

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Risk Manager
Responsible to (insert job title):	Clinical Governance Lead
Department(s):	Clinical Governance
Directorate:	Medical
Operating Division:	NHS Fife
Job Reference:	
No of Job Holders:	1
Last Update (insert date):	February 2005

2. JOB PURPOSE

To assist the NHS Fife Executive Leads for Clinical Governance and Risk Management and the Clinical Governance Lead to address the Patient Safety and Risk Management aspects of the Clinical Governance agenda for NHS Fife. Specifically to be responsible for leading the prioritising and co-ordinating of risk management activities, to prepare for the Risk Management aspects of NHS QIS Health Care Governance standards, to take forward incident reporting and standardisation of the risk management process in NHS Fife.

3. DIMENSIONS

NHS Fife provides health care services for a population of 350,000. The Acute Division provides patient services from the Victoria and Forth Park Hospitals in Kirkcaldy and from Queen Margaret Hospital in Dunfermline. In total, the Division has 862 beds admitting around 46,000 inpatients, treating over 46,000 day patients, treating almost 80,000 Accident & Emergency patients, servicing over 230,000 consultant outpatient attendances, performing almost 2,750,000 laboratory tests and conducting 165,000 x-ray examinations per annum. Within the Primary Care Division, in addition to the activity within LHCCs, there are 2,350 In-patient episodes, 15,000 Out-patient attendances,

45,673 Day Hospital attendances and 3,000 Day Case episodes.

The post holder will work as part of the Clinical Governance Support Team of 22.8 wte staff and have responsibility for managing 4 wte members of staff who have operational responsibility for risk management within the Acute and Primary Care divisions.

4. ORGANISATIONAL POSITION

See attached chart

5. ROLE OF DEPARTMENT

The Clinical Governance Support Team provides a service to facilitate and co-ordinate activities required to underpin clinical governance, in particular research and development, risk management and clinical effectiveness, in order to deliver high quality, clinical effective services throughout Fife Acute and Primary Care Operating Divisions.

6. KEY RESULT AREAS

1. Under the direction of the Clinical Governance Lead to be responsible for leading the development and implementation of an organisation wide Risk Management Strategy.
2. Co-ordinate NHS Fife's work relating to the risk management aspects of the Health Care Governance Standards developing an action plan to ensure achievement and continuous maintenance of required standards. In particular lead the development and implementation of an effective risk identification and management process.
3. Lead the development and maintenance of effective incident reporting systems across NHS Fife, ensuring that structures and process are in place to facilitate lessons learned and integration with complaints and claims
4. Ensure the provision of advice to LHCCs/directorates/services on any necessary changes/developments required to meet the Risk Management Standards within NHS QIS Healthcare Governance Standards.
5. Lead and participate in organisation-wide training to nursing/midwifery, medical, and other staff to support effective clinical risk management. Participate in training initiatives aimed at ensuring new and existing staff fully understand their responsibilities with regard to Risk Management in NHS Fife
6. As the lead for risk management within NHS Fife, ensure consistent and co-ordinated advice is

provided to LHCCs/ Directorates/ service staff (nursing/midwifery medical and others) on all aspects of risk management, particularly in respect of clinical equipment evaluation and service developments.

7. In liaison with LHCC and Directorate Management Teams, Health and Safety Advisors, Patient Liaison Staff and Legal Services Manager, critically analyse clinical incidents, claims and complaints and ensure appropriate reports are provided and any recommendations implemented.
8. Ensure the production of quarterly and Annual risk management reports, highlighting trends and areas for further review/action.
9. Work closely with key others within NHS Fife to actively identify and reduce risks and to promote an open culture in dealing with both patients and staff to ensure that incidents are fully reported, documented and necessary actions taken.
10. Generate corporate information on potential and actual clinical risks, providing information to the NHS Fife Executive Leads for Clinical Governance and Risk Management, Clinical Governance Steering Group, Controls Assurance Group, Clinical Governance Committees and others as appropriate.
11. Participate in related initiatives to support an integrated approach to clinical governance.
12. Initiate and participate in research activities relating to clinical risk management or other relevant clinical governance initiatives.
13. Participate in regular performance and development review and take appropriate steps to keep professionally updated and maintain clinical credibility.
14. Has direct line management responsibility for the Risk Management Team
15. Address all aspects of human resource for the Risk Management Team including recruitment, induction, appraisal, continuous professional development, discipline and grievance
16. Act as authorised signatory for travel claims and study leave requests

7a. EQUIPMENT AND MACHINERY

Excellent computer skills are essential for this job, especially demonstrated experience in use of databases for collection, analysis, and reporting of data

7b. SYSTEMS

Excellent understanding and use of a variety of computer systems and packages is required, e.g.:

DATIX - update, maintain, populate, analysis and reporting, including writing queries

