

Candidate Pack

For

Maternity Risk Manager



North Middlesex University Hospital NHS Trust is a medium sized District General Hospital based in Edmonton in Enfield, North London. We serve a diverse multicultural population largely from the London boroughs of Enfield and Haringey. Many of our patients live in wards that are within the 5% most deprived in the UK and a large proportion of our patients were born abroad. This makes it both a fascinating and a challenging hospital to work in.

Over the last decade we have rebuilt almost all of the hospital and now have facilities that we are proud to work in. We employ over 3,500 staff, more than half of whom live locally. We encourage apprenticeships from the local community and work closely with our local Health Watch.

We are primarily an emergency led hospital with more than 90% of our bed days being used for patients admitted via our emergency and ambulatory units. As well as offering everything you would expect from a major acute hospital we have a number of tertiary services treating patients with HIV and Sickle Cell Disease and a large cancer and radiotherapy service. We also run our local community Sexual Health Clinics.

The Community division comprises of the 0-19 Service, Health Visitor and School Nursing services that deliver the Healthy Child Programme. As well as a BCG clinic for targeted babies and Canterbury ward, that supports the acute wards.

We are proud of our staff and want to ensure their training allows them to provide excellent clinical care. We are also a training unit for medical students from UCL and St George's University Grenada, and for nursing and midwifery students from Middlesex and City Universities.

Our priorities:

1. **Providing Outstanding Care**

We will provide:

- Excellent outcomes for patients
- Excellent experiences for patients and staff
- Excellent value for money

2. **Partnering with Others**

We will work closely with our system partners to integrate health and care and broader public services, and guide you towards the best services for you.

3. **Keeping Healthy**

We will use every opportunity we have to promote wellbeing, providing information and education for our community.



Additional Information

Location

Situated in Edmonton, North London with a multi-cultural community, the area provides a wide range of facilities and is close to the heart of London. Central London is easily accessible, with Liverpool Street and Kings Cross approximately 30 minutes away by public transport.

Benefits

We want to attract the best and brightest people to work at NMUH and that means looking after you from the moment you apply for a role at the Trust and throughout your career with us. Our staff are our most valuable asset and we believe that investing in colleagues is crucial if we want to enable everyone to reach their full potential.

Learning and Development

As a University Trust, we recognise the importance of investing in our workforce to continue to deliver the right care in the most effective way, based on a sound evidence base and continuing professional development. We offer:

- A structured leadership and management development programme
- Core skills statutory and mandatory training programmes

Our
values



- A 'one-stop' induction programme for all new staff – introducing you to the Trust, our values and our services
- A structured programme of learning for trainee doctors, student nurses and students across allied health professions
- A coaching network where trained coaches throughout the Trust are matched with staff of all disciplines to provide a powerful development opportunity
- A wide range of Continued Professional Development (CPD) opportunities, working with partners – such as Middlesex University and University of Hertfordshire, to deliver training and development programmes and support

Health and Wellbeing

We offer a Health Hub which helps improve staff health and wellbeing across the Trust – encouraging staff to step away from their work and think about their own health. This includes:

- Workshops, challenges and social events throughout the year
- Confidential and safe forums where staff can talk about the emotional impact of their work
- A equality and diversity staff network providing support to all staff
- Mindfulness bite size taster sessions
- Mini health checks
- Free, confidential counselling services 24/7
- Reduced gym rates at a number of local health clubs/gyms

Pay and Annual Leave

- Generous annual leave: starting at 27 days and increasing after five and 10 years
- Maternity/paternity and shared parental leave schemes
- Sick pay for all substantive and permanent staff
- Range of flexible working options across the Trust including compressed hours, term time contracts, part-time working etc.
- One of the best pension schemes in the UK

Road Access and Public Transport

Situated on the North Circular Road, the hospital is within very easy reach of the M25, M1, A1, A10 and A12. The hospital is situated close to the residential districts of North London including Enfield and Winchmore Hill, which all have an excellent environment and schools.

Silver Street main line railway station is a 5-minute walk away, with services direct to Liverpool Street Station and Seven Sisters underground Station.

Follow us on social media





Our Values and Expected Behaviours

You are part of Team North Mid, a workforce over 3,500 strong. A big part of working here is having a culture and values that help us to achieve our vision of delivering outstanding care to local people.

