues must meet these values. They were first created by 1,300 staff members, service users and carers all working together, and reflect what we all believe makes a difference to the care we offer and to the way we work with one another.

## Our values... Our behaviours... Our future

Working together for better mental health...

### Positively...



#### Be proactive...

Look for solutions, think creatively and focus on what we can do

#### Take pride...

Always do our best

#### Take responsibility...

Plan ahead, be realistic and do what we say we will

#### Support people to set and achieve goals...

And be the best they can

#### Recognise people...

Their efforts and achievements, and say thank you



Working together  
for better mental health

### Respectfully...



#### Value everyone...

Acknowledge people's unique experiences, skills and contribution

#### Step into other people's shoes...

Notice what's actually happening

#### Take time to care...

Be welcoming, friendly and support others

#### Be professional...

Respect people's time and be aware of our impact

#### Be effective...

Focus on the purpose and keep it as simple as possible

### Together...



#### Involve people...

Make connections and learn from each other

#### Share...

Knowledge, information and learning

#### Keep people updated...

With timely, open and honest communication

#### Have two-way conversations...

Listen and respond

#### Speak up...

Seek, welcome and give feedback

nsft.nhs.uk

By demonstrating our three signature behaviours and 'living our values' we will develop our Trust, our people, and continue to improve the quality of everything we do.

- Value everyone
- Take time to care
- Step into other people's shoes

REGISTERED HEALTH PROFESSIONAL

All staff that are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure that they are familiar with and adhere to these requirements.

## **SUPERVISORY RESPONSIBILITIES**

### **Equality and Diversity**

We live our values. We work positively, respectfully and together with all our colleagues. We understand, appreciate and follow our Equality Policy in line with the Equality Act. We do not discriminate on the grounds of: age, disability, gender re- assignment, marriage and civil partnership (unless eliminating unlawful discrimination), pregnancy and maternity, race – this includes ethnic or national origins, colour or nationality - religion or belief – this includes lack of belief, sex, sexual orientation.

We recognise the importance of people's rights and act in accordance with legislation, policies and procedures because we know that:

- acknowledges and recognises people's expressed beliefs, preferences and choices.
- respects diversity
- values people as individuals
- promotes equality through our work.
- takes into account our own behaviour and its effect on others.

## **RISK MANAGEMENT / HEALTH AND SAFETY**

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures as laid down by the Trust. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

### **FLEXIBILITY**

You are expected to be flexible in the duties you carry out and the Trust reserves the right to vary your duties from time to time in line with service needs and as commensurate with your Pay Band. You may, therefore, be required, during the course of your employment, to work in a different location and/or to carry out alternative duties consistent with your status, role, knowledge and experience, taking account of any professional registration and/or qualification requirements, and which are commensurate with your Pay Band; this may include a temporary or longer term transfer to work within a different Locality or Service. Arrangements under your Terms and Conditions of Service and Trust policies will apply.

## **RECORDS MANAGEMENT**

The post holder has responsibility for timely and accurate record keeping where appropriate and in line with professional guidelines.

The post holder has responsibility for the creation, maintenance and storage of records in accordance with Trust policy, including email documents and regarding the Data Protection Act, The Freedom of Information Act and other relevant statutory requirements. Training will be provided in appropriate information management for the post.

## **INFORMATION TECHNOLOGY**

The post holder is expected to have a reasonable level of competence and confidence in using IT systems (e.g. Outlook, Word, clinical or other record systems) relevant to the role.

## **SUSTAINABILITY**

Carbon reduction and sustainable development are issues that impact on the lives of everyone and it is expected that all staff will commit to the principles of carbon reducing behaviours and sustainable development to ensure that resources are used efficiently, our carbon footprint is reduced and health services continue to improve.

## **SAFEGUARDING**

### **Clinical\***

NSFT expects all practitioners to act in accordance with statutory and local policies regarding recognition, reporting, information sharing, record keeping and joint working in relation to the Safeguarding of Children and Adults as outlined in the Children Act 1989/2004, Working Together to Safeguard and Promote the Welfare of Vulnerable Children 2018 and the Care Act 2014.

### **OR**

### **Non-Clinical\***

The NSFT expects that all staff will maintain statutory and local compliance to competency-based training in relation to Safeguarding Children and Adults as outlined in Children Act 1989/2004, Working Together to Safeguard and Promote the Welfare of Vulnerable Children 2010 and No Secrets 2002.

## **WORKING WITH FAMILIES OF SERVICE USERS**

Ensure that (practitioners / clinicians etc.) when working with service users consider the effects and impact of their mental health and risk behaviours on their families, and provide appropriate support, advice and education for all family members. The needs of children and young people within the household/family should be given special consideration in line with Social Care Institute for Excellence's guidance "Think Child, Think Parent, Think Family" and must always be the priority for NSFT staff across all roles and services.

## **CONFIDENTIALITY**

The post holder is required to maintain confidentiality of information in accordance with professional and Trust policy. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of their duties.

This job description is an outline and account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their Terms and Conditions of Service detailed in the Contract of Employment.

## **INFECTION PREVENTION**

NSFT expects all staff to act in accordance with statutory requirements regarding infection prevention as outlined in the Health & Social Care Act 2008, Code of Practice on the prevention and control of infection 2015. NSFT staff are responsible for protecting themselves and others against infection risks and complying with infection control policies and procedures.

