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| JOB DESCRIPTION Governance Manager |

**RESPONSIBLE TO: Head of Nursing and Head of Clinical Services Manager & Operations Manager**

**ACCOUNTABLE TO: Hospital director**

**RESPONSIBLE FOR:** SIRI and Incident Management, Quality Control, Clinical Audits, KPI’s.

## **JOB SUMMARY**

The post holder is responsible for coordinating, implementing, and evaluating clinical governance systems and processes that support the monitoring of key quality indicators, such as clinical audits, and risk and incident management.

This individual will contribute to continuous improvement across PPG Portsmouth and will play a key role in embedding governance to ensure that patients receive the highest quality care.

The Governance Manager will work with the Senior Management team to implement, support, and collaborate with Heads of departments to continuously improve systems, structures, and processes, following national and Practice Plus Group priorities.

### Principal Duties and Responsibilities

* Analyse key performance indicator data and produce reports on the quality of all services provided.
* Work with Heads of Department to identify and address adverse trends in patient outcomes for continuous improvement.
* Analyse clinical risk information, manage the Risk register, and alert the Head of Clinical Services, Operation’s Manager, Hospital Director, and Medical Director to rising trends.
* Promote and assist with ensuring hospital compliance with CQC standards. Coordinate and collate information for the Care Quality Commission.
* Lead the management of concerns and complaints, SIRI’s, incidents, promoting local resolution and learning across the organization, and linking with Trust partners for shared learning.
* Manage concerns and complaints submitted to the UTC and Surgical centre within the Practice Plus Group framework for complaint resolution.
* Report complaints that may lead to litigation to the Practice Plus Group legal team.
* Work with the administration team to ensure notes/documents requested from solicitors are actioned promptly.
* Use analytical and sound judgment skills in analysing data and making recommendations following complex incidents and patient complaints.
* Allocate the correct Head of Department to complete RCA investigations and ensure completion within specified time frames.
* Thoroughly investigate Datix incidents and provide evidence of shared learning.
* Lead the Audit program and coordinate audits to be completed within the specified time, working closely with department heads to ensure compliance with the Practice Plus Group audit schedule.
* Work collaboratively with the Heads of Department to ensure continuous improvement and completion of action plans for audits not meeting required standards.
* Be responsible for the induction of new staff in both the Practice Plus Group Governance and Patient Safety programs.
* Prepare monthly reports for both ICB and Practice Plus Group business reviews.
* Actively participate in the quarterly CCG review meeting to ensure all Governance requirements are met.
* Participate in the patient forum and prepare a concise Governance report to share.
* Ensure consistent use of simple feedback mechanisms for patients across all departments at a rate of 60%.

Statutory

* To maintain a system for reviewing quality.
* To ensure that comprehensive records are maintained in respect of all patients.
* To maintain a system for recording and responding to patient complaints.
* To notify the Hospital Director of all incidents for which there is a legal requirement to do so.
* Undertake periodic training to update his/her knowledge, skills and competence

# Service Provision

* Understand, implement and evaluate Practice Plus Group and local policies, procedures, Best Practice Guidelines and comply with Statutory, National Care Standards and CCG requirements.
* Contribute effectively towards the business plan.

# Managerial

* Assist the Operations Manager in the management of outsourced service providers to ensure quality of delivery and cost effectiveness.
* Work closely with colleagues to establish best operating practice and identify and meet individual and collective training and developmental needs.

# Professional

* Be responsible for maintaining high standards of practice

* To ensure by means of audit the effective implementation and monitoring of effective clinical pathways from pre-assessment to discharge.
* Ensure delivery of quality, cost effective nursing care that is compliant with established clinical pathways.
* Be responsible for ensuring that all staff are familiar with current risk assessment procedures, and that risk assessments are carried out.

**Health and Safety**

As an employee of Practice Plus Group, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The postholder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification

I confirm I have read and understand this Job Description

Name of Postholder …………………………………..

Signature …………………………………...

Date …………………………………..

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| **Governance Manager** |

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| **Location:** | Practice Plus Group Portsmouth |
| **Salary:** | Depending on Experience |
| **Hours:** | 30 hours |
| **Length of Contract:** | Interim 6 months |
| **Leave:** | Pro rata |
| **Pension:** | Stakeholder |
| **Employee Assistance Programme:** | Yes |

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| **PERSON SPECIFICATION – Governance and Quality Lead**  |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | Registered Nurse or have a HCPC registration.Completed Healthcare specific governance training- Patient safety syllabus Level 1 and Level 2 or equivalent.Evidence of Duty of Candour and Being open principles training. | PG Cert Patient safety and QualityPatient safety, quality and Risk module Level 6 |
| Experience | Previous risk management, incident management required within a healthcare settingPrevious audit and complaints management experience in a healthcare setting.Previous experience in Healthcare governance.Experience in report writing.Experience in creating power point presentations.Post holder must have excellent understanding of the governance role within a health care setting either through working within a similar role or clinical experience.Evidence of leadership of management development or training. | Previous Governance manager experience. Good working knowledge of the CQC key lines of enquiry.Experience of working with ICB partners.Has experience with implementation of PSIRF.Evidence of leading a quality improvement project. |
| **Skills and Knowledge** | Ability to maintain and enhance effective working relationshipsFamiliar with company conditions of employment, performance management system and recruitment processes.Ability to contribute to, monitor and implement changes and improvements to the serviceAble to participate in the setting and achieving of audit standards.Has a good standard of IT literacy.Uses conflict resolution strategies to achieve a satisfactory settlement.Ability to plan, allocate and evaluate own work and develop self to enhance performance of others. Ability to plan the required work of the governance role.Excellent communication skills both verbal and writtenExcellent time management skillsAble to meet the needs of the businessAbility to understand key business issues that affect the profitability and growth.Ability to network with other Patient Safety partners, to collaborate and learn. |  |
| Other Factors | Committed to the overall aims of Practice Plus Group.Committed to the provision of quality services.A flexible, positive attitude to performing a variety of duties.Ability to “walk the talk” by being present in clinical areas dailyWilling to develop/learn in the role.Fit to undertake the duties of the post.Ability to be flexible with regard to working hoursAbility to work within a multi-cultural environment |  |