We are caring:

What it means	Our behaviours
<ul style="list-style-type: none"> We are compassionate and take time out to check on colleagues and patients We are understanding and recognise each other as individuals We are committed to improving our community for colleagues, patients and carers 	<ul style="list-style-type: none"> Showing empathy Being curious Showing humility Listening to others

We are fair:

What it means	Our behaviours
<ul style="list-style-type: none"> We respect and understand each other's differences and backgrounds We are consistent with providing realistic, clear expectations and constructive feedback <p>We are always looking for opportunities to develop all our staff and our services</p>	<ul style="list-style-type: none"> Being consistent Listening to others Supporting each other

We are open:

What it means	Our behaviours
<ul style="list-style-type: none"> We embrace change and continuously challenge ourselves and colleagues to create meaningful improvement We ask for help when we need it; we offer help when we see a colleague struggling and we are always open to challenge We actively look for new ways of working and explore new 	<ul style="list-style-type: none"> Speaking up Being curious Learning from mistakes

partnerships across teams, divisions and organisations	
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These values are extremely important to us and we expect everyone who works at the Trust in any capacity to share and uphold these values. Further information on the Trust's values is available on our website.

Care and Compassion

Ensure that any escalation of care concerns or safeguarding escalations are made robustly through the appropriate channel. Undertake audits and where appropriate cooperate with the corporate nursing team to maintain Trust standards of care.



Job Description

Position:	Maternity Risk Manager
Salary:	Band 8a Agenda for Change
Location:	Maternity
Hours:	Part Time - 15 hours per week
Responsible to:	Associate Director of Midwifery
Accountable to:	Divisional Director of Nursing and Midwifery

Key Working Relationships

- Midwives
- Obstetricians
- Obstetric Anaesthetists
- Neonatologists
- Matrons - maternity
- Consultant Midwives
- Education team – maternity
- Student midwives
- Maternity Support Workers
- Patient Safety and Risk Manager
- Legal Services Manager
- Central Governance
- Complaints Manager / Administrators
- Lead investigators

Job Summary

The post holder is responsible for:

- The co-ordination of all obstetrics and gynaecology risk. All midwifery, nursing and health care assistant staff working in the ward/department/community team when on clinical duties
- Working with the Associate Director of Midwifery and Gynaecology in developing, implementing and monitoring an effective and compliant system of working to ensure robust maternity and gynaecology governance which is in line with national best practice and aligns across divisions for managing the governance staff dealing with all activities relating to patient safety, risk, compliance and audit and patient experience and act as the lead and central point of contact for Women's divisional governance activities.
- Acting as a self-relating practitioner who horizon scans to ensure the divisional governance activities remain in line with current best practice.
- Support and develop a culture of informed questioning, challenge, trend analysis triangulation, challenge and assurance to ensure lessons are learned and the division

changes practice in a way which has a positive effect on patient, outcomes, patient experience and supports the Trust ambition to reach zero avoidable harm by 2020.

- Working closely with the clinical leads in the maternity and gynaecology service to ensure that lessons learned from incidents, risk assessments, risk investigations and complaints are disseminated to the wider team in maternity, gynaecology and neonatal services re-learning, and where appropriate share across the whole maternity unit.
- Responsible for the co-ordination of MBRRACE-UK reporting and the escalation of the Perinatal and Maternal Death Reports.

Duties and Responsibilities:

1. RESPONSIBILITIES

- Maintain a professional behaviour at all times and promote a positive image of North Middlesex Hospital University NHS Trust at all times, in line with the Trust Values.
- Have oversight responsibility for all aspects of the clinical governance agenda, developing an effective patient safety framework that is quality centric.
- Ensure delivery of the rolling programme of governance activities in line with trust, division and service requirements
- Develop and coordinate good integrated governance practice within the maternity and gynaecology services
- Supporting the development and maintenance of effective working relationships, communication, co-operation and engagement with internal and external national stakeholders.
- Interpreting and assessing the relevance of national policy and guidance, providing support to governance teams regarding implementation and evaluation.
- Developing and implementing robust quality and safety policies including clear escalation processes.
- Liaise with divisional / corporate leads to agree and achieve deliverables, as appropriate.
- Provide specialist advice on quality assurance around patient safety and clinical governance
- Provide scrutiny and challenge of highly complex, technical and sensitive clinical and non-clinical information.
- Analyse complex information from complaints, PALS, claims, incident investigations (including serious incident investigations) and audits and working with performance and contracting colleagues to establish appropriate action plans to bring about positive change.
- Triangulation of information from incidents, PALS, complaints and claims,
- Provide monthly, quarterly and yearly reports triangulating the information and data from clinical governance activity.
- Leading the management of serious incidents and the sharing of learning from these incidents. This includes reviewing and ensuring that investigations have been

