Integrated Governance Lead

Medway NHS Foundation Trust

Job Description

Role: Integrated Governance Lead

Banding: 7

Division: Corporate Nursing **/** Quality

Responsible to: Integrated Governance Manager

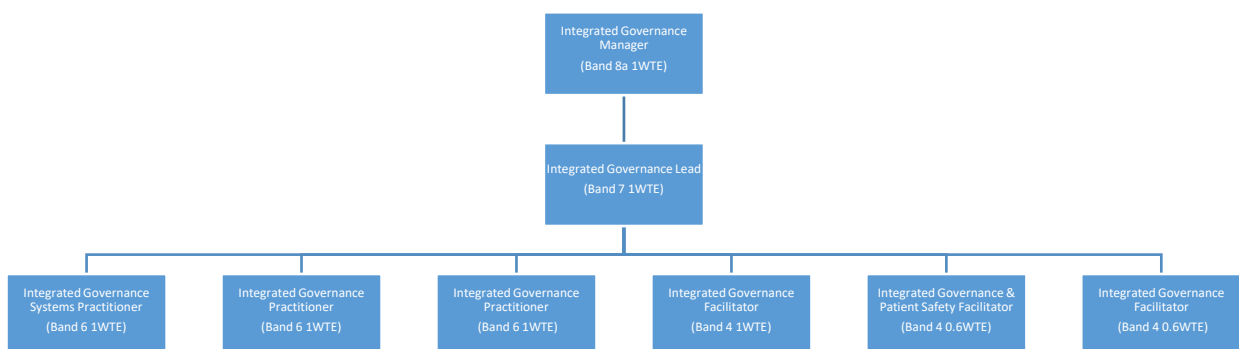**Accountable to:** Director of Integrated Governance, Quality and Patient Safety

Job Purpose:
Reporting to the Integrated Governance Manager, this post forms part of the Integrated Governance Team to support the delivery of the Trust's Quality Strategy and vision to ensure 'Best of care by the best of people' through the delivery of safe, effective and high quality services, that ensure the people who use our services, their families, carers and visitors receive a positive experience.

The post holder will be responsible for;
- Supporting a culture that improves quality by enabling the delivery of high quality care through the effective identification of lessons/areas for improvement and promotion of learning as a result of effective systems and processes for the collection, management and reporting of integrated governance and quality metrics, information and data.
- Ensuring the systems and processes which enable the collection, management and reporting of integrated governance and quality metrics, information and data are fit for purpose, well maintained and continuously developed in line with government legislation, regulations, policy guidance, best practice and user forum feedback.

Organogram

Integrated Governance Manager (Band 8a 1WTE)

Integrated Governance Lead (Band 7 1WTE)

Integrated Governance Systems Practitioner (Band 6 1WTE)

Integrated Governance Practitioner (Band 6 1WTE)

Integrated Governance Practitioner (Band 6 1WTE)

Integrated Governance Facilitator (Band 4 1WTE)

Integrated Governance & Patient Safety Facilitator (Band 4 0.6WTE)

Integrated Governance Facilitator (Band 4 0.6WTE)

Key Responsibilities:

Strategic Responsibilities:
- Support the Integrated Governance Manager in the development of the Integrated Governance & Quality Programme of Work/Plan in meeting legislative requirements, national policy and best practice across the Trust in relation to the IT systems and solutions implemented.

- Support the Integrated Governance Manager to promote a culture of safety awareness amongst staff across the Trust through the use of Integrated Governance & Quality systems by;
  - a. Organising awareness campaigns
  - b. Working in collaboration with the Communication department to raise the profile, understanding and use of quality systems
  - c. Guiding and supporting improvement project plans and progress by providing expertise on improvement approaches

- Support the Integrated Governance Manager in the development and delivery of a Trust Wide Integrated Governance & Quality systems training and development programme which provides staff with the techniques, skills and knowledge to undertake effective use of the those systems and the development of improvement plans.

Operational Responsibilities:

- Act as a role model for working with people who use our services, their families, carers and others as well as staff to create an atmosphere of transparency, openness and candour, leading and chairing relevant groups/meetings.

- Deliver the day to day management of Integrated Governance Team both corporately and across the division/care group including risk management and policy management.

- Responsible for undertaking immediate action, on behalf of the Trust to address quality, safety or compliance concerns. This may involve being disturbed from other work on a regular basis. It may also involve exposure to staff, their line managers and services who may be concerned about incidents or areas of non-compliance.

