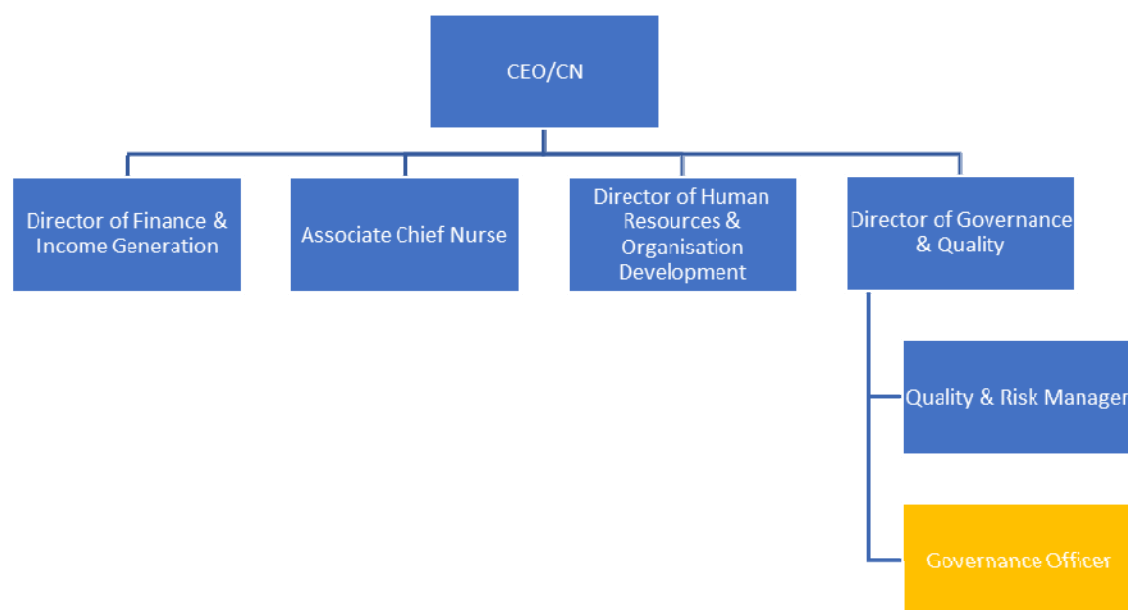


Job Description

Job title:	Governance Officer
Department:	Governance & Quality
Reporting to:	Quality and Risk Manager

Organisational Chart



Responsible for:

This is a role with a high degree of variety and multiple responsibilities including, but not limited to:

- maintenance of, and reporting on the hospice's risk registers,
- acting as the hospice's Central Alerting System Liaison Officer (CASLO) and day to day safety alert activity under the guidance of the Quality and Risk Manager,
- supporting the Quality and Risk Manager to successfully deliver the hospice's governance and quality agenda, and
- providing a high quality and comprehensive administrative service to support the effective and efficient running of the Governance Team.

Other tasks and responsibilities may be required dependent on the needs of the Governance and Quality Team and the hospice.



Organisation summary

Barnsley Hospice delivers wide-ranging support and personalised care to improve the quality of life and wellbeing for people with specialist palliative and end of life care needs. The service is available for all adults registered with a Barnsley GP, as well as their family and friends.

The Hospice has 10 inpatient beds, and also provides complementary therapies, bereavement and family support. The hospice is a registered charity governed by a Board of Trustees. Fundraising and retail are vital activities of the hospice. We employ over 100 staff and benefit from the help and support of a large volunteer workforce.

Key duties & responsibilities

Risk Management

Support the development and maintenance of the hospice risk registers by:

- Ensuring that a standard approach is applied to the risk registers and risk assessments, providing guidance and advice to all staff as required.
- Supporting the provision of training and the development of training materials as required.
- Regular review of the risk registers to ensure risks are appropriately described and updated.
- Ensuring timely updates are provided by risk owners and monitoring action plans to ensure risks are managed within agreed timeframes.
- Supporting the production of both regular and ad hoc risk reports.
- Attending meetings as required where risk registers are being discussed.
- Supporting the review and update of the hospice risk management policy and procedures.

Quality Governance

Support the Governance and Quality Team to deliver its quality governance agenda including compliance with legal and statutory responsibilities by:

- Receive and prepare patient safety and quality information for senior management in relation to incidents, clinical effectiveness and patient experience including analysing trends and themes in clinical incidents/complaints.
- Supporting the dissemination of lessons learned and remedial actions required to all key stakeholders.
- Supporting the development and review of quality and patient safety policies.
- Support the hospice in developing and maintaining systems and processes to evidence compliance with Care Quality Commission (CQC) regulations.

Safety Alerts

Act as the hospice's Central Alerting System Liaison Officer receiving and responding to centrally distributed safety alerts on behalf of the hospice. This will include:

- Acting as the point of contact for the hospice and with the external CAS team for safety

alerts.

- Keeping up to date with national changes related to safety alerts and ensure these are communicated to relevant teams across the hospice.
- Reviewing and distribution of safety alerts to relevant officers within the hospice as required.
- Tracking any actions required to comply with safety alerts.
- Keeping detailed records and evidence of compliance with each safety alert relevant to the hospice.
- Providing regular reports as required for committees and executives and relevant governance groups.
- Supporting the review of the Safety Alerts Policy as required by the hospice policy requirements or when national developments arise.

Information Governance

Support the Quality and Risk Manager and the Director of Governance and Quality / Senior Information Risk Owner (SIRO) in providing a coherent approach to information governance by:

- Gathering evidence for the hospice's annual Data Protection and Security (DPS) Toolkit submission.
- Developing and tracking any information governance improvement/action plans.
- Supporting the production of regular and ad hoc reports on the status of the DPS Toolkit to the Director of Governance and Quality/ SIRO, the Caldicott Guardian, and the Information Governance Group.
- Maintaining and monitoring of the Information Governance Asset Register and Data Flow Maps.
- Assisting with key Information governance projects as specified by the Quality and Risk Manager, ensuring deadlines are met within budget and resource limitations.

Policy Governance

Contribute to the maintenance of procedural documents, policies and guidance for the hospice by:

- Maintaining the hospice's policy tracker ensuring that it remains up-to-date.
- Liaising with policy owners to ensure timely review of existing policies and supporting the development of new policy documents.
- Producing regular and ad hoc reports on policy status to the Director of Governance and Quality, the Executive Leadership Team, the Board of Trustees and the Board Sub-Committees.
- Leading on the distribution and dissemination of policy and procedural documents in collaboration with the policy author, the relevant Board Sub-Committee and the hospice's Communications and Marketing Manager.



Hospice Patient Experience Feedback

Manage patient experience feedback received by the hospice. This will include:

- Acting as first point of contact for patient experience feedback received by telephone.
- Providing administrative support for the investigation of any formal complaints received by the hospice.
- Maintaining and monitoring the patient experience feedback database to ensure that any required actions are completed within agreed timescales.
- Supporting change and improvement by providing feedback on issues raised to the Executive Leadership Team.

Other Responsibilities

- Provide administrative support to appropriate governance groups (and Board Subcommittees in the absence of the Corporate Administration Manager).
- Represent the Governance and Quality Team at governance meetings or other hospice meetings to support the risk management and quality and governance agenda.
- Assist in the preparation of thematic reviews and reports as required and appropriate to remit of the hospice Governance and Quality Team.
- Provide cover for managing the hospice enquiries email inbox as required.
- Act as a Fire Warden for the hospice corporate function.
- Support other members of the team as directed by the post holder's line manager or other senior team members.
- Any other tasks that reflect the needs of the organisation in line with the reasonable requirements of the job profile / grade for the post, in consultation with the post holder. In the context of rapid and ongoing change within the hospice, the responsibilities outlined in this job description represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

Learning and Development

To be responsible for the self - development of skills and competencies through participation in learning and development activities, and to maintain up to date technical and professional knowledge relevant to the post including but not limited to, the mandatory training requirements of the Hospice.

Safeguarding

Barnsley Hospice has a safeguarding policy for both adults and children and is committed to the safeguarding of adults, children and young people including those who are staff or volunteers. All employees/ volunteers have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both adults and children/ young people to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees/ volunteers will be fully supported in raising any safeguarding concerns. All employees must be aware of Hospice policies in relation to safeguarding and must adhere to them at all times.



Infection Prevention and Control

Infection Prevention and Control is the responsibility of all Barnsley Hospice staff.

All staff have a responsibility to protect patients, visitors, volunteers and employees against the risk of acquiring health care associated infections by consistently observing Barnsley Hospice Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Equality and Diversity

It is the responsibility of every member of staff and volunteer to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010 and to act in ways that support equality and diversity and recognise the importance of people's rights in accordance with legislation, policies, procedures and good practice. All employees and volunteers must value and treat everyone with dignity and respect, giving consideration without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices. As such staff must recognise and report any behaviour that undermines equality under Hospice policy.

Finance

Promote efficiency, demonstrate cost-effectiveness and embed a culture of value-for-money and return on investment.

Leadership/Management

Promote and facilitate strong, effective engagement in relation to governance and quality across the hospice.

Confidentiality / Data Protection

All employees and volunteers must respect and protect the confidentiality of matters relating to patients or other members of staff/volunteers and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff or volunteer who is found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could be subject to disciplinary proceedings in accordance with the Hospice's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

Health and safety (including fire safety)

Employees and volunteers must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. They are required to co-operate with the hospice in meeting statutory requirements. They must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

Values

The post holder is expected to act as an ambassador of the hospice, maintaining honesty, integrity and trustworthiness at all times.



Person Specification

Job title:		Governance Officer
Department:		Corporate
Reporting to:		Quality and Risk Manager
Qualifications	Essential	<ul style="list-style-type: none">• Educated to A Level / NVQ Level 3 qualification or equivalent relevant experience• GCSE Grade 4 or above (or equivalent) in English and Maths• Evidence of continuing professional development
Experience	Essential	<p>The post holder must have experience of:</p> <ul style="list-style-type: none">• Providing administrative support to senior management• Data analysis, system management and report development• Engaging with stakeholders both within and external to an organisation• Excellent working knowledge of Microsoft Office programmes• Organising meetings and events and the associated logistics• Handling sensitive information
	Desirable	<ul style="list-style-type: none">• Experience of administering risk registers• Experience of minute taking for committees• Customer service experience.• Experience of working in a complex health or social care environment
Knowledge and Skills	Essential	<ul style="list-style-type: none">• Strong organisational and forward planning skills• Flexible and adaptable to respond to the changing needs of the service• Excellent verbal communication and active listening

		skills <ul style="list-style-type: none"> • Skilled at building relationships with internal and external stakeholders • High standard of written communication skills with keen attention to spelling and grammar • Ability to take the initiative in problem solving • Ability to analyse and interpret data and create useful/relevant reports
	Desirable	<ul style="list-style-type: none"> • Understanding of the underlying principles of effective risk management and information governance.
Personal qualities	Essential	<ul style="list-style-type: none"> • Professional, friendly and approachable • Honest and trustworthy • Well-organised with a structured approach to work • Proactive approach with the ability to take the initiative • Reliable and able to follow instructions
Other	Essential	<ul style="list-style-type: none"> • Demonstrates an awareness of equality and diversity within the workplace • Willing to undertake all relevant training to meet the needs of the role