

1. JOB DESCRIPTION

1. JOB DETAILS

Job Title: Clinical Governance Coordinator
Grade: AFC Band 7
Responsible to: Deputy Nurse Director
Reports to: Deputy Nurse Director

2. JOB PURPOSE

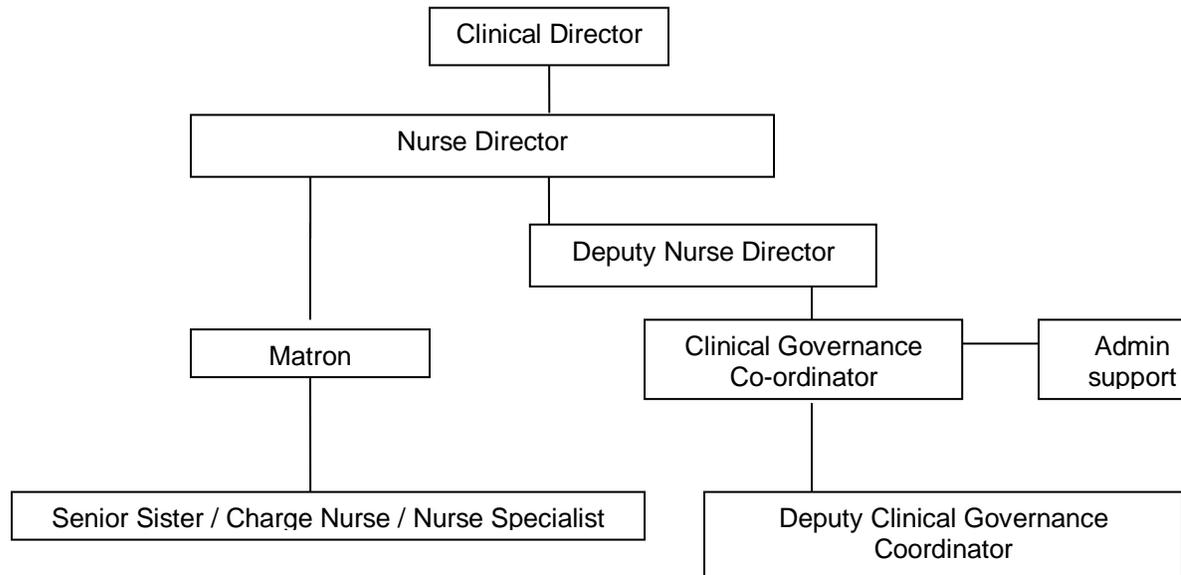
To co-ordinate all aspects of Governance for the Care Group
To work in partnership with patients, carers and the multi-disciplinary teams to create an environment in which improving the safety and quality of the service delivered to patients is paramount.

Support all aspects of patient and public experience.

3. ROLE OF THE DEPARTMENT

To provide high quality patient centred services to those requiring care within the Directorates and Care Group.

4. ORGANISATIONAL CHART



5. MAIN DUTIES AND RESPONSIBILITIES

Governance

1. Work closely with the designated clinical governance leads and the Deputy Nurse Director to implement all aspects of governance.
2. Facilitate Healthcare Governance Meetings
3. Co-ordinate monthly and quarterly Healthcare Governance Reports
4. Co-ordinate information for the Care Quality Commission assessment and inspection process
5. Maintain effective communication channels with the Legal Service Team and co-ordinate information as part of the Inquest and Claims process.
6. Participate in complaint investigations as necessary and take appropriate actions as directed, following formal and informal complaints, participating in initiatives to promote patient involvement, and working with the Patient Services Team.
7. Monitor the Patient Information Process and liaise with the Patient Information Leads to ensure the patient information remains up to date.
8. Attend relevant Trust wide meetings and disseminate information to the Care Group as required.
9. Implement, review and monitor the introduction of new policies and working practices within the Multi-disciplinary team. On behalf of the Nurse Director, facilitate the undertaking of surveys, audit and research and promote clinically effective nursing and monitoring compliance with evidence-based practice.

10. Provide training as required for the Datix on-line incident reporting system and maintain the system within the allocated timeframes.
11. Maintain the Datix dashboard and assist senior clinical staff to use Datix reports to develop knowledge within the clinical teams of key incident trends.
12. Assist with Root Cause analysis as required.
13. Facilitate and complete investigations into serious untoward investigations.
14. Monitor SUI and moderate and above incidents.
15. Support the care group with improvement initiatives such as pressure ulcer prevention and falls prevention work.

Clinical and Non-Clinical Risk Management

1. Co-ordinate the management of clinical and non-clinical risk.
2. Supervise the information gathering and the maintenance of up-to-date risk information of the Datix System.
3. Co-ordinate the collection of evidence and provide timely information for CQC assurance processes.
4. Ensure reports are provided for Governance and Directorate Management Team meetings.
5. Work closely with the Matrons to ensure that serious clinical incidents are reported and investigated within timescales and in accordance with Duty of Candour requirements.
6. Work closely with the Deputy Nurse Director as part of the rapid response team to co-ordinate investigations into serious clinical incidents, informing and updating Managers and the Patient Safety Manager.
7. Assist in the development, implementation and monitoring of action plans to ensure that risks are reduced.

Complaints

1. Work closely with the Nurse Director, Deputy Nurse Director and Matrons and clinicians in all aspects of complaint and incident management.
2. Actively work with the Governance Lead and Patient Services Team where appropriate to ensure robust complaint investigation and action planning.
3. Provide information for complaints analysis to identify trends and learning points.
4. Assist with the development of action plans, where remedial action is indicated and ensure actions are taken to facilitate learning from complaints.
5. Ensure potential claims for litigation are identified to the Legal Services Team.

Audit

2. Maintain effective links with the Clinical Effectiveness Department to ensure that there is sharing of lessons from Clinical Audit Projects within the Trust.
3. Be involved with the care group wide audit plans as appropriate.
4. Support ad-hoc nursing or Trust wide patient safety audit projects as appropriate.

Patient Experience

1. Facilitate the implementation of the Patient Experience and feedback initiatives.
2. Develop and maintain a close working relationship with the Patient Services team
3. Oversee the administration, data collection and analysis of patient feedback and surveys.

4. Ensure appropriate dissemination and action planning, in conjunction with Matrons, of feedback from complainants, surveys or other channels.
5. Develop links and mechanisms to enable patients and their representatives to be involved with the planning of new services.
6. Work clinically where required to promote safe and effective nursing care and contribute to the learning and development of the nursing team through clinical practice

Education

1. Maintain valid registration and comply with professional guidelines.
2. Act within the Trust's policies and guidelines.
3. Ensure clinical / professional knowledge is up to date and personal development is appropriate to the needs of yourself and the service.
4. Ensure clinical skills and experience is maintained by working a minimum of one clinical shift per month.

6. FINANCIAL MANAGEMENT RESPONSIBILITIES

Work within the Trust's Standing Financial Instructions

7. Human Resources

Manage the deputy clinical governance coordinators.

8. ASSET MANAGEMENT RESPONSIBILITIES (i.e. stock, equipment, buildings)

Office equipment for post-holder and Administration Assistant

9. WORKING RELATIONSHIPS (please identify the main personnel with whom the postholder will be required to communicate and advise internally and externally)

Nurse Director
Clinical Directors
Deputy Nurse Director
Clinical Governance Lead
Heads of Service
Matrons
Senior Therapists and teams
Sisters
Education leads
Operations Director
Service Managers
Operational Managers
Senior nurses and other nursing personnel
Consultant colleagues and other medical personnel
Multi-disciplinary team
Educational personnel
All grades of staff within the Trust
External Agencies, as required
Clinical Risk Department
Central Healthcare Governance
Trust Legal Team



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