

**EMPLOYEE SPECIFICATION FOR THE POST OF DUTY OF CANDOUR OFFICER**

Attribute	Essential	Weight	Desirable	Weight	How Identified
Values and Behaviours	<ul style="list-style-type: none"> <li>All colleagues are expected to demonstrate that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values: <b>Trust Honesty Respect Compassion Teamwork</b></li> <li>All colleagues are expected to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion (EDI) and how it applies to their role. The Trust's expectations are highlighted within our EDI Policy, and associated EDI and Human Rights legislation</li> </ul>				Application & Interview
Physical Requirements	<ul style="list-style-type: none"> <li>As part of the role you will be involved in hearing, reading and processing distressing information and it is important to have emotional resilience to manage this and to engage in regular team and individual supervision sessions</li> <li>Requirement for sitting in a restricted position for a considerable part of the working day</li> <li>Requirement for travelling to other sites as required</li> </ul>				Application & Interview
Qualifications - Academic / Craft / Professional	<ul style="list-style-type: none"> <li>RSA III / NVQ 4 or equivalent experience</li> </ul>				Application & Interview
Training	<ul style="list-style-type: none"> <li></li> </ul>		<ul style="list-style-type: none"> <li>Training or coaching qualification</li> </ul>		Application & Interview

Experience	<ul style="list-style-type: none"> <li>• Working knowledge of Microsoft Office packages</li> <li>• Experience of working at a senior administrative level or equivalent to Band 4 or above in the NHS</li> <li>• Experience of overseeing and coordinating complex administration systems including data filing systems, reports and shared drives</li> <li>• Experience in writing detailed reports / ability to assimilate, analyse and develop narratives based on data, service user feedback and staff experience</li> <li>• Able to present at a senior level to other professionals and work across systems</li> <li>• Developing and delivering training and coaching with innovation and compassion</li> <li>• Experience of dealing with people, to maintain a high level of customer care</li> </ul>		<ul style="list-style-type: none"> <li>• Experience of working with families impacted by mental illness or personal lived experience</li> <li>• Experience of working with Incidents</li> </ul>		Application & Interview
Knowledge	<ul style="list-style-type: none"> <li>• Understanding of how to compassionately engage with those affected following a patient safety incident</li> <li>• In depth knowledge of the principles of Duty of Candour and how to apply this in practice</li> <li>• Understanding of Being Open and Just Culture Frameworks</li> <li>• Knowledge and experience of working to the NHS Patient Safety agenda</li> <li>• Ability to provide advice and guidance to staff on disclosure of patient information in accordance with current legislation</li> <li>• Excellent analytical and presentation skills using information technology</li> </ul>		<ul style="list-style-type: none"> <li>• Undertaking surveys and audits as necessary</li> </ul>		Application & Interview
Skills	<ul style="list-style-type: none"> <li>• Ability to work on own initiative</li> <li>• Motivated and conscientious</li> <li>• Flexible</li> </ul>				Application & Interview

	<ul style="list-style-type: none"> <li>• Excellent organisational and office management skills</li> <li>• Excellent communication skills</li> <li>• Interpersonal skills, including ability to engage and interact at a sensitive level</li> <li>• Ability to develop an audit trail to ensure that Lessons Learned from Patient Safety incidents have been disseminated across the Care Groups and actions implemented</li> <li>• Ability to write briefings following an incident</li> <li>• Ability to deliver bespoke training to underperforming teams/managers in relation to Governance processes</li> <li>• Ability to collate and respond to Commissioners queries</li> <li>• Ability to prioritise workload in a busy office environment</li> <li>• Ability to work with changing agendas and differing priorities</li> <li>• Advanced keyboard skills</li> </ul>				
Contractual Requirements	<ul style="list-style-type: none"> <li>• Ability to work to meet the needs of the services</li> <li>• Ability to travel across all Trust sites across a wide geographical area</li> </ul>		•		Application & Interview

Please note that all criteria will be subject to reasonable adjustments where the applicant has declared a disability as described in the Equality Act