

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Clinical Governance Support Officer (Risk Management)
Responsible to (insert job title):	Risk Manager
Department(s):	Clinical Governance
Directorate:	Clinical Delivery
Operating Division:	NHS Fife
Job Reference:	
No of Job Holders:	1
Last Update (insert date):	15 November 2012

2. JOB PURPOSE

The post holder will provide an efficient and effective, comprehensive administrative support service to the Risk Manager, the Risk Management Team and work collaboratively with members of the wider Clinical Governance Support Team, clinicians and other colleagues assisting with the co-ordination, collection, collation, data entry and reporting of data relating to risk management and other work related to quality, safety and governance.

3. DIMENSIONS

The post holder will work within the Directorate of Clinical Delivery as part of the Clinical Governance Support Team which has responsibility for progressing Clinical Governance within a large, complex organisation. The Directorate comprises 25 WTE staff.

The population of NHS Fife is approximately 360,000

NHS Fife has 3 CHPs i.e. Dunfermline & West Fife, Kirkcaldy & Levenmouth and Glenrothes & North East Fife which manage and support Primary Care and Community Health Services, Community Hospitals, Mental Health Services, Learning Disability and Services for the Frail Elderly People. Within the CHPs there are 2,350 In-patient episodes, 15,000 Out-patient attendances, 45,673 Day Hospital attendances and 3,000 Day Case episodes.

NHS Fife Operational Division provides patient services from the Victoria Hospital in Kirkcaldy and Queen Margaret Hospital in Dunfermline. In total, the Division has over 700 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.

4. ORGANISATIONAL POSITION

See attached chart need to get most up to date version

5. ROLE OF DEPARTMENT

- The Clinical Delivery Directorate provides a service to lead, facilitate and co-ordinate activities required to underpin Quality, Risk Management, Clinical Governance, Patient Safety, R & D, and Business Continuity and in particular, in the preparation for HIS and other external audit reviews, to deliver high quality, clinically effective services in NHS Fife.
- The Clinical Delivery Directorate also leads on Fife-wide planning, performance management arrangements and improvement programmes ensuring involvement of all partners, co-ordinating action planning across the system to deliver waiting times, organisational clinical targets and objectives and service improvements.
- The Department supports these activities in the 3 Community Health Partnerships and the Operational Division.

6. KEY RESULT AREAS

1. Provide a comprehensive administrative service to the Risk Manager, the Risk Management Team and on occasion to the wider Clinical Governance Support Team, including organisation and taking minutes of meetings, production and distribution of reports, policies, drafting replies to correspondence, filing and photocopying.
2. Assist in essential housekeeping of the Datix IT Risk Management system database.
3. Carry out punctual, accurate and reliable processing of information to and within the Datix database system to ensure high quality data and to support the effective management of incidents and risks.
4. Develop relationships with clinicians and other relevant staff to ensure that appropriate data has been collected and outstanding data items have been obtained thereby contributing to the maintenance of complete databases.
5. Extract, collate and summarise data to enable preparation of standard verbal, written or statistical reports, returns and presentations.
6. .Provide a primary point of contact for the Risk Management and Clinical Governance Support Team with internal and external sources whilst ensuring a high standard of response to telephone and personal enquiries.
7. Assist the Clinical Governance Support Team in increasing awareness of risk management and clinical governance within NHS Fife by production of newsletters, posters, co-ordinating seminars and training opportunities and administering the risk management intranet site.
8. Apply high standards of care in ensuring that all data is handled at all times within the legal requirements of data protection and confidentiality.

9. Undertake specific tasks on behalf of the Risk Manager and Quality & Clinical Governance Lead either at his/her request or on the post holder's own initiative to meet specific objectives in relation to work of the Clinical Governance Support Team.
10. Display problem solving skills when planning, organising and juggling multiple tasks with efficiency and professionalism to achieve positive results

7a. EQUIPMENT AND MACHINERY

Excellent IT user skills are essential for this job, especially experience in using databases and spreadsheets. Experience of statistical process control charts desirable.

7b. SYSTEMS

Comprehensive knowledge of a variety of systems and packages is required e.g.