appropriately carried out in accordance with agreed guidelines and timeframes and to determine if the investigation is fair and/or in need of further information or interviews and providing feedback on key areas for improvement, challenge or further actions. This will include:

- Validating root cause analysis and resultant action plans;
- Approving the final report, recommendations and action plans;
- Producing thematic reviews of serious incidents to identify trends and patterns for a defined population;
- Facilitating the dissemination of wider learning and sharing good practice and supporting quality improvement.
- Ensuring that recommendations from serious incidents are integrated into quality improvement strategies and plans
- Encouraging a culture of openness and transparency that responds rapidly to potential or actual failures.
- Maintain professional PREP requirements for midwifery registration.

2. RESPONSIBILITY FOR PATIENTS

- Identify and escalate any anomalies to divisional / corporate leads for action
- Ensure that learning from patient complaints and comments is shared to support development of the quality agenda and service improvement plans and strategies
- Ensure patients who suffer harm whilst under our care, are managed in line with Being Open or Duty of Candour as indicated by level of harm
- Facilitate and have continuing responsibility for the effective assessment, implementation and evaluation of all midwifery care in own sphere of clinical practice over a 24 hour period. Undertake the full role of the midwife including advanced decision making, using evidence based practice and highly developed skills.
- Develop and adhere to the maternity unit's philosophy and models of care to ensure that all policies and procedures are implemented and to lead on the development of evidenced based woman centered midwifery practice, both in the hospital and community.

3. RESPONSIBILITY FOR POLICY AND SERVICE DEVELOPMENT

a) Training

- Ensure all training is fit for purpose, current, role appropriate and reflective of the needs of the trust.
- Lead and participate in the delivery of corporately approved training
- Ensure divisional training records are maintained
- Ensure divisional staff maintain their mandatory training in line with policy
- To challenge in a positive manner current working practices and promote a culture of continuous improvement

b) Administrative Management

- Actively seek opportunities to utilise the views and contributions of patients and the public when developing action and improvement plans in response to change, whether as a result of trust or national strategy and development.
- Identify and implement key projects and effective systems to monitor compliance with clinical governance requirements.
- To ensure all clinical governance policies are regularly reviewed, updated and disseminated.
- To monitor and evaluate action plans for serious incidents on a regular basis.
- To ensure maximum learning is gained from all governance and quality work, and measures are taken to improve the quality of service to patients provided by the Division.
- To actively work towards achieving standards set by the Division and to be proactive in identifying areas for improvement.

4. REPORTING

- Ensure patients and their relatives receive information in line with Being Open and Duty of Candour as appropriate
- Prepare accurate reports in a timely manner and ensure action plans are implemented

5. RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES

- The post-holder will have some awareness of the requirement to work in a way which is efficient and effective which adds value to the organisation and is in line with the budget
- The post holder will ensure they have the skills, knowledge and competence to use physical resources appropriately and ensure all members of the team have the appropriate competence.

6. RESPONSIBILITY FOR LEADING AND MANAGING

- To work within Trust values and ensure decisions made are aligned with the organisations objectives.
- To work within trust policies, procedures and guidelines and where appropriate, assist with the development of these documents in line with changes to legislation or best practice.
- Actively contribute to achieving the clinical governance goals of the maternity and gynaecology service and the trust standards for nursing and midwifery, ensuring that they are met and completing any audits that may be required.
- To conduct appraisals and ensure all staff are compliant in mandatory and statutory training and records are kept up-to-date.
- Act as an effective role model and mentor promoting excellence through practice.

- Maintain an overview of all the actions and requirements originating from complaints and PALS ensuring that evidence of actions required are transparent and available.
- Ensure that processes and procedures are robust, contemporary and withstand external scrutiny in accordance with CQC Regulations and NHS Complaints Procedure.
- Liaise with external regulatory and inspection bodies, such as the Care Quality Commission and Parliamentary and Health Service Ombudsman as necessary, providing timely information and attending interviews or meetings as required.
- Provide overall assurance on the utilisation and maintenance of the DATIX Complaints and PALS databases to ensure quality and integrity of data stored.
- Assist in the management of difficult and highly charged or emotional situations, for example concerning violent, abusive or disruptive patients.
- Take an active part in attempting to achieve resolution of disputes concerning clinical care, having direct contact with patients, families and staff as indicated and appropriate.
- Take an active part in investigating formal complaints under the NHS Complaints Procedure, analysing letters of complaint and the main points of issue, assessing the adequacy of investigation and potential learning points.

7. RESPONSIBILITY FOR INFORMATION RESOURCES

- To ensure effective systems are established and maintained within the service to ensure that confidential information is obtained, held, recorded, used and shared in accordance with Caldicott and data protection requirements.
- Systematically review information systems that support the clinical quality/ clinical governance agenda to ensure timely information is collated.
- Ensure (in conjunction with the clinical governance team) effective information systems for the dissemination of NICE guidance, Safety Alerts and action plans to achieve compliance.
- To have overall responsibility for the management of the Women's Divisional governance and risk databases.
- To maintain confidential reports/records.
- Responsible for ensuring an investigation takes place for any data loss within the Division.
- Required to produce divisional reports that identify key trends, issues and actions
- Investigate and/or support major/serious untoward incidents, provide and report of findings which include an action plan to address the key risks.
- To be responsible for ensuring that business- critical I.T. systems and data bases such as: Datix are maintained to a high standard and comply with all relevant guidelines and national policies.

8. RESPONSIBILITY FOR RESEARCH AND DEVELOPMENT

- To work in partnership with systems providers to ensure continuous improvement and best practice.
- To undertake divisional surveys, audits or analysis to inform the quality governance agenda
- Liaise with divisional / corporate leads to agree and achieve deliverables, as appropriate.

GENERAL RESPONSIBILITIES

Infection Control

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control policies and procedures and the Health Act (2006) Code of Practice for the prevention and control healthcare associated infections and make every effort to maintain high standards of infection control at all times thereby reducing the risk of Healthcare Associated infections.

It is the duty of every member of staff to take personal responsibility for the prevention and control of infection, as laid down in the Trust's policies and procedures which reflect the statutory requirements of the Hygiene Code.

- To work in close collaboration with the Infection Control Team.
- To ensure that monitoring of clinical practice is undertaken at the agreed frequency.
- To ensure that the ward environments are cleaned and maintained to the highest standards; ensuring that shortfalls are rectified, or escalate as necessary.
- To ensure that all relevant monitoring data and issues are provided to the Directorate's Governance structures.
- To ensure that all staff are released to attend infection control-related educational sessions and staff with specialist roles, e.g. link practitioners, are released to undertake their duties.

Probation

Employment by the Trust is subject to a six (6) month probationary period, during which time you will be required to demonstrate to the Trust's satisfaction your suitability for the position in which you are employed. During your probationary period, your employment may be terminated by you or the Trust by providing one (1) week notice in writing.

Equality, Diversity and Inclusion

The Trust is committed to fair and transparent recruitment and selection procedures and to providing a workplace where all staff are treated with respect and feel included. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974 to maintain a safe environment for staff, patients and visitors, to observe obligations under organisational and departmental Health & Safety policies, maintaining awareness of safe practices and assessment of risk.

Data Protection and Caldicott

To obtain, process and use information (held on computer and/or manual filing systems) in a fair and lawful way. To hold person identifiable information for specific registered purposes and not to use, disclose or transfer person identifiable information in any way that is incompatible with the Data Protection Act 2018, other legislation and Caldicott requirements. To disclose person identifiable information only to authorised persons or organisations as instructed. When using email to transmit person identifiable information within or outside the Trust, the Trust Email Policy must be strictly followed.

Customer Care

The aim of the hospital is to provide patients and clients with the best possible care and services. In order to meet this aim, all our staff is required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Infection Control

All healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI.

Smoking Policy

The Trust provides a smoke free work environment.