- Ensure that the Trust Board, Governors, senior managers and clinical directors and service managers receive regular information about integrated governance, risk and policy management.

- Escalating concerns regarding risks where potential issues for professional competencies and/or conduct have been identified.

- Develop, coordinate and deliver programmes of training which meet the needs of systems users

Integrated Governance
- Implement the use of standardised templates for the management of committees, sub committees and groups, such as agendas, terms of reference, minutes and action logs supporting corporate leads and division/care groups in their application.

- Support the Integrated Governance Manager in the development of standardised reporting, including the development of the Integrated Quality & Performance Report (IQPR) in conjunction with Business Intelligence to ensure it meets the contractual schedule requirements.

- Ensure Terms of Reference are reviewed within the required timeframes, and committees, sub committees and groups have effective and up to date cycles of business / programmes of work.

- Support the Integrated Governance Manager in measuring and reporting the effectiveness of committees, sub committees and groups.

- Support the wider integrated governance and quality team, divisional directors of nursing and corporate leads in the delivery of effective systems and processes through:
  - corporate and divisional/care group level reporting on all aspects of integrated governance and quality
  - using influence to support the removal of backlogs, delays and blockages

Risk Management

- Deliver effective systems for the identification, reporting, approval, review and closure of risks across the organisation, with the development and delivery of training for staff.

- Support the effective management of the Risk Register and Board Assurance Framework, facilitating the effective escalation and de-escalation of risk across the Trusts registers.

- Support the effective reporting of risks across the organisation to ensure the effective management and stratification of risk, through accurate record keeping in the Trusts quality management system/s.

- Develop and provide regular risk reports for use by the corporate leads, division/care group and committees/groups to provide accurate oversight of the Trusts risk position.

- Support the approval, review and closure of risks in a timely way which meets the requirements of the Trusts Risk Management Framework and provides evidence of the completion of mitigating actions.

- Develop and deliver risk management training to individuals across all levels of the organisation.

- Align the trusts risk management framework to ISO130001 standards.

<u>Document Control & Management</u>

- Deliver effective systems for the management and control of documents within the organisation as outlined by the Document Control Policy, ensuring that there is compliance to the standardised nomenclature and approach.

- Support the robust processes in place for the consultation on, approval, ratification, publication and withdrawal of documents across the Trust, namely Strategies, Policies and Standard Operating Procedures.

- Support the effective reporting on the status of documents across the Trust, ensuring they are reviewed within timeframes and as required due to changes in guidance or practice.

- Develop and provide regular policy management reports for use by the corporate leads, division/care group and committees/groups to provide accurate oversight of the Trusts policy management position.

- The support the approval, review and withdrawal of policies and SOPs in a timely way which meets the requirements of the Trusts Policy Management Framework.

Learning, Quality and Continuous Improvement:
- Work with directorate teams and leads to develop SMART action plans and improvements in relation to integrated governance, risk and policy management.

- Support the monitoring of the completion and effectiveness of action plans, supporting the Trust Wide sharing of learning and development of practice.

- Support the development and design of audit activity and tools to measure effectiveness and provide assurance to enable internal benchmarking and sharing of good practice across the Trust through analysis and interpretation of results/findings.

Generic to all areas within Quality:
- Ensure the submission of all required data sets for internal reporting to the Informatics team on a monthly basis and as requested.

- To prepare and present reports for relevant Trust and divisional committees and to interpret complex information to identify key themes, trends and hotspots.

- Collate and analyse quantitative and qualitative information to facilitate clinician reflection on clinical practice and service, supporting implementation of good practice and quality improvements for patients.

- Support management in the identification of areas of risk and the development of actions to reduce/ mitigate against the risk occurring or re-occurring.

- Oversee the collation and preparation of reports to Trust meetings and ensure follow up action is taken as required.

Communication:
- Demonstrate a high level of communication skill, specifically able to present complex and sensitive information to multidisciplinary teams.

- Be able to liaise and work with multi-disciplinary teams with the ability to speak to people who use our services, their families, carers and others when they are involved in incidents within the Trust.

- Analyse complex problems, develop and successfully implement practical and workable solutions to address them using persuasive, motivational and negotiating communication skills.

- Request information from multi-professional teams sensitively and diplomatically for potential legal cases or poor clinical outcomes.

