

# JOB DESCRIPTION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN  
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

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|-----------------------|---|
| <b>JOB TITLE</b>      | Patient Safety Lead   |
| <b>BAND</b>           | Band 7 – Fixed Term Contract  |
| <b>RESPONSIBLE TO</b> | Head of Patient Incident Management Team  |
| <b>ACCOUNTABLE TO</b> | Director of Safety and Patient Safety Specialist  |
| <b>BASE</b>           | The post holder is expected to be based at Trust Headquarters but will be equipped and expected to work agilely across the organisation |
| <b>HOURS OF WORK</b>  | 37.5 pw   |

## ROLE SUMMARY

The purpose of this role is to support the delivery of the Trust's Patient Safety Incident Response Plan by undertaking and contributing to high quality patient safety incident reviews and investigations in order to identify and embed learning from patient safety incidents across the organisation.

The post holder will work autonomously as a patient safety lead and in conjunction with subject experts and operational colleagues, escalating any identified risks and immediate safety actions to the Head of Patient Safety Incident Management.

The post holder will be responsible for the day to day management of patient safety incident reviews, ensuring that these are undertaken in line with a systems learning approach and that patients and their carers/families, Trust staff and where appropriate, third parties are fully involved in the review process.

The post holder will work with a range of internal and external stakeholders to review, analyse and use judgement through the collation of evidence and findings using the agreed methods within the Trust's PSIRP. The outcome will be the identification of systems learning from a patient safety incident that will then guide sustainable risk reduction and service improvement, ensuring that a Just and Learning Culture and human factors principles are maintained.

The post holder will be required to analyse and interpret complex and sensitive clinical and safety situations, work collaboratively with a variety of staff groups and members of the public, utilising highly advanced communication and coaching skills and arrive at well thought out decisions.

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### **Internal relationships:**

- Care group Directors , Deputy Medical Directors and Deputy Directors of Quality and Safety – the post holder will have direct and immediate access to the care group triumvirate and will be able to influence this team to enable effective management of the immediate, medium and long term safety improvement plan
- Associate Directors for Operational Services across the care groups
- Patients, families and carers
- Leads with responsibility for aspects of patient safety in the Trust
- Relevant internal patient safety and/or clinical governance committees, and divisional/directorate managers and members of other safety departments, teams and initiatives, including medical examiners and Learning from Deaths leads
- Patient Safety Partners
- Caldicott Guardian, information governance lead, Freedom to Speak Up guardian, Director of infection prevention and control, Equalities Lead, PALS and complaints teams, quality improvement teams, inquest leads, education teams and safeguarding leads.
- EPUT Lessons Team
- Patient Safety Specialist in the Trust

### **KEY RESPONSIBILITIES CLINICAL**

- Undertake patient safety incident reviews using a variety of different methods, including After Action Reviews (AAR), SWARM Huddle, Multidisciplinary Team Review (MDTR) and Patient safety Incident Investigation (PSII).
- Work with the Patient Safety Incident Management Team and PSIRF Oversight Group (PSOG) to identify learning and changes in practice that need to occur to prevent or reduce the likelihood of reoccurrence of similar incidents or improve the overall safety and quality of care provided.
- The post holder will produce excellent reports that identify learning from incidents and how learning will be embedded.
- Apply the principles and practice of a just and learning culture across a diverse range of clinical services and recognise when specialist expert opinion is required.
- The post holder will feedback the learning identified through their reviews to PSI Clinical Review Group to progress learning outcomes.
- Establish links to all operational services to ensure that each service engages with patient safety incident reviews.
- To act as a role model and expert advisor for other staff involved in the reviews, ensuring that all reviews are carried out to the highest possible standards.
- Contribute to the development and improvement of a systems learning approach and cultural changes associated with the introduction of the patient safety incident response framework and lead on allocated improvement and innovation projects.

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- Work with the Head of Patient Safety Incident Management in maintaining efficient systems and processes to ensure good governance and enable the effective and accurate collection, collation and reporting of routine data and information, producing statistics and reports when required.
- Draw up clear guidelines for patient safety incident learning response leads, highlighting expectations in terms of formulating communication plans with families, collaborating with Family Liaison Officers, recording information and attending meetings as part of the patient safety incident response process.
- To develop and deliver patient safety review training sessions to ensure high quality and consistency in skill sets of staff undertaking this role.
- Work closely with the Family Liaison Officers to ensure patients/families/carers are fully involved in the patient safety response process.
- Present information, unwelcome and sometimes distressing information to a range of internal and external stakeholders including patient, service users and their families, victims and their families, senior clinicians and front line professionals.
- Attend Coroners courts when required as a representative of the Trust
- Attend PSIRF Oversight Group Review panels to present a learning response review report or as part of own development as required.
- Critically evaluate and analyse information, diverse and sometimes contradictory evidence from a wide range of sources.
- The post holder will have responsibility for a named care unit and work collaboratively with the senior leadership team providing guidance, support and advice as needed. They will meet with the care unit leadership at least once a month to review all incident cases related to the care unit and provide a summary report of activities to guide discussion at the meeting.
- To have responsibility for supervising the patient safety incident team administrator or business support administrator
- Responsible for horizon scanning and developing external networks in order to stay updated
- To support the Deputy Head of Patient Safety Incident Team in writing the terms of reference and key questions for a review when required

#### **General duties**

- Acting professionally at all times on behalf of the Head of Patient Safety Incident Management
- Respond to internal and external enquiries, either written, email, face to face or telephone using empathy and judgement and taking appropriate action including giving (or withholding) potentially complex and sensitive data as appropriate

- Maintaining confidentiality at all times and making file notes for legal purposes
- Work confidently with a variety of information management systems and computer software packages
- Send and receive sensitive information within and outside the Trust securely and without delay, using relevant protection and encryption systems
- To provide cover and support across the Patient Safety Incident Management Team
- Support improvements and initiatives within the Patient Safety Incident Management Team
- Work within the procedural guidelines
- Ensure deadlines are met and take appropriate action to make sure that work is completed

## ADDITIONAL DUTIES

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To participate in the staff appraisal process and to undertake for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate
- You will be expected to work collaboratively with key partner organisations, service users, carers, clinicians and other practitioners within the multi-disciplinary team in delivering services; providing a 7-day a week, 24-hours a day service for 365 days a year working shifts, where appropriate and operationally required.

## OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

### PEOPLE FIRST



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## **ASSURANCE STATEMENT**

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

## **NHS CONSTITUTION**

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

## **DUTY OF CANDOUR**

You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

## **EQUAL OPPORTUNITIES STATEMENT**

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

## **NO SMOKING POLICY**

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

## **INFECTION CONTROL**

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

## **HEALTH AND SAFETY**

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

## **GENERAL DATA PROTECTION REGULATION 2018**

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further

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processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;

- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

## **INFORMATION ASSET OWNERS AND ADMINISTRATORS**

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

## **CONFIDENTIALITY**

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other

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personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

“Confidential Information” includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust’s Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called “Whistleblowers Act”).

## **RISK MANAGEMENT**

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

## **SAFEGUARDING DUTY**

“It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role”.

## **INFORMATION TECHNOLOGY**

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

## **CHANGES TO THIS JOB DESCRIPTION**

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

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On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

**Date post holder in receipt of job description .....**

**Signature of post holder .....**

**Signature of line manager .....**