- Microsoft Excel (creating databases and spreadsheets)
- Microsoft Word (Reporting, Design, Correspondence, Promotional Material)
- Microsoft PowerPoint (Presentations, Charts, Promotional)
- Microsoft Outlook (Email, Calendar, Tasks)
- Microsoft Access (Data entry)
- Microsoft Publisher – (Newsletter, posters)
- Microsoft Access (Data entry)
- DATIX Risk Management system (multilayered, inter- relational data base) (Incidents, Risks Complaints & Claims), data entry and report generation from same. **Training will be provided.**
- NHS Fife Intranet and Internet (Literature Search, Updates, Directorate Website and winter planning area)
- Office communicator system
- Quick Book- room booking
- Maintaining office filing systems
- Comply with and implement all NHS Fife Policies and Procedures.
- Comply with all data protection and IT Security policies and guidance issued by NHS Fife

8. ASSIGNMENT AND REVIEW OF WORK

Work will be assigned by the Risk Manager or the Quality & Clinical Governance Lead. The post holder will be expected to prioritise workload with minimal supervision and use initiative to solve any problems, which may arise.

Ad-hoc duties delegated by the Risk Manager or Quality & Clinical Governance Lead who will provide advice and guidance when necessary and will review work when complete.

Personal objectives will be agreed and performance reviewed by the Risk Manager on an ongoing basis and formally through the NHS Fife KSF appraisal system

9. DECISIONS AND JUDGEMENTS

The post holder is not directly supervised and will use own initiative to make basic decisions regarding workload priorities for themselves.

The Risk Manager is available to advise on more complex matters.

10. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB

Effective time management and prioritisation of a wide variety of workload in order to meet competing demands and provide consistently high quality, accurate information, often at short notice whilst experiencing frequent interruption to concentration.

Being available in person or by telephone to alleviate concerns or assist with queries relating to risk management and clinical governance.

Having the ability to co-ordinate, monitor and prioritise multiple tasks.

11. COMMUNICATIONS AND RELATIONSHIPS

NHS Fife

Daily face to face contact with Risk Manager and/ or other members of the Clinical Governance Support Team

Regular face to face and telephone contact with:

- Clinicians and multidisciplinary team members in NHS Fife at Corporate, Divisional, Directorate and CHP Management Team level
- IT staff
- Medical Records and secretarial staff
- Administrative staff within relevant clinical groups

External organisations

- Occasional telephone contact with e.g. NHS Healthcare Improvement Scotland

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

Physical Skills

Excellent keyboard skills requiring a high degree of speed and accuracy. Extended periods of typing.

Physical Demands

A high percentage of work is computer based, therefore significant time spent sitting at desk

for this proportion of duties will be necessary. More or less continuous use of VDU.

Attend meetings across Fife

Transporting e.g. bags, audiovisual equipment, training materials on an occasional basis, once per month

Environmental and Working Conditions

Spending a high percentage of time using a VDU. Working in a shared office with sometimes considerable noise levels and distractions whilst trying to maintain a constant level of concentration.

Mental Demands

Concentration required when undertaking system housekeeping, data entry, producing reports, newsletters, information leaflets and dealing with enquiries.

Requires a high degree of flexibility and ability to respond to rapidly changing situations

Working with sometimes frequent interruptions and / or distractions.

Multi-tasking

Maintain high level of concentration when attending and recording meetings

Emotional

Needs to be able to use initiative, motivate self and others

Occasionally deal with disgruntled clinical and non clinical staff

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

a) Knowledge

- Have a formal qualification or equivalent experience in a related field
- Comprehensive knowledge of Microsoft software including Excel and Access
- Experience of using databases, ideally the Datix Risk Management system
- Minimum of two years experience in an administrative role ideally within the NHS
- Ideally have previous risk management / audit knowledge & experience

b) Skills

- A level of English language competency and communication skills necessary to perform this role safely and effectively
- Good communication / interpersonal / negotiating skills
- Good planning/organisational and problem solving skills
- Proven IT skills including knowledge in and experience of the development and maintenance of IT systems, including database/spreadsheets.
- Ability to exercise discretion and tact at all times
- Ability to deliver within tight deadlines and to work under pressure in an organised manner
- Ability to perform within strict timetables and identify priorities within a complex service orientated organisation.
- Ability to liaise effectively and exercise discretion at all times
- Ability to work independently and as part of a team
- Ability to travel between hospital and other healthcare sites in NHS Fife

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: