

## JOB DESCRIPTION

### CARDIFF AND VALE UNIVERSITY HEALTH BOARD

09414

#### JOB DETAILS

<b>Job Title:</b>	Clinical Governance and Quality Lead
<b>Pay Band:</b>	Band 7
<b>Department:</b>	Surgery Clinical Board
<b>Directorate:</b>	Perioperative Care
<b>Clinical Board:</b>	Surgery Clinical Board
<b>Base:</b>	UHW and UHL

#### ORGANISATIONAL ARRANGEMENTS

<b>Managerially Accountable to:</b>	Director of Nursing
<b>Reports to:</b>	Director of Nursing
<b>Professionally Responsible to:</b>	Director of Nursing

#### Our Values: 'CARING FOR PEOPLE; KEEPING PEOPLE WELL'

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

<b>We care about the people we serve and the people we work with</b>	Treat people as you would like to be treated and always with <b>compassion</b>
<b>We trust and respect one another</b>	Look for <b>feedback</b> from others on how you are doing and strive for <b>better</b> ways of doing things
<b>We take personal responsibility</b>	Be <b>enthusiastic</b> and take responsibility for what you do.
<b>We treat people with kindness</b>	<b>Thank</b> people, celebrate success and when things go wrong ask 'what can I learn'?
<b>We act with integrity</b>	Never let structures get in the way of doing the <b>right thing</b> .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high-quality services to patients.

## **JOB SUMMARY/JOB PURPOSE**

To support the provision of healthcare to patients treated by Surgery Clinical Board ensuring that there are effective and efficient clinical governance mechanisms in place, particularly in respect of clinical risk management and patient safety incidents. Under the direction of the Clinical Board Nurse, ensure all patient safety incident reports, claims and concerns are investigated as appropriate in line with UHB processes, with a focus on lessons learnt.

## **DUTIES AND RESPONSIBILITIES**

To support the Clinical Board Director of Nursing in promoting clinical incident reporting and ensuring that all Patient Safety Incident reports are accurately recorded, investigated and actioned in line with UHB Policy. Ensuring that investigations and corrective action are undertaken in liaison with directorates and facilitating sharing of learning as appropriate.

To provide support to the Director of Nursing in managing and developing Clinical Board arrangements for clinical governance and specifically clinical risk management and patient safety and experience.

To develop and maintain areas of special interest in the field of Clinical Governance and patient safety and experience, as agreed with the Director of Nursing.

Provide support to the Clinical Teams for development and implementation of strategies and systems for the continual improvement of services including clinical governance, risk management, health and safety and patient partnership.

To provide support, advice and guidance to all levels of staff across the Clinical Board to ensure that there are processes in place to systematically assess and prioritise clinical risks with corrective action programmes in place, which comply with the Clinical Board's and UHB's Risk Management strategy and frameworks.

To work as directed by the Clinical Board Director of Nursing in ensuring that there are appropriate systems and processes in place for the management of patient and staff safety incidents, concerns and claims. This will include ensuring accurate and timely management of the risk management data base where clinical incidents/concerns/ claims and inquests are recorded

To provide support, advice and guidance with regard to clinical risk management, incidents, concerns and claims across all staff groups.

To provide general awareness training on Clinical Governance, patient safety and quality to various staff groups at all levels across the Clinical Board in response to identified need following patient safety incident investigations, external assurance monitoring mechanisms and training needs analysis.

To provide Root Cause Analysis (RCA) training to ensure that there are sufficient numbers of trained staff able to employ this approach as the preferred method of patient safety incident investigation. To supervise those who are RCA trained in undertaking an investigation to ensure it is thorough, proportionate and credible.

To establish working arrangements within the Clinical Board to support and develop systems for the management of patient/staff safety incidents, concerns and claims ensuring lessons learned are acted upon to reduce the potential for repeat incidents. To ensure where appropriate the development of improvement plans in response. To co-ordinate the timely review and audit of compliance

To become a resource to other health professionals within the Clinical Board undertaking care/patient management audits.

Develop strong working relationships with the Clinical Governance Team to provide a robust, effective patient centred focus for the work of the Clinical Board

To participate in collaborative working arrangements with key internal stakeholders such as the Health and Safety Department, Infection Prevention and Control, Corporate Governance Department, Innovation and Improvement Directorate, wider Patient Safety and Quality Department including Concerns and Claims Department, Safeguarding, Clinical Audit Department and other key speciality areas as directed by the Clinical Board Director of Nursing

To participate in collaborative working arrangements with key external stakeholders such as Local Health Boards and Trusts, Public health Wales, Community Health Council, Coroner's Officers, Police, Welsh Government, Delivery Unit, Healthcare Inspectorate Wales, Welsh Risk Pool, WHSSC as directed by the Clinical Board Director of Nursing. It may also be necessary to support Directorates in the *Being Open* process with patients and their families following patient safety incidents or concerns and during the investigation process.

To provide support to the Director of Nursing to ensure that arrangements are in place for the Clinical Board to comply with requirements for reporting to the National Reporting and Learning System (NRLS) and that data quality is robust. Utilise the data collected to prepare and present reports to the relevant Clinical Board level committees, and sub groups of the UHB Quality and Safety Committee and others as deemed appropriate. Interpret highly complex and

sensitive information to all levels of Clinical Board staff and with external stakeholders.

Actively support Clinical Board Director of Nursing with the Welsh Government Serious Incident reporting process from identification and escalation of Serious Incidents; communication with Patient Safety Manager following a Serious Incident; overseeing the investigation process by ensuring the Clinical Board conducts Serious Incident meetings and where appropriate, sign off investigation reports and improvement plans in order to conclude the incident closure process with Welsh Government in a timely fashion. Support the Clinical Board Director of Nursing in weekly monitoring arrangements of Serious Incidents.

