

**Person Specification**

**Post:** Divisional Governance and Quality Project Officer  
**Directorate:** Integrated Pathways

FACTOR	ESSENTIAL	DESIRABLE
<b>EDUCATION</b>	<ul style="list-style-type: none"> <li>Education to A-Level or equivalent with experience of working in the NHS in a Governance role</li> </ul>	<ul style="list-style-type: none"> <li>Educated to degree level in governance / risk</li> <li>Clinical qualification / experience</li> </ul>
<b>KNOWLEDGE/ EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Proven knowledge and experience of clinical care within the NHS or healthcare setting; understanding the hospital as a whole.</li> <li>Relevant training or experience of incident investigation, patient safety and risk management</li> <li>Experience of working with multidisciplinary teams</li> <li>Success in working collaboratively across professions, services and organisational boundaries</li> <li>Ability to work independently and process highly complex information quickly in order to identify risk and priorities for the Trust</li> <li>Demonstrate ability to undertake analysis and to write clear and concise reports on progress and nature of serious clinical incident investigations</li> <li>Understanding of how to promote a culture of patient safety improvement.</li> <li>Familiarity and experience of using IT programmes. A working knowledge of Word, Excel and PowerPoint</li> </ul>	<ul style="list-style-type: none"> <li>Working knowledge of Databases, Datix, Word, excel</li> <li>Experience of being involved in an incident/complaint where improvements have been made</li> <li>Experience of facilitating training sessions &amp; presentations</li> <li>Clinical expertise and experience.</li> </ul>
<b>SKILLS AND APTITUDES</b>	<ul style="list-style-type: none"> <li>Excellent listening skills</li> <li>Systematic, meticulous organiser and record keeper</li> <li>Excellent communication skills both verbally and written</li> </ul>	

	<ul style="list-style-type: none"> <li>• Excellent analytical skills and report writing skills</li> <li>• Able to work under pressure, deliver on tight timescales and respond to emotionally charged situations calmly and with confidence.</li> <li>• Ability to problem solve</li> <li>• Able to work on own initiative.</li> </ul>	
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Proactive and flexible approach to work</li> <li>• Able to adapt to change and be pragmatic</li> <li>• Kind, caring, sympathetic</li> <li>• Credible with consultants, matrons and other clinical colleagues</li> <li>• Able to be determined and assertive when necessary, using influencing, persuasive and negotiation skills</li> <li>• Conscientious and reliable</li> <li>• Self motivated, reliable</li> <li>• Good team player, supportive to team members</li> <li>• Excellent interpersonal skills, and supportive to Trust staff dealing with distressing situations</li> </ul>	<ul style="list-style-type: none"> <li>• Eagerness to learn; make improvements</li> </ul>
<b>OTHER FACTORS</b>	<ul style="list-style-type: none"> <li>• Willingness to travel between Trust sites and to other external venues for meetings/conferences.</li> <li>• Car Driver and owner</li> </ul>	