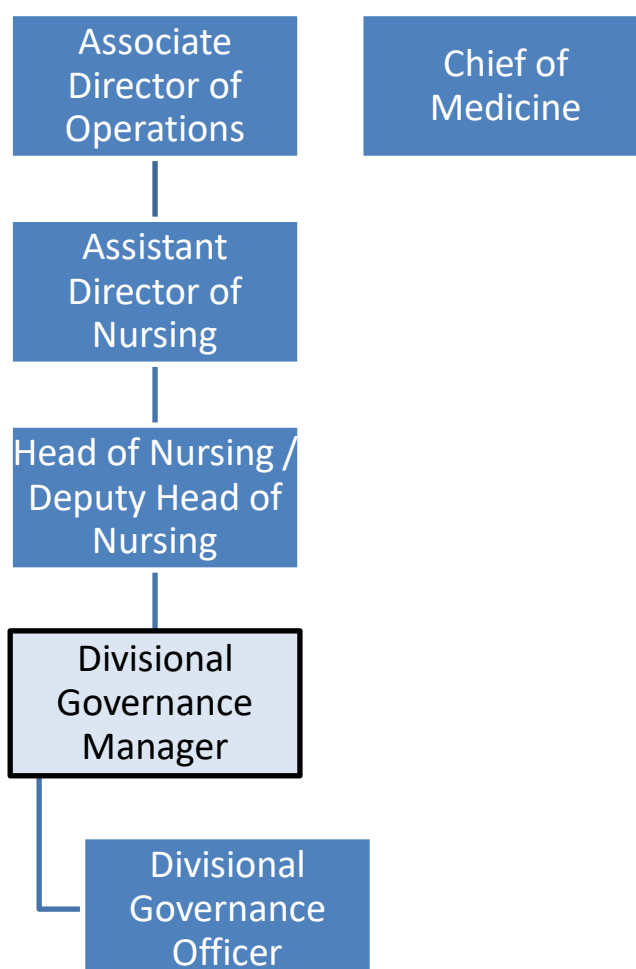


Job Description

Job Ref:	24-100
Job Title:	Divisional Governance Manager
Grade:	8a
Hours:	37.5
Department:	Urgent Care
Location:	Division wide – Base to be agreed at interview
Accountable to:	Associate Director of Operations
Reports to:	Assistant Director of Nursing
Responsible for:	Governance Teams within the Division
Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	<p>Delegated Budget for procurement of specialist equipment: approx. £45000</p> <p>Overseeing budget management relating to a variety of Division Governance needs for quality</p> <p>Other financial responsibility: Identify cost efficiencies</p>
Staff	<p>Provide professional leadership to support, motivate and inspire staff in division.</p> <p>Direct line management of 2 Band 5 Governance Officers</p>

Job Purpose	<p>The post holder will be responsible for the co-ordination of a robust clinical quality and governance framework within the Division, in order to support the divisional management team in the delivery of a high quality and safe services.</p> <p>The post holder will be responsible for liaising with Divisional Chief, Associate Director of Operations, Assistant Director of Nursing, Head of Nursing/ Deputy Head of Nursing, Matrons and nursing staff, senior managers and corporate staff in order to support delivery of the Divisional governance agenda.</p> <p>To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate ESHT care values.</p>
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Clinical Unit Structure



Communications and Working Relationships		
With whom	Frequency	Purpose
Trust Governance team	Monthly	To align processes centrally.
Divisional Governance Administration Team	Weekly- One to One Daily - Email/Telephone	Management supervision, information, exchange, advice clinical guidance and support Agree action plans for implementation.
Divisional Risk Teams	Weekly/Monthly	Divisional Risk Management meetings cross sites Ensure that Updates and risk issues are updated centrally as necessary for compliance.
Health & Safety Steering Group	Quarterly	Divisional H& S Management as Lead to Day to Day to support Divisional Management Team & Specialty Governance Leads in the Divisional
Divisional Leadership Team	Weekly	Discuss H & S/Risk Governance Issues, formulate & investigate plans for the division at a strategic level to ensure compliance.
Divisional Heads of Nursing	Bi-weekly and as required	Discuss H & S/Risk Governance issues, formulate & investigate plans for the division at a strategic level to ensure compliance.
Divisional Staff	Monthly and as required	To implement governance action plan. Advise on Risk/Health & Safety & Governance issues in co-ordination with the Divisional Management Team . Ensure that all training is arranged and implemented in a timely manner and evidenced for compliance
Clinical Leads for Risk Health & Safety; Trust Risk Lead; Trust Legal Services Manager, Trust Patient Safety Lead	Daily/Weekly as required	Update and monitor action plans

Overview of Essential Responsibilities:

Quality Assurance & Governance Management

1. To operationally lead the delivery of the Division's Clinical Quality and Governance agenda, which includes clinical quality, risk management and patient safety.
2. To act as a source of expert advice to managers and clinicians in relation to Clinical Quality and Governance issues.
3. To gather, analyse and interpret information in order to provide reports to the Division in respect of key quality indicators.
4. To seek assurance that standards are being achieved or that actions are completed where issues are highlighted.
5. To provide reports to the CCG in respect of clinical quality and governance as requested.
6. To facilitate the investigation of serious incidents, internal investigations and complaints in accordance with Trust policies and procedures and ensure that lessons are learned are implemented, and shared within the Division and across the organisation.
7. To link with Governance Managers from other Divisions across the organisation to ensure learning from incidents is disseminated and shared.
8. To ensure the corporate policies and standards of ESHT NHS Trust are cascaded to clinical services and followed and audit plans in place to monitor compliance.
9. Develop, assist and evaluate in the development of new current policies and procedures for the Division and ones which impact on other areas.
10. Provide training on all aspects of Risk Management & Governance to the Division and ones which may impact on other areas.
11. Provides advice to Divisional management team with Capital purchases incorporating Governance & all H & S/Risk aspects with specific projects and project Managing specific projects where necessary.
12. Responsible for budget management relating to a variety of Division Governance needs for quality improvement and the procurement of specialist equipment with a budget of £2000.
13. Overseeing budget management relating to a variety of Division Governance needs for quality improvement and the procurement of specialist equipment with delegated budget from Divisional General Manager (budget in the region of £45000).
14. Advise with Development of Strategies for Medical equipment & Projects in collaboration with all Governance areas.
15. Ensure that Governance Structures and Divisional compliance with all areas including training and assurance are updated and that management teams are advised of their non-compliance areas; formulating, progressing & managing plans to achieve this.
16. Act as a resource for Governance issues within the Division and ensure that the relevant management teams update necessary policies and procedures in a timely manner to achieve compliance in addition to updating the Divisional managers on their governance boards.

17. The post-holder will need to be ensuring that the Division is compliant with the fundamental regulations relating to the "Health & Social Care Act 2008" Regulations 2014 and ensure that the Division can evidence their compliance for the appropriate regulations such as CQC.

18. Act as a Chair for the Divisional Quality Clinical Governance meetings as and when necessary to ensure that the meetings are managed appropriately by senior staff within the Division.

19. Responsible for developing clinical governance policies for the Division.

Quality

1. To participate in the development of the Division Clinical Quality Governance Plan in conjunction with the Chief of Division and Assistant Director of Nursing and ensure that it is embedded across the division.

2. To support continuous improvement to the quality of patient care and the patient experience across the division by ensuring that standards are monitored and evaluated and where deficits are found mechanisms are put in place to ensure improvement.

3. To have oversight of all ongoing Serious incident and internal investigations within the Division ensuring that these are completed within agreed timescales and in accordance with Trust policy. Ensure that all associated action plans are monitored and updated and that learning is disseminated across the Division.

4. To facilitate divisional engagement with the clinical audit programme and monitor the yearly programme.

5. To implement & support Quality initiatives across the Division.

6. To support preparations across the division for inspection and review visits by external monitoring bodies including the Care Quality Commission, gathering, analysing, interpreting and presenting extensive and complex data and information.

7. To attend corporate meetings representing the division as required.

8. To engage with Trust wide development programmes that contributes to the improvement of patient services.

9. To support the patient experience agenda across the division.

10. Maintain an oversight of Divisional risk register and work in conjunction with the corporate risk management lead to ensure that all risks specific to the division are reviewed and updated in accordance with the Trust risk management policy and procedures.

Risk Assessment/ Health & Safety

1. Responsible for ensuring that the Division maintains and monitors their Risk Assessment process and ensuring that assessments in place are kept up to date.

2. Provides advice and support to ensure that Risk Assessors and the clinical area assessors are appropriately equipped to undertake the role in this process by ensuring that they have attended the appropriate Trust training.

3. Required to undertake certain assessments, some may be confidential and highly sensitive, make judgements requiring analysis on a range of incidents and situations especially within clinical settings.

4. Responsible for ensuring that the Division complies with current Health & Safety legislation.

5. Compile and update specific Division Health & Safety guidelines in conjunction with the Governance administrators and Divisional Management Teams.
6. To ensure that all Central Alert Systems (CAS) notices are acted upon within the Division with the appropriate action and responses.
7. Manages and ensures that the Division Risk Register is continually updated and appropriately graded to achieve and provide compliance.
8. Responsible for ensuring that all Fire procedures and policies are actioned and maintained in conjunction with the specialist Divisional Governance leads, Divisional Fire Wardens and Trust Fire management team.

Information Governance

1. To lead the Information Governance agenda across the division.
2. To ensure that FOI requests made to the division are actioned and responded to appropriately within timeframes.

Professional

1. To provide a visible, accessible and approachable presence across the Division.
2. To provide professional leadership in order to support, motivate and inspire staff within the Division.
3. To support clinical staff to tackle and resolve complex problems.
4. To apply specialist skills and knowledge in order to establish professional competence.
5. To ensure compliance with the relevant professional bodies.

Personal and People Development

1. To manage the day-to-day activity of appropriate staff employed within the division and work effectively with staff that work outside of the Governance Department to complete investigations.
2. To participate in the recruitment, selection, appointment and induction of staff.
3. To ensure self and all staff within the sphere of responsibility receive annual performance reviews and have personal development plans.
4. To embed governance, quality and safety into everyday practice to ensure that governance is everyone's business.
5. To actively promote a learning culture across the division in relation to incidents, complaints and the wider quality governance agenda.

General Duties of all post holders

1. To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
2. To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
3. To be aware of and work towards the Trust's strategic goals.

Standards of Business Conduct

1. The post holder will be required to comply with the organisation's standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
2. The post holder must ensure that their behavior and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
3. The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
4. The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
5. The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
6. All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body

Equality and Diversity & Equal Opportunities

1. The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behavior and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
2. The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
3. The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Confidentiality & Information Governance

1. Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
 2. All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
 3. The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
 4. The post holder must ensure compliance with the Data Protection Act 1998.
- AfC Code – NM01269(17)July

Health & Safety at Work

1. The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
2. The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
3. The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.

Infection Control

1. Infection Prevention and Control is the responsibility of all Trust staff.
2. All staff have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.

4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.



PERSON SPECIFICATION

Job Title: Divisional Governance Manager	Grade: 8a
Area: Urgent Care	Date: April 2024

*Assessed by: A= Application I= Interview R= References T= Testing

Minimum Criteria	*	Desirable Criteria	*
Qualifications / Training Registered Practitioner, First Level Qualified Nurse or relevant experience. NVQ 4 in Management or appropriate diploma management course. A minimum of six years' experience in Risk Management with a Clinical Diploma in Risk Management or equivalent. Root Cause Analysis Training Evidence of continuing relevant professional development to masters equivalent level	AC AC AIC AI AI		
Experience Proven experience of working in a clinical setting Previous experience of implementation of Clinical Governance processes and procedures at a senior management level Previous experience of managing change with a complex care setting Previous experience of leadership and skills to facilitate working within and leading a team Demonstrable experience of decision making in relation to governance Previous experience of working on own initiative in challenging and busy environment whilst meeting tight deadlines Demonstrable experience of knowledge of complex procedures	AI AI AI AI AI AI		

Demonstrable experience of an understanding of complex work base situations at senior management level	AI		
Demonstrable experience of using and manipulating information for effective management	AI		
Previous experience of responding to continuously changing priorities and procedures	AI		
Proven experience of managing sensitive and difficult situations, incidents and complaints, effectively and diplomatically	AI		
Previous experience of working in a senior management environment	AI		
Proven experience of conducting a research project, including the use of the internet for research	AI		
Previous experience of frequent use of VDU	AI		
Knowledge and Skills			
Strong leadership, team working and communication skills	AI		
Proven extensive knowledge and experience of Clinical Audit	AI		
Developed analytical and problem solving skills with the ability to make decisions by determining key points from complex and multiple information strands.	AI		
Demonstrate ability to concentrate for long periods on a frequent basis on report writing, analysis of information etc.	AI		
Ability to manage a high volume of enquires both internal and external	AI		
Ability to utilise specific skills to implement governance processes and procedures	AI		
Ability to work to deadlines	AI		
Other			
Reliable work record	AIR		
DBS enhanced disclosure	T		
Evidence that personal behaviour reflects Trust values	AIR		

Required to drive as will need to attend other sites e.g Conquest (adjustments may be made for candidates with disability)	AI		
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Managers Signature

Date

Post-holders Signature

Date