Confidentiality

Under no circumstances, either during or after the end of your employment (however it is terminated), may you divulge any unauthorised person confidential information relating to the Trust. This includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Clinical Governance

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice. Everyone is responsible for this and his/her job in the Trust is important in achieving this.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a criminal check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

Safeguarding Vulnerable People

It is a basic human right of every child and adult to be protected from harm and NHS Trusts have a fundamental part to play in this. We expect all our staff to recognise signs of vulnerability and to report and act on any concerns in line with policy and guidance contained in 'Working Together - Every Child Matters' and 'No Secrets - guidance on developing multi-agency policies and procedures to protect vulnerable adults from abuse' on which our Trust Policies are based.

Organisational Change

As services develop and change, the post-holder may be required to undertake other responsibilities within the Trust.

Review

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post-holder

PERSON SPECIFICATION

POST: Maternity Risk Manager 8A

DEPARTMENT: Women's Services

ATTRIBUTES/SKILLS	ESSENTIAL	DESIRABLE	MEASUREMENT
Education and qualifications	Registered Midwife, eligible to practice	E	A / I
	Minimum of 4 years clinical post registration experience of which 2 years are at band 7.	E	
	Educated to a degree level or equivalent with evidence of further professional development	E	
	Educated to Masters level or willing to undertake study	E	
	Experience with the Datix Risk Management System.	E	
	Root Cause Analysis training. Attended a clinical leadership programme. Experience in a similar previous role	E E D	
Skills and abilities	Ability to deal confidentially with staff at all levels of an organization	E	A / I
	Well-developed interpersonal skills with the ability to work with a range of professionals	E	A / I
	Ability to make decisions and solve complex problems	E	A / I
	Advanced planning and organisational skills	E	A / I
	Excellent leadership, Influencing and motivational skills	E	A / I
	Able to negotiate and influence at an organisational level and externally with a range of stakeholders	D	A / I
	Excellent abilities in concise and accurate report writing and presentation of information	E	A / I
	Excellent verbal & written communication skills	E	A / I
	Excellent interpersonal skills	E	A / I
	Proficient in the use of MS Office applications: Microsoft Word, Outlook, Access, Explorer, PowerPoint and Excel	E	A / I
	Ability to define, collate, retrieve & manipulate data	E	A / I

	Knowledge and understanding of professional standards and requirements	E	A / I
	The ability to maintain and respect confidentiality - Information Governance, Issues of confidentiality (Data Protection, Freedom of Information Act, Caldicott)	E	A / I
	Excellent communication skills at all levels, confident when speaking in public and at large meetings	D	A / I
	Developing & delivering training programmes	D	A / I
Experience	Demonstrable experience in project management in an acute care environment	E	A / I
	Ability to collate and analyse statistical and qualitative information	E	A / I
	Experience of implementing change projects	E	A / I
	Experience of effective working within a team and alone	E	A / I
	Experience of working with minimal supervision	E	A / I
	Knowledge of the components of governance, risk management and assurance function; current NHS national policies, standards, requirements and directions that relate to measuring and improving the quality and safety of patient care	E	A / I
	Demonstrates commitment to improving the quality of patient care	E	A / I
	Ability to support a range of staff and quality/ clinical services /professional activity	E	A / I
	Experience of working with patients/service/ stakeholders to improve quality of service	E	A / I
	Experience in setting objectives and performance management and holding people to account	E	A / I
	Experience in providing advice on complex professional and other HR issues	D	A / I
Personal qualities	Commitment to continuous improvement activities	E	A / I
	Positive attitude toward change	E	A / I
	Commitment to staff development	E	A / I
	Occasional flexibility to work outside of normal office hours (e.g. to attend meetings with divisional representatives)	E	A / I
	Demonstrable enthusiasm and commitment to Improvement focused patient safety and quality initiatives, research and its application to practice	E	A / I
	Resilience and ability to get the job done	E	A / I
	Completer finisher working to tight deadlines	E	A / I
	Kind and compassionate	E	A / I

Last reviewed:



**North Middlesex
University Hospital**
NHS Trust

	Self-motivated, can organise & prioritise work using own initiative	E	A / I
	Excellent time management skills	E	A / I
	Can work to deadlines whilst maintaining a high standard	E	A / I
	Methodical & systematic approach to work, involving close attention to detail	E	A / I
	Maintaining a professional appearance	E	A / I
Values	Demonstrable ability to meet Trust values		Interview/ assessment

Our
values