Key Working Relationships:

Internal	External
Director Integrated Governance & Quality Divisional Senior Leaders such as Directors of Nursing All Trust staff system users System Information Asset Owners	Systems Suppliers and contract managers Other external agencies as necessary Networking with other organisations systems managers NHSE/I

Main Conditions of Service

Registered Health Professional

All staff who are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements. All registered professionals must maintain registered in line with the Trust Professional Registration with Regulatory Bodies Policy.

Best of care
Best of people

Our Vision and Values

All staff must commit to our Vision and Values and exhibit behaviours in line with our new Values.

Bold   *We are inspiring and ambitious*
Every Person Counts   *We are respectful and supportive*
Sharing and Open   *We are open and speak up*
Together   ***We are inclusive and responsible***

Our Trust is a great choice for people who want to develop their career in an ambitious environment. Our employees are able to choose the coverage and supplemental benefits that best fit their needs and those of their families.

We are committed to endorsing diversity, multiculturalism, and inclusion; our policies / procedures ensure that all applicants are treated fairly at every stage of the recruitment process.

eRostering

Roles with budgetary responsibilities for e-rostering have had these responsibilities included in job descriptions

Mandatory Training

All staff must complete on-going mandatory and role-specific training pertinent to their post, and this should be confirmed with their line manager. Quality Assurance

The Medway NHS Foundation Trust has adopted comprehensive quality assurance, and all members of staff employed by the trust are expected to play their part. The aim is to provide a good quality service, which the customer accepts is appropriate and which is provided in the best possible way.

Health & Safety

Staff are required to observe local Health & Safety arrangements and take reasonable care of themselves and persons who may be affected by their work.

Equal Opportunities

Staff are required to comply with the Medway NHS Foundation Trust's approach to equal opportunities and treat everyone the same, regardless of their gender, race, disability, marital status, religion or belief, sexual orientation, gender reassignment or age.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and

near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Infection Prevention and Control

All post holders have a personal obligation to act to reduce healthcare associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. All post holders must comply with Trust infection screening and immunisation policies as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Hygiene Policy and Trust procedures for use of personal protective Equipment, safe procedures for using aseptic techniques and safe disposal of sharps.

Information Governance

Staff is required to keep all patient and staff information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard any data considered to be confidential may be regarded as misconduct/gross misconduct and a disciplinary offence.

Patient Experience

Staff should ensure that they help to create a positive patient experience at all stages of a patient's interaction with the hospital and help to improve the patient experience within the hospital environment.

Safeguarding Children and Vulnerable Adults

The Trust is committed to the protection of children, young people, their families and vulnerable adults accessing its services. Promoting the message that "safeguarding is everyone's business" is vital to ensure our patients are protected and safe from abuse. To this end you must comply with Trust's and the Kent and Medway Safeguarding Board's policies on safeguarding children, young people and vulnerable adults.

All staff no matter where they work or which age group of patients they work with must be aware of their responsibility to act when they feel a child, young person or vulnerable adult has been or is at risk of abuse.

Disclosure and Barring Service

The position you have applied for may have been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* [the Exceptions Order] and, in certain circumstances, *the Police Act 1997*. As such, it may meet the eligibility criteria for a standard or an enhanced disclosure to be requested through the Disclosure and Barring Service (DBS).

Uniform

All staff must adhere to the Trust Nurses/Midwives Uniform Policy

Job Description

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

Smoke Free Medway

Medway NHS Foundation Trust is a smoke free site. This means that smoking is completely prohibited in all Trust buildings, grounds and car parks. This will ensure that the hospital is a better place to work and for our patients to be treated.

If you are currently a smoker and would like to receive free stop smoking advice, please contact the Medway Stop Smoking Service on 07535 710329 or 0800 234 6805.
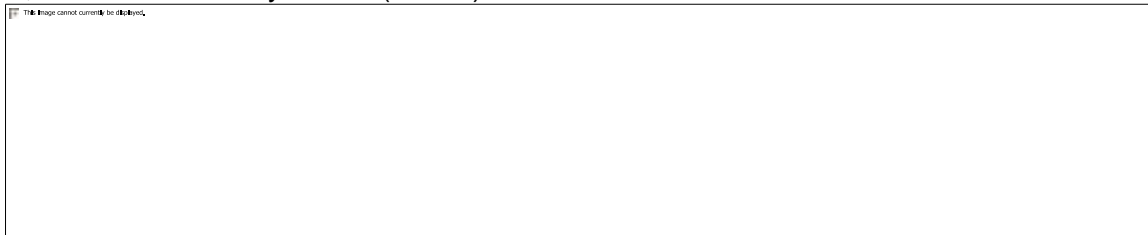

