

## JOB DESCRIPTION

Job evaluation ref number:	
<b>Job Title:</b> Duty of Candour Officer	
<b>Reports to (post title):</b> Family Liaison Team Leader Patient Safety Team	
<b>Evaluated Banding:</b> Band 6	
<b>Role Purpose:</b>  <p>To provide guidance so that the Trust takes adheres as required by the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the National Health Service (NHS) contract for all safety incidents assessed as at moderate harm and above. This guidance serves as a reminder that the trust have a responsibility to be honest and open with people when things go wrong.</p>	
<b>Role Context:</b>  <p>This position will provide a governance system to record the application of DOC and become an expert in both the professional and regulatory process of Duty of Candour for staff to use as a resource. Engaging with staff to train and support for them to be able to apply the duties and to have a greater understanding of how the correct application of Duty of Candour can affect patients and their families.</p> <p>To coach staff to have greater confidence in knowing when, why and how to apply Duty of Candour, leading to improved learning and safety for the organisation.</p> <p>Maintain accurate records and be confident to present - data analysis and case studies for inclusion at Trust professional meetings, including the Board and stakeholders. This will include training compliance, sharing of good practice and future planning in the role and wider learning for the Trust.</p>	
<b>Trust Values</b>  <p>All colleagues are expected to demonstrate at interview and throughout employment that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values:</p> <p style="text-align: center;"><b>Trust Honesty Respect Compassion Teamwork</b></p>	
<b>Key Accountabilities</b> <ul style="list-style-type: none"> <li>Guide and coach Trust staff in supporting families and carers through investigation processes in respect of patient safety incidents or a serious complaint which has occurred within a service provided by the Trust.</li> </ul>	<b>Performance Measures</b> <ul style="list-style-type: none"> <li>Supervision</li> <li>Evidence of Duty Of candour systems in place</li> <li>Evidence of training</li> </ul>

<ul style="list-style-type: none"> <li>• A point of contact for Trust staff in respect of supporting colleagues in applying Duty of Candour, including providing appropriate signposting to other qualified services.</li> <li>• Devise and deliver training packages for the Trust in applying Duty of Candour, coaching colleagues in best practice and key skills related to having difficult, but open and honest conversations with families and carers.</li> <li>• Maintain accurate records and be confident to present - data analysis and case studies for inclusion at Trust professional meetings, including the Board and stakeholders. This will include training compliance, sharing of good practice and future planning in the role and wider learning for the Trust.</li> <li>• Develop external networks to stay updated on national best practice and initiatives relating to Duty of Candour.</li> <li>• Have a clear understanding and be a source of information for the Trust regarding the legal terminology of Duty of Candour and as required, assist in the update of Trust policies and practices, specifically Trust policy, Duty of Candour.</li> <li>• Work closely with the Patient Safety Team facilitators to assist in the co-ordination and support with Trust staff to ensure families and carers who require the support and / or inclusion in a Patient Safety Incident review have support in communicating a plan / route for each individualised case.</li> </ul>	
<b>Dimensions</b>	
<ul style="list-style-type: none"> <li>• Responsible for ensuring that accurate work is completed within the time limits, framework and standards set.</li> <li>• Act on own initiative and without direct supervision.</li> <li>• Manage and prioritise own workload.</li> <li>• Update and advise the Patient Safety Team and relevant departments in relation to investigations pertaining to complex investigations including homicides.</li> <li>• Assist in all aspects of Clinical Governance, risk and audit.</li> </ul>	
<b>Safeguarding</b>	
<p>All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice, and support.</p>	
<b>Disclosure and Barring Services</b>	

Where this post relates to the types of work, activity, employment, or profession as set out in The Exceptions Order made under the Rehabilitation of Offender Act 1974; the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate. The level of the check will be determined by the type of activities undertaken and the level of contact the post holder will have with children and/or adults in receipt of health services.

### **Infection Control**

All employees of Nottinghamshire Healthcare NHS Foundation Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with infection prevention and control mandatory training requirements specific to their role.

### **Equality and Diversity**

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation.

### **Sustainability and Net Zero – Supporting Our Green Plan**

The Trust places great importance on reducing its carbon footprint and maximising the positive social, economic, and environmental outcomes of Trust actions and activities on its patients and the planet. It is the responsibility of all staff to support the delivery of the Trust's Green Plan and contribute to achieving Net Zero Carbon. This will include using energy and water efficiently, reducing the consumption of materials, reducing waste, and increasing recycling, printing less, reporting faults or heating/cooling concerns promptly and minimising travel.

### **Data Quality Statement**

All staff of Nottinghamshire Healthcare NHS Foundation Trust have a responsibility for data quality, improved data quality leads to better decision-making across the Trust. The more high-quality data, the more confidence the organisation has in decisions. Good data decreases risk and can result in consistent improvements in results. Employees within data roles have a responsibility for inputting high quality data (accurate, valid, timely, complete) and for ensuring that high quality data is maintained.

