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## JOB DESCRIPTION

**JOB TITLE:** Risk & Assurance Coordinator

**GRADE:** Band 5

**Hours of Work:** 37.5hrs

**Division:** Nursing, Patient Safety & Experience

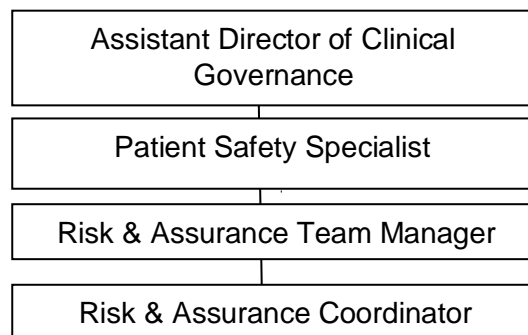
**Base:** Royal Bolton Hospital

**Managerially Accountable to:** Risk & Assurance Team Manager

**Professionally Accountable to:** Patient Safety Specialist

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## ORGANISATION CHART:



## Key Relationships:

Director of Quality Governance, Assistant Director of Quality Governance, Patient Safety Specialist, Risk & Assurance Team Manager, Risk & Assurance team, Divisional Governance Teams, Nursing Staff and Medical Staff.

## JOB PURPOSE:

- The post holder will support the Assistant Director of Quality Governance, Patient Safety Specialist, Risk & Assurance Team Manager, Risk and Assurance Co-ordinators and divisional teams to ensure the Trust's safety strategies and policies are effectively implemented across the Trust.
- Be responsible for the day to day operational management of the Trust-wide electronic Safeguard Incident Reporting System.

- Support the co-ordination of reviewing incidents via the incident reporting system across the Bolton Locality including organisations such as the ambulance service, mental health service and Bolton Council in order to promote safety across the health economy.
- Act as System Supervisor across all modules of the Safeguard System, providing support, advice and guidance across the trust as required.
- Act as first point of contact to provide support and assistance, both face to face and over the telephone for all trust staff reporting an incident.
- Support the Risk & Assurance Team Manager in ensuring incidents are effectively investigated. This will require the post holder to use their own judgement in reallocating incidents; making adjustments relevant to the Safeguard system to facilitate accurate and timely action and understanding the impact of these decisions on the Safeguard system modules e.g. transfer of incidents from departments, amendment of incident cause groups and changes to the risk register.
- Keep the Strategic Executive Information (StEIS) system updated with declared serious incidents, both when first reported, and following ratification of the report.
- Liaise with the system provider Ulysses in relation to technical issues in order to resolve faults within the Safeguard system.

## Our Values

### • *Vision*

*We have a plan that will deliver excellent health and care for future generations, working with partners to ensure our services are sustainable.*

*We make decisions that are best for long term health and social care outcomes for our communities*

### • *Openness*

*We communicate clearly to our patients, families and our staff with transparency and honesty*

*We encourage feedback from everyone to help drive innovation and Improvements*

### • *Integrity*

*We demonstrate fairness, respect and empathy in our interactions with people*

*We take responsibility for our actions, speaking out and learning from our mistakes*

### • *Compassion*

*We take a person-centred approach in all our interactions with patients, families and our staff*

*We provide compassionate care and demonstrate understanding to everyone*

### • *Excellence*

*We put quality and safety at the heart of all our services and processes*

*We continuously improve our standards of healthcare with the patient in mind*



### **Analytical and Judgmental Skills**

- The post holder will be required to develop expert knowledge of the Safeguard System, across all modules, to extract and provide statistical analysis of data as required, in order to support organisational objectives supporting the patient safety agenda.
- Be responsible for the production of regular high quality, complex reports presented at different forums across the organisation to the trust Board, groups, committees, divisions and individual safety initiatives. This includes an ability to scrutinise the data to ensure accuracy, and the provision of narrative to support the data.

### **Planning and Organisational Skills**

- The post holder will be required to use their individual judgement to prioritise and reallocate work tasks, often at short notice, depending on the needs of the service/organisation.
- Respond to ad hoc requests for information from a variety of sources i.e. Freedom of Information requests, complying with tight deadlines.
- The post holder will be required to work without supervision on a day to day basis, but will maintain regular contact with their line manager via monthly one to one meetings and monthly team meetings. This contact is expected to be maintained whilst utilising the flexible working policy such as when working remotely.

### **Trust Meetings/Committees**

- The post holder will be required to develop knowledge and understanding of all trust formal committees and meetings supported by the Risk & Assurance Team. This includes Clinical Governance & Quality Committee, Risk Management Committee, Group Health & Safety Committee and Procedural Document Oversight Committee.
- The post holder must have the ability to take minutes and accurately transpose these into a standardised written format, including recording any subsequent follow-up actions as may be called on to cover in the absence of the substantive meeting minute taker.

### **Responsibilities for Policy and Service Development**

- Facilitate learning across the organisation to both small and large groups of staff. This includes the on-going development and delivery of training across the Trust in the use of the Safeguard system in relation to incident reporting and risk registers, to all levels of staff. This will require the post holder to tailor training to the particular circumstances within the local environment, whilst communicating the organisational needs and requirements of an effective incident reporting process.

## **Legal & Professional Responsibilities**

- Adhere to Trust and departmental policies and procedures.
- Maintain a safe environment for yourself and others, taking reasonable care to avoid injury. Co-operate with the Trust to meet statutory requirements.
- Sustain and improve own professional development by personal study, work based learning activities, and by using opportunities provided by the Trust.
- Keep up-to-date with legal matters that may arise during the course of duty.

## **Health, Safety and Security**

- All employees have a duty to report any accidents, complaints, defects in equipment, near misses and untoward incidents, following Trust procedure.
- To ensure that Health and Safety legislation is complied with at all times, including COSHH, Workplace Risk Assessment and Control of Infection.

## **Confidentiality**

- Working within the trust you may gain knowledge of confidential matters which may include personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed.
- Failure to observe this confidentiality could lead to disciplinary action being taken against you.

## **Data Quality**

- All employees are reminded about the importance of Data Quality and staff should make themselves aware of both departmental and corporate objectives for Data Quality.
- Data Quality forms part of the appraisal and objective setting process for staff responsible for data entry and data production; staff should ensure that they adhere to policies and procedures at all times. Failure to do so may result in disciplinary action being taken.

## **Codes of Conduct and Accountability:**

- You are expected to comply with relevant Bolton NHS Foundation Trust codes of conduct and accountability.

## **Infection Prevention and Control:**

- You must comply with all relevant policies, procedures and training on infection prevention and control.

### **Safeguarding Children and Vulnerable Adults:**

- You must comply with all relevant policies, procedures and training on safeguarding and promoting the welfare of children and vulnerable adults.

### **Valuing Diversity and Promoting Equality:**

- You must comply with all relevant policies, procedures and training on valuing diversity and promoting equality.

### **Training:**

- Managers are required to take responsibility for their own and their staff's development.
- All employees have a duty to attend all mandatory training sessions as required by the Trust.

Any other general requirements as appropriate to the post and location

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.

Date Prepared: 15/04/2024

Prepared By: Andy Helley: Risk & Assurance Team Manager

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