Assist the Clinical Board Director of Nursing and other members of the senior team with the implementation of the Putting Things Right regulations.

To assist in the coordination of reviews/inspections/investigations such as Welsh Risk Pool and Healthcare Inspectorate Wales, as required by the Clinical Board. Ensure reports requested by HIW/CHC etc. are to the appropriate standard and timely.

To be conversant with and participate in assessment processes required to ensure evolving compliance with Standards for Healthcare Services in Wales, where appropriate initiate action to ensure these standards are achieved and maintained.

Develop and implement a mechanism for sharing good clinical and evidenced-based practice within and between directorates

To undertake the role of Case Manager for identified Clinical Board inquests as scheduled by Her Majesty's Coroner and to support Clinical Board staff as required through the process.

To maintain and develop knowledge of appropriate legislation, guidance and best practice relating to Clinical Governance, patient safety and quality such as NICE, NCEPOD and learning from national reports and inquiries.

Participate in the UHB's Personal Review and Development programme ensuring continuing professional development.

Develop strong working relationships with the Clinical Governance Team and Patient Experience Team to provide a robust, effective patient centred focus for the work of the Clinical Board

## PERSONAL DEVELOPMENT

- Keep up to date and participate in training programmes identified in a Personal Development Plan.
- Participate in an annual personal appraisal development review with manager.
- Actively manage own annual leave in line with UHB Policy.
- Maintain a personal, professional profile, identifying role and skill developments in line with the Scope of Professional Practice.

## GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. 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 duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.

- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can

be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219

- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone's 'protected characteristics'. These protected characteristics are: age, religion, sexual orientation, belief or non-belief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people's human rights as part of your everyday practice.
- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to consider changes and developments in service requirements.

**Date Prepared: 7<sup>th</sup> October 2020**

**Prepared By: Clare Wade**

**Date Reviewed: 7<sup>th</sup> November 2023**

**Reviewed By: Perioperative Care Management**

**CAJE Reference:**  
RWM/2020/0137-A

## PERSON SPECIFICATION CARDIFF AND VALE UNIVERSITY HEALTH BOARD

<b>Job Title:</b>	<b>Clinical Governance &amp; Quality Lead</b>	<b>Department:</b>	Perioperative Care
<b>Band:</b>	7	<b>Clinical Board:</b>	Surgery Clinical Board
<b>Base:</b>	<b>UHW or UHL</b>		

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Educated to MSc level in a relevant healthcare associated subject or evidence of equivalent experience  Evidence of continued professional development  Clinical background  Relevant professional qualification with current registration		Certificates Application Form

**CAJE Reference:**  
RWM/2020/0137-A

<p><b>EXPERIENCE</b></p>	<p>Significant health-care experience at a senior level</p> <p>Previous experience of risk management / clinical governance</p> <p>Experience in the preparation and implementation of Policies and Procedures Managing change</p> <p>Multi professional team working</p>	<p>Demonstrate a practical, problem solving approach to risk management / clinical governance</p> <p>Experience of Project management</p> <p>Partnership working</p> <p>Previous experience of risk management / clinical governance / patient safety and quality</p>	<p>Application Form</p> <p>Interview</p> <p>References</p> <p>Certificates</p>
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<p><b>SKILLS</b></p>	<p>Ability to produce high quality documentation</p> <p>Attention to detail and a capacity to meet deadlines</p> <p>Ability to communicate effectively, verbally and in written work, at all levels of staff and with the general public</p> <p>Capacity to think strategically and produce new approaches and views to problems</p> <p>Ability to work individually and as a member of a team</p> <p>Computer literate</p> <p>Incident investigation and investigation report writing skills</p> <p>Experience of using Datix or similar software</p>	<p>Project Management Skills</p>	<p>Application Form Interview References</p>
<p><b>SPECIAL KNOWLEDGE</b></p>	<p>Working knowledge of relevant literature, research and legislation relating to Clinical Governance and patient safety Risk assessment tools, methodologies and management</p>	<p>Interest and knowledge in the broad Patient Safety healthcare agenda</p>	<p>Application Form Interview References</p>

	<p>Clear understanding of the concept of evidence-based practice and clinical effectiveness</p> <p>Trained in Patient Safety Learning Review techniques</p> <p>Conversant with Standards for Health in Wales</p> <p>Conversant with Putting Things Right Regulations</p>		
<p><b>PERSONAL QUALITIES</b> <i>(Demonstrable)</i></p>	<p>Must be able to work independently and as part of a team</p> <p>Must be able to demonstrate leadership and management skills</p> <p>Must be committed to the promotion of safety and quality throughout the Organisation</p> <p>Flexible approach to work and adaptable to change</p> <p>Ability to motivate and influence others to ensure sound quality and safety principles are embedded</p> <p>Democratic team leader, with an ability to motivate and advise others</p>	<p>Ability to challenge conventions</p> <p>Ability to negotiate</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<p><b>Other</b></p>	<p>Ability to visit all sites of the UHB</p>	<p>Ability to travel off site at short notice</p>	<p>Interview</p> <p>Document Check*</p>

**CAJE Reference:**  
RWM/2020/0137-A

		Ability to work unsocial hours as required	
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<b>Date Prepared:</b>		<b>Prepared By:</b>	
<b>Date Reviewed:</b>	7 <sup>th</sup> November 2023	<b>Reviewed By:</b>	Perioperative Management