

JOB DESCRIPTION

1. General Information

JOB TITLE:	Clinical Governance Manager/Facilitator
GRADE:	Band 8a
HOURS:	37.5 per week
ACCOUNTABLE TO:	Head of Nursing/Midwifery
RESPONSIBLE TO:	Head of Nursing/Midwifery
RESPONSIBLE FOR:	Clinical Governance, Risk Management, Clinical Audit, Guidelines and Policies, Complaints, User experience and involvement, Clinical Governance Associated Training & Development, Clinical Outcomes Programme.

Guy's & St Thomas NHS Foundation Trust

Guy's and St Thomas' NHS Foundation Trust comprises five of the UK's best-known hospitals – Guy's, St Thomas', Evelina London Children's Hospital, Royal Brompton and Harefield – as well as community services in Lambeth and Southwark, all with a long history of high-quality care, clinical excellence, research and innovation.

We are among the UK's busiest, most successful foundation trusts. We provide specialist care for patients including heart and lung, cancer and renal services as well as a full range of local hospital and community services for people in Lambeth and Southwark.

We have a long tradition of clinical and scientific achievement and – as part of King's Health Partners – we are one of England's eight academic health sciences centres, bringing together world-class clinical services, teaching and research. We have one of the National Institute for Health Research's biomedical research centres, established with King's College London in 2007, as well as dedicated clinical research facilities.

Royal Brompton and Harefield hospitals joined Guy's and St Thomas' in February 2021 and is the largest specialist heart and lung centre in the UK and among the largest in Europe. We provide treatment for people with heart and lung disease, including rare and complex conditions, offering some of the most sophisticated treatment that is available anywhere in the world.

Our integrated approach to caring for patients from before birth, through childhood, adolescence and into adulthood and old age has been replicated around the world and has gained Royal Brompton and Harefield an international reputation as a leader in heart and lung diagnosis, treatment and research.

We are working in partnership with King's Health Partners, to deliver our vision of creating a new centre of excellence, which will be the global leader in the research into and treatment of heart and lung disease, in patients from pre-birth to old age.

We have around 22,700 staff, making us one of the largest NHS Trusts in the country and one of the biggest employers locally. We aim to reflect the diversity of the communities we serve and continue to develop new and existing partnerships with local people, patients, neighbouring NHS organisations, local authorities and charitable bodies and GPs.

We strive to recruit and retain the best staff as the dedication and skills of our employees lie at the heart of our organisation and ensure that our services are of the highest quality, safe and focused on our patients.

Department Information

Acute & General Medicine (AGM) Directorate is part of Integrated Specialist Medicine Clinical Group at GSTT. AGM covers a wide and varying number of departments and specialties including; the emergency pathway, admissions ward, MSAU, AEC, SDEC, Medical, Older persons and stroke wards, Addictions services, Homeless team, Older Persons Assessment Unit, Toxicology and the Trust Discharge Team.

Organisational Values:

Our **values** help us to define and develop our culture, **what we do** and **how we do it**. It is important that you understand and reflect these values throughout your employment with the Trust.

The post holder will:

- a. **Put patients first**
- b. **Take pride in what they do**
- c. **Respect others**
- d. **Strive to be the best**
- e. **Act with integrity**

Our [values and behaviours framework](#) describe what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust careers pages and GTI Intranet.

2. Job Summary:

To lead the Clinical Governance agenda within the Directorate. This covers those systems and processes for monitoring and improving services, including user and public involvement, risk management, clinical audit, clinical effectiveness programs, staffing and staff involvement, education and training and the use of information.

Specifically the post holder will provide multidisciplinary clinical staff with the support to effectively implement the principles and practice of clinical governance across all its component parts in a clinical setting, within a framework which uses information to guide reflection, leading to action and outcomes monitoring.

The post holder will undertake these functions under the line management of the Head of Nursing, working in conjunction with the General Manager and Clinical Director.

Additional specific responsibilities and requirements may be added.

3. Key Relationships

Clinical and non-clinical staff within the Directorate; other clinical Directorates (eg; Children's); IT; clinical audit; Trust clinical governance, risk management, complaints and litigation, PALS and quality assurance colleagues, external agencies re national audit and clinical outcome programmes

4. Duties and Responsibilities

Key Duties

- Provide multidisciplinary clinical staff with the support to effectively implement the principles and practice of clinical governance.
- Lead on the development and implementation of the directorate clinical governance programme aimed at improving the quality of clinical care. Take
- lead responsibility for risk management across the Directorate.
- Line management of the Directorate Patient Safety & QiPs Team

Risk & clinical governance

- To lead on the development and implementation of the directorate clinical governance programme aimed to improve the quality of clinical care.
- With the Trust Clinical Governance team, to assemble and analyse quantitative and qualitative information in ways that help clinicians reflect on their service and clinical practice.

- To facilitate and co-ordinate a rolling programme of clinical governance projects and review of information based on local Directorate and Trust priorities in the light of the national policy documents and reports (eg Francis report) and specialty specific requirements, and associated clinical audit projects.
- To lead the Directorate Clinical Governance team and provide supervision and co-ordination of team activities to achieve effective implementation of the Trust's and Directorate's clinical governance and clinical outcomes programme.
- To compile Directorate reports in conjunction with the Trust Clinical Governance team, and present reports/presentations on Directorate CG progress on a regular basis and as required to the Clinical Governance Committee (CGC) and Directorate Management.
- To identify, plan and support changes in clinical practice resulting from local and cross-Directorate clinical governance work plans in collaboration with the clinical multidisciplinary team.
- To implement the decisions taken by the CGC in relation to the Directorate and to monitor and review any changes implemented as part of the clinical governance action plan/work programme.
- To build and develop information resources pertinent to clinical governance
- To be responsible for the efficient dissemination of information across the Directorate.
- To undertake training and education programmes on clinical governance for health professionals within the Directorate
- To co-ordinate clinical governance meetings, chairing if required and maintain and develop internal and external networks.
- To take lead responsibility for risk management across the Directorate.
- To establish and support a system of local risk management within defined areas of the Directorate.
- To act as a principal investigator for complex risk issues that may involve several departments within the Directorate.
- To ensure that the directorate risk register is effectively populated from investigations received, to analyse and identify trends and actions required.
- To implement the Risk Management Strategy, revising and redeveloping as required.
- To support a local system of complaints investigation across the Directorate.
- To act as a lead investigator for complex complaints and those with a potentially serious outcome.
- To populate and monitor the Directorate complaints database, identifying trends and ensuring actions are followed through.
- To support and/or lead investigations for serious adverse incidents within the Directorate or for other Directorates as required.