Microsoft Word – Reporting,

Microsoft Excel - Analysis/tracking

Microsoft PowerPoint - Presentations

PAS (PIMS/GPASS/OASIS)- Tracking patients movement, retrieving patient demographics

8. ASSIGNMENT AND REVIEW OF WORK

- The postholder reports managerially to the Clinical Governance Lead and works closely with the NHS Fife Executive Lead for Risk Management
- Work activities and projects will be generated from National and local Risk Management initiatives/standards/legislation and through discussion and collaboration with Directorate/Departmental clinical staff.
- Work can also be assigned by the Clinical Governance Lead and/or NHS Fife Executive Lead for Risk Management
- Progress will be discussed and reviewed within Core Risk Management and Controls Assurance meetings and Clinical Governance Support Team meetings
- The post holder will delegate/allocate work to the Risk Management Team

Personal objectives will be agreed, and performance reviewed by the Clinical Governance Lead on an ongoing basis and formally through the Divisional appraisal system.

9. DECISIONS AND JUDGEMENTS

Within the objectives of the Risk Management and Clinical Governance Strategies, the post holder uses his or her initiative and sets own agenda for action with the minimum of supervision – plans, prioritises and schedules workload on a daily/weekly basis to meet local/national deadlines, and adjusts priorities dependent on demand.

The post- holder delegates tasks to staff in relation to staff abilities

The post- holder makes judgements relating to timeous sharing of highly sensitive information to appropriate people e.g. performance management, disciplinary and significant incident review outputs

The post is autonomous but support can be sought from the Clinical Governance Lead, NHS Fife Executive Lead for Risk Management

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To deal efficiently with the wide range of duties and staff which impact upon the post and prioritise tasks so that they can be completed in time.

To influence change at all levels of the organisation to ensure that patients are protected from undue risk

To ensure that the post delivers identified co-ordinated improvements in Risk Management.

11. COMMUNICATIONS AND RELATIONSHIPS

Key communication links and relationship include Executive Directors, all staff in the Clinical Governance Support Team, Health and Safety Advisors, LHCC Managers and Chairs, Clinical Directors, Directorate Managers, Directorate Nurse Managers, as well as Heads of Services.

The post holder has a key role in communicating with all clinical and non-clinical staff directly and through senior staff. This involves face to face, telephone, and electronic communication. Presentations will be given to staff at all levels in the organisation

The postholder will build up strong links internally and with relevant external bodies such as NHS QIS, NPSA, as well as building up networks across the U.K.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical: Advanced keyboard skills required; prolonged period using mouse and VDU
Requirement to move and work between sites in Fife
Requirement to attend meetings across Fife

Mental:

Long periods of concentration e.g. writing reports, designing processes and systems, writing policies and protocols, designing training materials, reading and interpreting data, checking data quality, analysis of data

High intellectual content – requires knowledge and expertise combined with intelligence to undertake root cause analysis, facilitate staff to determine effective solutions to complex problems, encourage staff to implement change

Preparing reports in a variety of formats – written English, preparing tables and charts.

Processes and results may be unwelcome and challenged by clinical staff.

Emotional:

Dealing with staff at all levels of the organisation

Supporting staff to deal with emotional and unpleasant situations e.g. as the result of serious incident

Supporting staff to undertake root cause analysis

Supporting staff to identify and implement change

Supporting and managing members of the Risk Management Team

Working Conditions:

Required to use computer as part of daily working

Required to drive throughout NHS Fife to meetings and to deliver training

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The postholder will have a degree, (or equivalent clinical experience), qualification in relevant subjects

and knowledge of Risk Management. A higher degree in a relevant field is essential.

The post holder will have at least 3-5 years experience at middle management level in a clinical area and a sound knowledge of all aspects of the various components of Clinical Governance and have demonstrated success in facilitating and co-ordinating projects.

The post holder should also identify the following competencies:

- Is able to develop a Risk Management Strategy and in particular adopt an integrated approach to risk management.
- Is able to implement Strategy, ensuring systems are in place that supports risk management, engaging clinical staff in ensuring targets are progressed to plan.
- Is able to develop strategic relationships including long term relationships with key others, both internally and externally, working closely with clinicians to ensure the effective management of clinical risk.
- Is able to relate effectively to senior clinicians, managers, patients and colleagues and recognises the importance of working in partnership to achieve results.
- Is able to actively undertake and gain commitment from senior clinicians and other clinical staff to deliver shared goals.
- Is able to communicate effectively with staff at all levels.
- Is able to improve performance through team working and has the ability to work across professional boundaries.
- Is able to demonstrate knowledge of I.T. systems and, in particular, systems which would provide data necessary to analyse trends in clinical incidents.
- A level of English language competency and communication skills necessary to perform this role safely and effectively

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: