

Job Description

Job Title	: Clinical Risk and Governance Administrator
Department	: Surgery, Theatres, Anaesthetics and Endoscopy
Division	: Surgery, Theatres, Anaesthetics and Endoscopy
Band / Grade	: Band 4
Responsible to	: Senior Head of Nursing
Accountable to	: Senior Head of Nursing
Location	: PRUH and South Sites

King's College Hospital NHS Foundation Trust is one of the UK's largest and busiest teaching Trusts with a turnover of c£1 billion, 1.5 million patient contacts a year and around 15,000 staff based across 5 main sites in South East London. The Trust provides a full range of local hospital services across its different sites, and specialist services from King's College Hospital (KCH) sites at Denmark Hill in Camberwell and at the Princess Royal University Hospital (PRUH) site in Bromley.

King's is committed to delivering Sustainable Healthcare for All via our Green Plan. In line with national Greener NHS ambitions, we have set net zero carbon targets of 2040 for our NHS Carbon Footprint and 2045 for our NHS Carbon Footprint Plus.

Our values at King's, are that we're a kind, respectful team;

Kind. We show compassion and understanding and bring a positive attitude to our work

Respectful. We promote equality, are inclusive and honest, speaking up when needed

Team. We support each other, communicate openly, and are reassuringly professional

The trust-wide strategy Strong Roots, Global Reach is our Vision to be BOLD, Brilliant people, Outstanding care, Leaders in Research, Innovation and Education, Diversity, Equality and Inclusion (EDI) at the heart of everything we do. By being person-centred, digitally-enabled, and focused on sustainability, we can take Team King's to another level

King's is dedicated to embracing the broad diversity of our staff, patients and communities and stand firmly against all forms of prejudice and discrimination. This includes, but is not limited to, racism, ableism, homophobia, biphobia, transphobia, sexism, ageism, religious discrimination, and any other prejudiced behaviour that undermines the rights, wellbeing and identity of our staff, and patients.

As part of our commitment to EDI, we have five staff network groups that represent and advocate for staff:



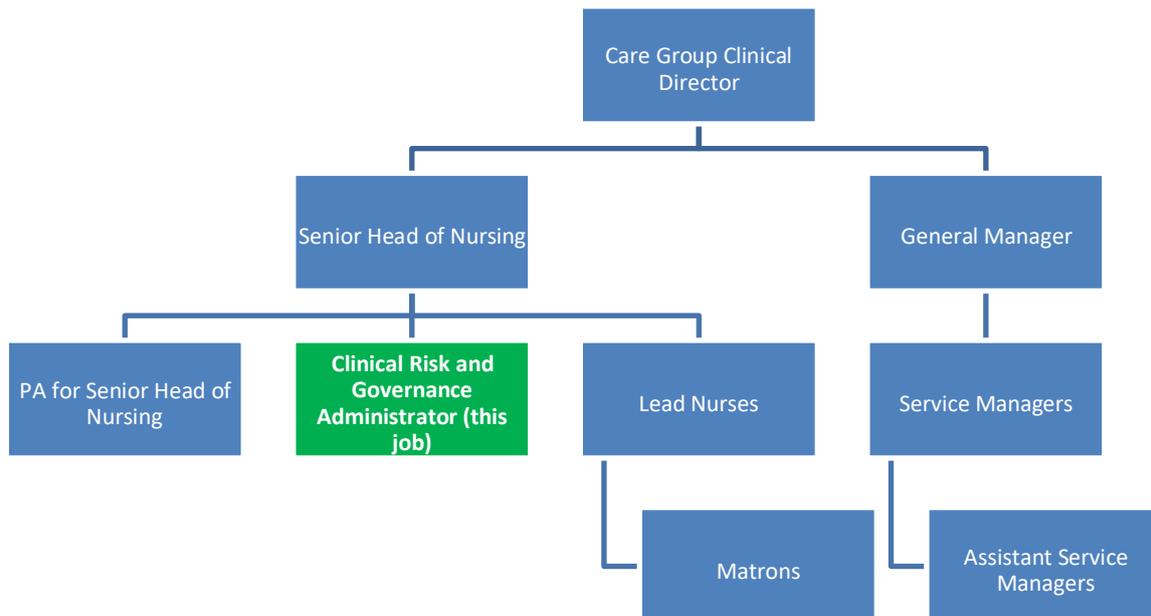
Job Summary

The post-holder is the clinical risk and governance administrator for the Surgery, Theatres, Anaesthetics and Endoscopy (STAE) Care Group, providing essential support for the effective management of the Trust's and Care Group's risk and governance agenda. To have primary day-to-day responsibility and act as a central point of contact for all incidents and risks for the Care Group, co-ordinating risks and supporting timely and high-quality investigations. The post holder will ensure that all cases are managed in a sensitive and timely manner through close working with clinical and non-clinical staff across the Trust.

Key Working Relationships

- Senior Head of Nursing
- Clinical Director
- General Manager
- Clinical Governance Leads
- Senior Nursing teams (Lead Nurses, Matrons and Ward/Department/Unit Managers)
- Service Managers
- Consultant and medical teams
- Patient Safety Managers and Patient Safety team
- Patient Experience team

Organisation structure chart



Main Duties and Responsibilities

General

- To provide essential administrative support for the risk and governance process in relation to arranging meetings, agenda's, recording minutes and action plan creation and development.
- Review all STAE adverse incidents submitted via the incident reporting system ensuring either they are graded according to severity and then closed or preliminary investigations are initiated.
- Maintaining an accurate filing, archiving system of all investigation paperwork, and supporting information.
- Liaising with relevant clinicians and managers for progress against action plans following incident panel meetings, updating and monitoring and reporting systems.
- Facilitate the weekly incident review meeting (IRM), ensuring the availability of clinical notes and any other relevant documentation prior to the meeting.
- Ensure a detailed action tracker of the cases presented at IRM is kept and any resulting follow-up actions are undertaken and appropriately recorded.
- Coordinate adverse incident investigation upon notification by the service lead. Meet with staff involved or request statements as appropriate to ensure a thorough investigation process is completed and records are maintained within the incident reporting system.
- For adverse incidents with moderate harm or above in addition to the above arrange a rapid response meeting with all key staff members involved to agree on a lead investigator and information required for the investigation.
- Ensure all required clinical information is available to the designated lead investigator, including accessing our electronic patient record system EPIC.
- Assist with providing information as requested to clinical teams.

- Assist when requested with a root cause analysis ensuring all templates are available to enable a robust investigation to be completed which informs appropriate recommendations and actions.
- Support managers and clinical staff in investigations and monitor progress against action plans.
- Support the Care Group triumvirate and the Clinical Governance Leads in ensuring governance across the care group is robust, effective and appropriately monitored.
- To liaise with the audit leads regarding work streams and action plans.
- Format, edit, proof reading and ensure all guidance is reflective of the house style before publication to the Clinical Guidelines System.
- Ensure that new initiatives and governance performance trends are communicated fully throughout the division.
- To support the team with the management of projects, taking appropriate action and gathering information as required.
- Participate in the organisation of training and induction sessions where required.

Communication and relationships

- To maintain a high level of professional conduct when dealing with service users, Trust staff, patients, relatives and members of the public.
- Build and maintain good relationships with clinical and non-clinical staff across the Trust.
- To liaise directly with administrative and clinical staff, as appropriate, in regards to resolving concerns / responding to enquiries.
- Ensure all communication which may be complex, contentious or sensitive, is undertaken in a responsive and inclusive manner, focussing on improvement and ways to move forward.
- Communicate complex, distressing and sensitive information in an appropriate manner in writing, in person and by telephone.
- Sensitively manage expectations of service users to help achieve successful resolution of concerns.
- Be able to communicate effectively in highly emotive situations.
- To be an active listener with the ability to communicate on complex matters, issues, concerns and to be fair and consistent.
- Ensure and demonstrate effective written communication.
- Establish robust working relationships with the Patient Safety Team and work closely with these areas to ensure that all Serious Incidents are investigated thoroughly and within the Trust timeframes.
- Establish regular meetings with Patient Safety Team to discuss and review any outstanding areas of concern and agree actions where appropriate.
- Develop a good understanding of the functions and service provided by the STAE Care Group of Directorates.
- Have an understanding of the wider functions and services provided by an acute Trust
 - Have an understanding of the Care Quality Commissions regulations and outcomes.