Signed:.....Manager

Signed:.....Post Holder

## PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

### JOB TITLE

	<b>ESSENTIAL</b>  <b>Without which the post holder could not be appointed</b>	<b>DESIRABLE</b>  <b>Extra qualities that can be used to choose between candidates with all essential criteria</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Clinical registered qualification  Knowledge acquired through training and experience to Master's or level equivalent  Investigation/review training		<b>Certificates</b>
<b>EXPERIENCE</b>	Experience of working in clinical leadership roles i.e. Clinical Team Leader or above	Experience of conducting reviews or investigations.	<b>Application Form / Interview / References</b>
<b>SKILLS</b>	Good understanding of Microsoft Word with competent word processing skills.  Analytical skills.  Report writing skills.  Good interpersonal and communication skills.  Able to work on own initiative.	Understanding of management and leadership models of change.	<b>Application Form / Interview / References</b>
<b>KNOWLEDGE</b>	Knowledge of Outlook/Calendar.  Knowledge of Excel/PowerPoint.  Knowledge of using dashboards.	Knowledge of NHS Trust policies and procedures.	<b>Application Form / Interview / References</b>

<b>OTHER (Please specify)</b>	Time management	Car driver	<b>Application Form / Interview / Document Check</b>
	Flexibility		
	Willingness to engage in further professional and personal development.		
	Ability to travel		

<b>VALUES (APPLICABLE TO ALL POSTS)</b>	<b>Positively...</b>	<b>Respectfully...</b>	<b>Together...</b>	<b>METHOD OF ASSESSMENT</b>
	Look for solutions, think creatively and focus on what we can do	Acknowledge people's unique experiences, skills and contribution	Make connections and learn from each other	Application and Interview
	<b>Take pride...</b>  Always do our best	<b>Step into other people's shoes...</b>  Notice what's actually happening	<b>Share...</b>  Knowledge, information and learning	
	<b>Take responsibility...</b>  Plan ahead, be realistic and do what we say we will	<b>Take time to care...</b>  Be welcoming, friendly and support others	<b>Keep people updated...</b>  With timely, open and honest communication	
	<b>Support people to set and achieve goals...</b>  And be the best they can	<b>Be professional...</b>  Respect people's time and be aware of our impact	<b>Have two-way conversations...</b>  Listen and respond	
	<b>Recognise people...</b>	<b>Be effective...</b>	<b>Speak up...</b>	



	Their efforts and achievements, and say thank you	Focus on the purpose and keep it as simple as possible	Seek, welcome and give feedback	
--	---	--	---------------------------------	--

## FURTHER INFORMATION

Please enter here details of frequency and intensity of each element

### Element

(e.g. mental effort)	Details of frequency and intensity
<b>Working conditions</b>	
Inclement weather	
Extreme Temperatures	
Unpleasant smells	
Noxious Fumes	
Excessive noise/vibration	
Continuous use of VDU equipment	Use of VDU every day for long periods
Unpleasant substances	
Infectious material	
Body Fluids, Faeces/Vomit	
Dust/Dirt	
Humidity	
Contaminated equipment/work area	
Driving/Being Driven (normal conditions)	Regular driving to meetings across Norfolk and Suffolk and occasionally other areas of the region as required
Driving/Being Driven (emergency conditions)	
Fleas/Lice/Infestation	
Dangerous Chemicals – Substances in containers	
Dangerous Chemicals – Substances (uncontained)	
Exposure to verbal aggression (little/no support)	
Exposure to physical aggression (little/no support)	

<b>Physical effort</b>	
Working in uncomfortable conditions	
Working in physically cramped conditions	
Making repetitive movements	Daily use of computer
Lifting weights/equipment without mechanical aid	
Climbing or crawling	
Manipulating objects	
Manual Digging	
Running	
Standing/sitting with limited scope for movement	
Kneeling, crouching, twisting, bending, stretching	
Walking for long periods	
Heavy duty cleaning	
Pushing/pulling trolleys or similar equipment	
Working at heights	
Controlled restraint i.e. in post requiring training/certification	

<b>Emotional effort</b>	
Processing (e.g. typing/transmitting) news of highly distressing events	Several times per week - Writing complaint responses, reports with incident data etc
Giving unwelcome news to patients / clients / carers / staff	As per review requirements
Caring for the terminally ill	
Dealing with difficult situations/circumstances	Frequent, at least several times a week, communicating with all stakeholders involved in mortality and wider learning
Designated to provide emotional support to front line staff	
Communicating life-changing events	
Dealing with people with challenging behaviour	
Attending scenes of accidents	

<b>Mental effort</b>	
Carry out formal student/trainee assessments	
Carry out clinical/social care interventions	
Analyse statistics	Frequent
Operate equipment/machinery	At least once a week
Give evidence in court/tribunal/formal hearings	Occasional
Attending meetings (if yes, describe role in "Further Information")	Frequent
Carry out screening tests/microscope work	
Prepare detailed reports	Frequent
Check documents	Daily
Drive a vehicle	Several times per week
Perform calculations	Several times per week
Make clinical diagnoses	
Carry out non-clinical fault finding	Daily

<b>Freedom to act</b>	
Does the post holder generally work without close supervision	
Does the post holder work without direct access to a manager	
Does the post holder work without access to a manager by telephone	
Is the post holder the lead specialist in their field	

**How often on average does the post holder give guidance and advice to others?**

Daily:  Weekly:

Other frequency (please comment)

--

**How often is the post holder's work checked/monitored/assessed?**

Daily:	<input type="text"/>	Weekly:	<input checked="" type="text"/>
--------	----------------------	---------	---------------------------------

Other frequency (please comment)

--

**Manager responsible for completion of this document**

**Name:** Sue Graham

**Member of Staff to whom this document relates:** TBC

**Date Completed:** 10.04.24

**Review Date:** 1 Year

**DISTRIBUTION:** One copy to member of staff, one copy to personal file.  
**Please ensure Job Description is agreed and signed by both manager and employee.**