### **Communication**

- To participate in Nursing Directorate meetings and representing the Directorate at Local Partnership meetings as appropriate.
- To facilitate DoC meetings with families as required.
- To liaise effectively with all members of the multi-disciplinary team developing effective, sound working relationships.
- Excellent communication skills are essential within this role. This will involve the regular contact and exchange of complex, sensitive or contentious information between staff, patients, carers, the general public and internal/external agencies.
- Maintain a position of integrity at all times whilst appreciating the need for a high level of confidentiality when dealing with staff/client/carer information and issues appertaining to this post, in line with Caldicott principles and the Data Protection Act.

<b>Knowledge, Training and Experience</b>
<ul style="list-style-type: none"> <li>• Knowledge and experience of working to the CQC, NHSE regulations</li> <li>• Experience in formal minute/note taking</li> <li>• Working knowledge of Microsoft Office packages</li> <li>• Excellent analytical and presentation skills using information technology</li> <li>• Previous experience of performance/analytical thinking/report writing</li> <li>• Experience of working without supervision for protracted periods and adhering to tight deadlines</li> <li>• Ability to work on own initiative</li> <li>• Excellent organisational and office management skills</li> <li>• Interpersonal skills, including ability to interact at a sensitive level</li> <li>• Understanding of data protection and maintaining strict confidentiality</li> <li>• Motivated and conscientious</li> <li>• Flexible</li> <li>• Excellent communication/telephone skills</li> <li>• Experience of dealing with people, to maintain a high level of customer care</li> </ul>
<b>Analytical and Judgement Skills</b>
<ul style="list-style-type: none"> <li>• To escalate key themes/concerns in relation to DoC incidents as appropriate.</li> <li>• Identifying and introducing areas of improvement in managing processes working closely with Senior Management Team, Inquest and Patient Experience Teams.</li> <li>• To have a detailed and up to date knowledge of and understanding of policies and processes relating to DoC and the NHS Patient Safety Strategy in order to provide guidance for investigating officers and managers.</li> <li>• Provide advice and guidance to staff on disclosure of patient information in accordance with current legislation including Duty of Candour requirements.</li> <li>• To provide an audit trail to ensure that Lessons Learned from DoC have been disseminated across the Directorate and actions implemented.</li> </ul>
<b>Planning and Organisational Skills</b>
<ul style="list-style-type: none"> <li>• To escalate key themes/concerns in a timely manner</li> <li>• To be the single point for staff and clinical leads</li> <li>• To follow up all incidents where DoC is in scope to ensure that the trust actively complies with the requirement.</li> <li>• Collate and respond to commissioner queries following submission of reports.</li> <li>• Provide updates to the senior team through the reporting arrangements.</li> <li>• Provide detailed activity reports to the senior team.</li> <li>• Provide exception and performance reports in relation to investigations as required.</li> <li>• Prioritising and organising own workload in a busy office environment.</li> <li>• Maintain up to date filing systems, reports and shared drives.</li> </ul>
<b>Physical Skills</b>
<ul style="list-style-type: none"> <li>• Advanced keyboard skills.</li> </ul>
<b>Responsibility for Patient/Client Care</b>

<ul style="list-style-type: none"> <li>Ensure that the trust has systems in place that enable learning to be timely and effective to prevent open communication channels with families and patients.</li> </ul>
<b>Responsibility for Policy/Service Development</b>
<ul style="list-style-type: none"> <li>Introduce and put into practice new ways of working in own work area.</li> <li>Uploading Procedures onto the Trust Intranet system.</li> <li>The duties and responsibilities of the post will be undertaken in accordance with the Policies, Procedures and practices of Nottinghamshire Healthcare NHS Trust. It is the postholder's responsibility to ensure they keep up to date with these policies and other policy documents</li> <li>To lead on delivering training to administration staff in relation to investigation support.</li> <li>Lead on and deliver update training to investigating officers on an annual basis in relation to the investigation process.</li> <li>To deliver bespoke training to underperforming teams/managers in relation to Governance Processes.</li> </ul>
<b>Responsibility for Financial and Physical Resources</b>
Adherence with Trust Policies and Standing Financial Instructions.
<b>Responsibility for HR</b>
No line management responsibility
<b>Responsibility for Information Resources</b>
<ul style="list-style-type: none"> <li>Web author for the maintenance and updating of the Family Liaison policies and procedures Governance pages of the Trust's intranet.</li> <li>To enable effective reporting and monitoring of clinical DoC activity, reviewing learning and dissemination of practice.</li> <li>The post holder is required to use IT to develop and create documents and reports for the Directorate such as procedures, audit reports and action plans.</li> <li>The post holder is responsible for complying with Data Protection issues on all information collected and processed.</li> </ul>
<b>Responsibility for Research and Development</b>
<ul style="list-style-type: none"> <li>To undertake audit and project management responsibilities in relation to governance processes and service review.</li> <li>To assist in the effective reporting and monitoring of clinical audit activity, reviewing learning and dissemination of practice.</li> <li>The post holder is required to take the lead in undertaking surveys and audits as necessary to provide evidence of good governance and patient effectiveness.</li> </ul>
<b>Freedom to Act</b>
The post holder is required to manage their own workload and is required to act independently. Work is managed rather than supervised.
<b>Physical Effort</b>

- There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time.
- There is an occasional requirement for the arranging of furniture/equipment within conference/meeting rooms in line with object handling training.
- Regular driving to various Trust properties.

#### **Mental Effort**

- Ensure a high level of concentration levels whilst preparing reports.
- There is a frequent requirement for concentration where the work pattern is unpredictable.
- Managing conflicting priorities with frequent interruptions.

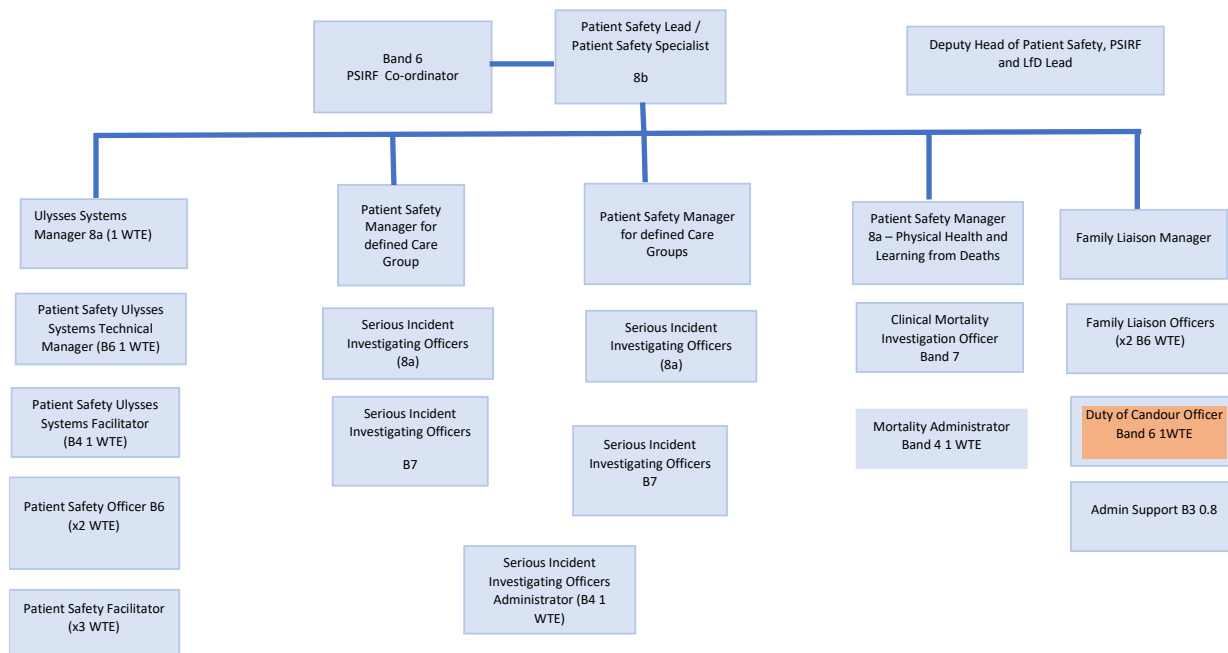
#### **Emotional Effort**

- Working to changing agendas and significant time pressures which will require the post holder to be able to re-prioritise continual workloads.
- Dealing with sensitive issues is frequent.
- Exposure to stressful circumstances and information, including serious incident investigations and reports. Imparting unwelcome and distressing news to staff and distressing news to carers when feeding back serious incident reports.

#### **Working Conditions**

- Exposure to a VDU is frequent in line with Health & Safety guidelines.
- Working for periods of concentration is frequent.
- Travelling between Trust sites is frequent. Car driver essential.
- Exposure to verbally abusive language is occasional.

#### **Organisation Chart**



## Our promise to you

We will ensure that you are supported and lead in line with our Trust Values: **Trust**, **Honesty**, **Respect**, **Compassion** & **Teamwork**



Nottinghamshire Healthcare NHS Foundation Trust actively works to fulfil the seven elements of the NHS People Promise.

We will adhere to the promise and support all our colleagues, assuring that we are continuously striving to listen to colleagues, adapting accordingly and striving always to be the best place to work.



Signatures	
After reviewing the document, please sign to confirm agreement	
Post holder:	Date:
Line Manager:	Date:

