



| JOB DESCRIPTION | |
|--|---|
| Job Title: | Head of Governance and Risk |
| Hours of Work: | Up to 37.5 hours per week, with occasional evening work. Participation in senior manager on call rota |
| Base: | Barnsley Hospice, Gawber |
| Department: | Governance & Quality |
| Accountable To: | Director of Clinical Services and Governance /Deputy CEO |
| Responsible For: | Governance and risk management across all areas of hospice activity (excluding health and safety risk management). |
| Job Purpose: | The role is responsible for contributing to all aspects of governance effectiveness and compliance within the hospice, ensuring governance adheres to good practice and meets all statutory and regulatory requirements. |
| Organisational Summary | <p>Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our Retail Hub.</p> <p>We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.</p> |
| Main Duties & Responsibilities: | |
| <p>Key Duties and responsibilities</p> <p>Governance and Risk</p> <ol style="list-style-type: none"> 1. Lead and manage the hospice’s Integrated risk register, Board Assurance Framework (BAF), policies and systems taking into account organisational strategy and objectives, key risks, external scrutiny and regulatory requirements. 2. Actively promote the benefits of effective governance and implement strategies to increase the knowledge of hospice staff of governance and risk processes and regulatory requirements. 3. Ensure we have effective systems in place to monitor, audit and continuously improve and, that any shortfalls are identified, understood and mitigated and escalated appropriately. | |

4. Provide a leadership role to support good information governance and support compliance with GDPR, and DPST, and meeting the requirements of NHS Digital and the Information Commissioner's Office.
5. Work with the Head of Clinical Services/Quality Matron to review and analyse clinical risk and quality data and ensure that there are effective data collection systems and evidence of compliance to national policy in all areas of the hospice in order to safeguard high standards of care and service.
6. Oversee the systems which ensure all incidents and complaints are recorded and closed in accordance to policy timeframes.
7. Ensure incidents are trended and lessons learned are shared across the hospice using a robust process to embed learning and driving a lesson learned culture of continuous learning and patient safety.
8. Working closely with the Executive Leadership Team to ensure information systems allow clear and comprehensive reports for staff, managers and Board members to support governance and continuous improvement.
9. Provide a focal point for the escalation, resolution and/or discussion of all risk issues with the aim to reduce risks, minimise mistakes and reduce avoidable harm.
10. Co-ordinate investigations following serious incidents, near misses and accidents, and lead where indicated, and ensure these are reviewed at the appropriate governance/committee meetings, and shared externally when required, within agreed timescales.

Compliance

1. To take a proactive approach to minimising risk and in conjunction with the Head of Clinical Services/Quality Matron prepare the hospice for system regulatory inspections and ensure that the appropriate evidence is in place to meet the inspection requirements.
2. In response to any external inspection findings, co-ordinate the formulation of action plans and ensure implementation of these through the appropriate individuals/committees.
3. Review and analyse information from a range of external bodies (e.g., NICE, national confidential enquiries, CQC, PHSO) and provide briefings/reports as required to support safe, high-quality care.
4. Ensure that improvement plans from investigations/ assessments/ audits are 'SMART', and that outstanding actions are monitored through the relevant governance group.
5. Ensure there is a robust process for the review, development and archiving of policies, guidelines, protocols and patient information for services within the hospice.

Assurance

1. Promote a culture of active benchmarking and seeking to achieve best practice in all aspects of our business and facilitate the provision of trend data.
2. Ensure ongoing improvement and active review of outcome data and compliance to hospice policy.

3. Facilitate a seamless process for informing patients/ families whose care is subject to an internal investigation, and for sharing the investigation report, ensuring that the hospice's Duty of Candour responsibilities are maintained.
4. Review patient/service-user feedback through complaints and patient satisfaction surveys and develop quality improvement action plans with the Head of Clinical Services/Quality Matron.
5. Provide support to hospice managers and staff in the implementation of improvement action plans and creating an environment in which excellence will flourish.
6. Support both clinical and non-clinical audits to drive improvements in the quality of care and services.

Finance

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

Leadership/Management

1. Promote and facilitate strong, effective leadership engagement in relation to governance and risk across the hospice.
2. The post holder will provide education and training for staff within the hospice, related to quality governance and risk management issues, and ensure learning from clinical incidents, complaints and investigations are cascaded to all relevant staff groups.
3. The post holder will be the named person for compiling the Annual Quality Account with the support of the Director of Clinical Services and Governance or deputy.
4. Deputise for the Director of Clinical Services and Governance as required.
5. Participate in the senior manager on call rota.
6. Proactively line manage the Corporate Administration and Information Governance Manager, Governance and Quality Officer and Data Analyst and Systems Support Officer.

Other Responsibilities

1. To undertake any other duties, commensurate with the role as required by the Hospice.
2. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.
3. The post holder will be expected to maintain strict confidentiality at all times.
4. The post holder will ensure that they are aware of and apply health and safety and fire precautions.
5. The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
6. The post holder is to ensure data protection is maintained at all times.
7. The post holder will be flexible in terms of working hours in order to meet service needs.
8. The post holder will support the Hospice as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Hospice, the above responsibilities 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.

This job description is not an exhaustive list but it shows many of the aspects to this role.

| PERSON SPECIFICATION | |
|--|---|
| Knowledge and educational achievements: | |
| <ul style="list-style-type: none"> • Educated to degree level or significant experience in relevant discipline. • Evidence of continuing professional development in relevant discipline. • Qualification in Risk Management is desirable | Assessment method – application and interview |
| Experience and work achievements: | |
| <ul style="list-style-type: none"> • The post holder must have significant recent experience of working in a complex health or social care environment and have: • Experience of leading effective programmes of audit • Experience of managing Risk Management and quality governance functions/committees • Experience of Systems Administration • Experience of managing risk registers and developing effective risk monitoring systems • Experience of Complaints Management | Assessment method – application and interview |
| Skills and abilities: | |
| <ul style="list-style-type: none"> • Strong organisational and forward planning skills • Excellent communication and relationship skills • The ability to effectively challenge existing processes and promote change. • Ability to lead and work within a team as well as on own initiative • Proficient in risk management and quality governance practices. • Knowledge of Information Governance • Ability to analyse and interpret data and create useful/relevant reports • Proficient in Microsoft Word, PowerPoint, Excel • Effective presentation skills, both verbal and written. | Assessment method – application and interview |
| Personal attributes: | |
| <ul style="list-style-type: none"> • Professional, friendly and approachable • Honest and trustworthy • Well-organised with a structured approach to work • Proactive approach and ability to take the initiative • Thorough and focused with a high level of attention to detail and a passion for | Assessment method – application and interview |

| | |
|---|--|
| <p>excellence.</p> <ul style="list-style-type: none">• Able to be creative, proactive and resourceful to get work done quickly and to a high standard• Approach work in a positive, optimistic and resilient manner. | |
|---|--|

Our Values and Behaviours:

Ambition: *We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.*

- We set high standards for ourselves and the services we provide.
- We seek every opportunity to learn: from our successes and our mistakes.
- We take a flexible and creative approach when seeking opportunities and solutions.

Collaboration: *We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.*

- We value diversity in its broadest sense and take meaningful action to create an inclusive environment.
- We seek out and nurture partnerships so we can achieve more together.
- We are welcoming and friendly.

Compassion: *We are caring and treat everyone with kindness and respect.*

- We show empathy and consideration towards others.
- We are genuinely caring and respectful in our interactions with others.
- We are generous with our time and attention, and value the people around us.

Integrity: *We are honest, communicate clearly and openly, and take responsibility.*

- We are open and honest with ourselves and others.
- We are trustworthy and reliable and deliver on our promises.
- We are professional and take our responsibilities seriously.

Assessment method – application form and interview