Staff Networks

LGBT+ Staff Network

Staff (Dis)Ability Network

Armed Forces Network (for staff who are Reservists and Veterans)

Black, Asian and Minority Ethnic (BAME) Staff Network

Staff Benefits Information

The Trust has worked hard to offer the **B**est of the benefits to our staff, the **B**est of people. By following the link before you will find our staff benefits handbook which provides you with a large selection of benefits available.

https://view.pagetiger.com/Benefits-Wellbeing/currentstaff

Our Commitment

We are jointly committed to creating and maintaining a fair and supportive working environment and culture, where contributions are fully recognised and valued by all and staff feel empowered to carry out their duties to the best of their abilities.

As employers we are committed to promoting and protecting the physical and mental health and well-being of all our staff.

Talent Management and Skills Coaching

All staff at Medway NHS Foundation Trust will have the opportunity to undertake talent and coach sessions held with our Organisational Development Team. This will be supported through the talent management process.

Flexible Working Opportunities

At the NHS, we are reminded every day of how important life is. As a flexible working friendly organisation, we want to be sure that you can work in a way that is best for us and for our patients, and for you. Speak to us about how we might be able to accommodate a flexible working arrangement whether that's job share.

Applications are welcomed from applicants who wish to apply for a position on the basis of a smarter or flexible working arrangement. Where candidates are successful at interview, such requests will be taken under consideration and accommodated where the needs of the service allow.

Person Specification

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements which the post holder requires to perform the job to a satisfactory level. Without these qualities applicant cannot be appointed to the post.

Role: Integrated Governance Lead

Qualifications	Educated to degree level or higher, or relevant experience in the field of quality or risk management
	Risk management experience desirable
	Previous Experience within the NHS is desirable
	Management / Leadership qualification and/or Quality Improvement Qualification is desirable
	Project management qualification or relevant experience is desirable
Knowledge	Knowledge and understanding of statutory and regulatory requirements, national frameworks, constitutional requirements and best practice for integrated governance and quality in the NHS
	Understanding of Equality and Diversity issues
	In-depth and significant knowledge and experience of integrated governance, risk and policy management
	A comprehensive understanding of own development and others training needs
	Understanding of the healthcare environment in both acute and community settings is desirable
	Experience of delivering training

Values	Exhibits behaviours in line with Trust Values:
	Bold *We are **inspiring** and **ambitious***
	Every Person Counts *We are **respectful** and **supportive***
	Sharing and Open *We are **open** and **speak up***
	Together ***We are inclusive and responsible***
Experience	Extensive experience and an understanding of integrated governance, risk and policy management
	Good experience in risk management.
	Line management experience.
	Motivated to improve the quality and governance of healthcare.
	Team player and able to work autonomously.
	Previous work experience in a similar role preferably in the NHS
	Experience of managing resources across multiple teams and specialties
	Broad experience of using information derived from large and complex data sets.
	Making presentations to colleagues, in a training capacity
	Capacity to work with colleagues across all disciplines and at every level within the organisation.

Other Attributes	Excellent interpersonal, communication and listening skills
	Ability to write reports for senior managers and Trust wide groups
	Able to analyse, interpret and report data
	Good organisational and record keeping skills
	Ability to work under pressure, effectively prioritise and appropriately delegate
	Teaching and presentation skills

	Able to adjust to changing agendas and priorities
	Problem solving, showing innovation and creativity
	Ability to challenge colleagues in a constructive and sensitive manner whilst offering support
	Influencing and negotiating with a team with whom there is no managerial authority
	Team player and able to work autonomously
	Analysing data or information and using this to influence practice
	Competent in using Microsoft Office (including Access) & Excel and the internet for the purpose of researching, monitoring activity, effectively communicating and producing reports and training materials
	Ability to lead, motivate and influence individuals both within and external to the organization
	Ability to work flexibly across core hours Monday to Friday
	Able to take responsibility for policy implementation and service development
	Ability to work in a challenging environment.
	Excellent interpersonal skills – motivating, persuading and negotiating as required.
	Ability to work on own initiative and organise own workload without supervision, meeting deadlines, prioritising effectively against conflicting priorities
	Able to think strategically
	Excellent organisational skills
	Excellent attention to detail
	Flexible and adaptable to change to meet the needs of the service