Professional leadership and staff management

- Be a visible leader who is accessible to patients, visitors and staff.
- Provide professional and clinical leadership and clinical supervision to staff in the Directorate
- Ensure that clinical , managerial and support staff comply with Trust-wide policies and procedures.
- Represent the Trust at local and National forums promoting achievements in care.
- On behalf of the Head of Nursing conduct HR investigations as requested.

Departmental & staff organisation

- Work in collaboration with the clinical teams on a daily basis.
- Develop and enable staff to perform their roles effectively.

Strategy and service improvement

- Collaborate with the Directorate Team in developing the Clinical Directorate service and business strategy.
- Participate in service improvement projects or development programmes that contribute to the modernisation of services, providing both professional and clinical advice as necessary.
- Represent the Directorate at appropriate meetings.
- Work in close partnership with appropriate Clinical Leads and Service Managers to ensure all local, corporate and national initiatives and targets are met.
- Where appropriate, support the Clinical Directorate as agreed with the Head of Nursing, General Manager or Clinical Director (i) to represent the Trust within the NHS and community, and with partner organisations, (ii) to work closely with them to institute integrated working in the best interests of surgical care, (iii) to ensure appropriate public and user involvement in assessing service quality and improvements.

Financial management

- Act as an authorising signatory within agreed limits.
- Contribute to the Directorate Business planning process where appropriate.

Clinical audit, education and training and R&D

- Be responsible for developing own skills and knowledge and contribute to the development of others.
- Provide advice relating to clinical audit and approved R & D projects.

- Work in collaboration senior colleagues to monitor and regulate training and development of all staff:
- To lead the Directorate Clinical Audit programme , working alongside the clinical audit leads and Trust Clinical Audit Group (TCAG) to develop and implement an audit programme that supports the needs of clinical governance,
- To take lead responsibility for ensuring that ratified clinical guidelines are effectively distributed, disseminated and used within all areas of the Directorate.
- To ensure effective links to the Directorate training programme.
- To identify training needs through implementation of the clinical governance agenda.
- To undertake teaching/training sessions as required.
- Manage and support the training and development of the directorate outcomes / governance team

Professional standards and patient experience

- Promote excellent standards through the promotion of a nurturing environment for patients, relatives, visitors and staff.
- Advocate for patients at all times.
- Implement a system for gaining user feedback, responding to adverse outcomes.
- To proactively liaise with the Trust PALS Manager, identifying mechanisms for effective patient and public involvement in service monitoring and development.
- Lead the Directorate's patient information development process, supporting staff to develop appropriate information that meets patients' needs and Trust and National standards

The post holder is required to follow Trust policies and procedures which are regularly updated including:

Confidentiality / Data Protection / Freedom of Information

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

Equal Opportunities

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. Post holders must be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within Trust buildings and vehicles.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

SD 2014/2015

PERSON SPECIFICATION

Clinical Governance Manager Surgery Directorate

	ESSENTIAL	DESIRABLE
Education/ Qualifications	<p>Degree in relevant subject or equivalent experience</p> <p>Evidence of working at Masters level</p>	<div style="border: 1px solid black; padding: 10px; text-align: center;">Registered Nurse</div>
Previous experience	<p>Experience at Band 7 or above in a relevant role – Clinical Governance</p>	
Skills/ Knowledge/ Ability	<p>Thorough understanding of the principles and practice of clinical governance systems, required outputs and their use to improve clinical practice.</p> <p>Proven ability to analyse complex problems and to develop and successfully implement practical and workable solutions to address them.</p> <p>Ability to think and plan strategically, tactically and creatively, and to prioritise work programs in the face of competing demands;</p> <p>A strong sense of personal and team accountability coupled with a clear understanding of the boundaries around delegated authority;</p> <p>Ability to collaborate constructively with internal and external partners to create the conditions for successful partnership working;</p> <p>A good understanding of the changing NHS environment</p> <p>Well- developed leadership and influencing skills with the ability to enthuse, motivate and</p>	

	<p>involve individuals and teams, and have them understand the Trust's and your performance expectations.</p> <p>Experience of managing conflict and difficult situations and knowledge of a wide range of problem solving techniques.</p> <p>Ability to be flexible and to look beyond existing structures, ways of working, boundaries and organisations to produce more effective and innovative service delivery and partnerships</p> <p>Sound political judgement and astuteness in understanding and working with complex policy, and diverse interest groups, and common sense in knowing when to brief "up the line".</p> <p>A commitment to improving services through an ability to sustain a clear performance focus on achieving demanding goals.</p> <p>Excellent inter-personal and communication skills with good listening skills and an ability to work with a wide range of professions.</p> <p>Strong written communication skills including report writing and presentation of information.</p>	
ADDITIONAL INFORMATION	<p>High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude;</p> <p>Strong sense of commitment to openness, honesty and integrity in undertaking the role.</p>	

SD 2014/2015