

## Job Description Technical Document

**JOB TITLE** Deputy Patient Safety Manager  
**BAND** 6

Please submit this document with the Job Description when submitting for job evaluation (banding) although it will not be used for recruitment purposes.

### Organisational Chart

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



**Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.** The examples provided should relate to this post and what is written in the Job Description.  
3 examples should be adequate.

## Physical Effort

Please identify any circumstances that may affect the degree of effort required -

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job'

### **Walking/driving to work is not included**

Many roles will require a combination of sitting, standing, and walking with little or no requirement for physical effort

**Where the role requires some physical effort, please provide examples and state if this is -**

**Rare** – combination of sitting, standing, walking or **Occasional** – at least 3 times per month but fewer than half the shifts worked or **Frequent** – occurs on half the shifts worked or more

**Several Periods** – repeated recurrences of physical effort during the shift or **Ongoing** – continuously or almost continuously

**Short Periods** – up to and including 20 min or **Long Periods** – over 20 mins

Examples of Typical effort(s)	How Often	How Long
Frequent VDU use and requirement for sitting in a restricted position for several long periods in a day to produce complex reports and analyse these reports	Frequent	Long periods
There is an occasional requirement to travel between NHS and other sites often with limited time between meetings.	Occasional	Long Periods

## Mental Effort

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day -

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients'

### Type

**General Awareness** – carry out day to day activities but no need to concentrate on complex or intricate matters

**Concentration** – jobholder needs to stay alert for periods of one to two hours

**Prolonged** – requirement to concentrate for more than half the shift

**Intense** – In-depth mental attention with proactive engagement

**Unpredictable** – jobholder needs to change from one activity to another at a third-party request. Jobholder has no prior knowledge

### How often

**Occasional** – fewer than half the shifts worked

**Frequent** – occurs on half the shift worked

Examples of Typical effort(s)	Type	How Often
Requirement to switch tasks and change priorities on a regular basis, work pattern unpredictable - Frequent interruptions to write adhoc briefing reports, obtain information and interruptions by telephone calls from other staff members.	Concentration	Frequent
There is a frequent requirement for concentration where work pattern is unpredictable. Interruptions throughout the day by telephone calls and emails for requests for advice or time critical information.	Concentration	Frequent
There is a frequent requirement for concentration for prolonged periods on complex issues - Completion and interpretation of investigation reports.	Prolonged	Frequent

The post holder will frequently have to adapt to changing priorities and re-focus their work on new priority areas that may require urgent action.	Concentration	Frequent
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Emotional Effort		
<p>Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with -</p> <p>'Processing (e.g., typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident'</p> <p><b>Fear of Violence is measured under Working Conditions</b></p> <p><u>Type</u>  <b>Direct</b> – jobholder is directly exposed to a situation/patient/client with emotional demands  <b>Indirect</b> – jobholder is indirectly affected by for example word processing reports of child abuse</p> <p><u>How Often</u>  <b>Rare</b> – less than once a month on average  <b>Occasional</b> – once a month or more on average  <b>Frequent</b> – once a week or more on average</p>		
Examples of Typical effort(s)	Type	How Often
Ability to positively manage conflict and to deliver unwelcome or bad news to patients/relatives. Advising members of staff of ongoing investigations and providing support through those investigations	Direct	Frequent
Frequent exposure to highly distressing or emotional circumstances when reviewing 999 calls or data that the Trust holds for accurate completion of investigations	Indirect	Frequent
The post holder will also be expected to deal positively and promptly with staff concerns and personal problems, challenge staff on any	Direct	Frequent

inappropriate behaviour or poor performance and investigate and deal with complaints as required		
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Working Conditions	
<p>Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month</p> <p>'Use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations'</p> <p><b>Driving to and from work is not included</b></p> <p><b>Rare</b> – less than three times a month on average  <b>Occasional</b> – three times a month on average  <b>Frequent</b> – several times a week with several occurrences on each shift</p>	
Examples of Typical effort(s)	How Often
Use of VDU almost continuously	Frequent
Occasional exposure to unpleasant working conditions – relatives, patients or staff can sometimes be verbally aggressive	Occasional
There is an occasional requirement to travel between NHS and other sites often with limited time between meetings	Occasional