- Have a demonstrable working knowledge of the Trust's computer systems to ensure that data is captured appropriately and analysed effectively for monthly reporting.
- To have an understanding and ability to work with inPhase in relation to Incidents, Claims, Quality Alerts and Risk.

General

- The post holder has a general duty of care for their own health, safety and wellbeing and that of work colleagues, visitors and patients within the hospital, in addition to any specific risk management or clinical governance accountabilities associated with this post.
- To observe the rules, policies, procedures and standards of King's College Hospital NHS Trust together with all relevant statutory and professional obligations.
- To live and role model the King's Values of:
 - Understanding you
 - Inspiring confidence in our care
 - Working together
 - Always aiming higher
 - Making a difference in our community
- To observe and maintain strict confidentiality of personal information relating to patients and staff.
- To be responsible, with management support, for their own personal development and to actively contribute to the development of colleagues.
- This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review in consultation with the post holder.
- All employees must hold an 'nhs.net' email account which will be the Trust's formal route for email communication.

Infection Control Statement

The post holder has an important responsibility for and contribution to infection control and must be familiar with the infection control and hygiene procedures and requirements when in clinical areas.

The post holder has an important responsibility for and contribution to make to infection control and must be familiar with the infection control and hygiene requirements of this role.

These requirements are set out in the National Code of Practice on Infection Control and in local policies and procedures which will be made clear during your induction and subsequent refresher training. These standards must be strictly complied with at all times.

Safeguarding

The Trust takes the issues of Safeguarding Children, Adults and addressing Domestic Abuse very seriously. All employees have a responsibility to support the organisation in our duties by;

- attending mandatory training on safeguarding children and adults
- familiarising themselves with the Trust's processes for reporting concerns
- reporting any safeguarding child or adult concerns appropriately

Education & Professional Development

Undertake relevant training / development in information technology to update / enhance skills as agreed with the line manager.

Physical, Emotional & Mental Effort

- The role is predominantly office based, using VDU equipment as a major part of the daily role.
- The role will require frequent periods of concentration on detailed reports and documents and the pattern of work will be unpredictable. The post holder will be expected to change between tasks and expect regular interruptions in their daily work.
- The role will expose the post holder to occasional distressing or emotional circumstances e.g. participating in sensitive client debriefs and attending complex complaint meetings.

PERSON SPECIFICATION

Clinical Risk and Governance Administrator – Band 4

	Essential	Desirable
Education and Qualifications		
Good general education to GCSE level or above with Mathematics and English.	X	
ICT qualification	X	
Knowledge and Experience		
ECDL or proven equivalent experience in MS Package, Email and Internet browsers. Advanced keyboard use and the ability to apply IT skills effectively	X	
Proficiency with spreadsheets, databases and presentation software	X	
Interest in NHS and the challenges it faces	X	
Interest in and desire to develop knowledge of NHS systems and processes	X	
Knowledge of the NHS complaints regulations and the legal framework supporting it	X	
Understanding of incident management processes	X	
Understanding of risk management processes	X	
A good knowledge of corporate and information governance issues	X	
Undergraduate degree		X
Knowledge of medical terminology		X
Skills and Competencies		
Excellent time management skills	X	
Excellent attention to detail	X	
Proven ability to analyse and interpret complex information and make recommendations	X	
Excellent communication skills in written and verbal English	X	
Able to demonstrate tact and diplomacy	X	
Able to exchange confidential sensitive or contentious information following clear guidelines	X	
Ability to contribute to team working and develop good working relationships	X	
Additional Qualities		
Strong sense of patient focus	X	
Treat patients with respect and dignity	X	
Ensure that own actions support EDI rights and maintain quality	X	
Possess a flexible approach to work	X	
Calm and polite manner	X	