

Job Description

Division:	Central Functions
Job Title:	Deputy Head of Q,S&C, DPO
Band:	8b
Location:	Royal Stoke University Hospital
Hours of Duty:	37.5
Managerially accountable to:	Head of Quality, Safety & Compliance
Professionally accountable to:	Head of Quality, Safety & Compliance
Key Relationships:	Executive Directors, Quality, Safety & Compliance Senior Team, Divisional Management Teams, Directorate Management Teams, Divisional Clinical Governance & Quality Managers, SIRO, Caldicott Guardian, External Agencies

Role Summary

Develop and implement local monitoring systems to ensure compliance with national standards (including CQC Standards). Work with responsible Lead Directors to develop and implement cross-Divisional monitoring systems/tools to deliver compliance with CQC standards and external assessments. Implement systems to monitor compliance with external assessments and screening programmes.

Responsible for ensuring that the actions from NICE Guidance, National Confidential Enquiries (including NCEPOD) and Audit programmes are identified, implemented, monitored and reported on through Trust governance structures.

To ensure a robust framework is in place to meet national legislation relating to Information Governance and Data Security Protection. Act as the contact point for the Supervisory Authority. Advise and inform staff of their responsibilities in the field of data protection. Work with key stakeholders to ensure the trust is operating within the legal framework.

To develop and implement monitoring systems for the corporate quality and safety groups; enabling them to implement their specialist portfolio and identify areas for improvement.

Represent the Quality, Safety and Compliance Department, in the absence of the Head of Quality, Safety and Compliance.

Responsible for the management of the DATIX system and InPhase systems, ensuring robust processes are in place.

Key Areas/Tasks

Principle Responsibilities

- Develop and implement local monitoring systems to ensure compliance with national standards (including CQC Standards). Work with responsible Lead Directors to develop and implement cross-Divisional monitoring systems/tools to deliver compliance with CQC standards.

- Responsible for ensuring that the actions from NICE Guidance, National Confidential Enquiries (including NCEPOD) and Audit programmes are identified, implemented, monitored and reported on through Trust governance structures.
- Develop and support the clinical governance structures within the Divisions ensuring that they are accord with the Trust's Corporate Governance Framework.
- Develop and implement local monitoring systems/tools to ensure Divisional compliance with statutory and national standards (CQC, etc) and participate fully in regulatory assessment and scrutiny processes.
- Lead on specific cross-Divisional CQC standards and assist the relevant Director in developing tools to monitor compliance against these standards.
- Work with Lead Directors who have designated responsibility for specific CQC standards to develop and implement Trust-wide monitoring systems to deliver compliance against the standards.
- Responsible for identifying themes and developing audit tools with Clinical Effectiveness for Divisional and Trust-wide clinical audit programmes.
- Analyse complex compliance data and produce detailed reports identifying gaps in compliance and recommendations to address the gaps.
- Responsible for planning and managing co-ordination and extraction of information for submission against external risk management/governance accreditation and audit processes (e.g. CQC, MHRA, BSI etc).
- Responsible for the management of the DATIX system, ensuring robust processes are in place.
- Responsible for the management of the InPhase system, ensuring robust processes are in place.
- Implement systems to monitor compliance with external assessments and screening programmes.
- In the absence of the Head of Quality, Safety and Compliance Manager, provide a source of expertise and prepare guidance for the Divisions and the Trust on clinical governance and risk management issues.
- To act as financial signatory for department budgets.
- To develop and implement monitoring systems for the corporate quality and safety groups; enabling them to implement their specialist portfolio and identify areas for improvement.
- Act as the Trust's Data Protection Officer:
 - Ensure a robust framework is in place to meet national legislation relating to Information Governance and Data Security Protection

- Inform and advise staff on Data Protection regulations, and national law or Data Protection provisions;
- Provide guidance with regards to carrying out Data Protection Impact Assessments (DPIAs);
- Act as a point of contact for and cooperating the Information Commissioners office and the relevant Data Protection Authorities (DPAs);
- Make and keeping current notifications up to date with the Information Commissioner's Office;
- Establishment and operation of a system providing prompt and appropriate responses to Data Subject requests;
- Inform senior managers, officers, and directors of any potential corporate, civil and criminal penalties which may be levied against Trust and/or its Employees for violation of applicable Data Protection laws.
- Ensure establishment of procedures and standard contractual provisions by any Third Party who:
 - provides Personal Data to UHNM
 - Shares personal data with UHNM
 - Processes personal data for UHNM
- Ensure that the Trust notification and registration is maintained and kept up to date
- Raise awareness of and promote the General Data Protection Regulations and the Data Protection Bill
- Provide advice to staff at all levels
- Liaise where appropriate with the Data Protection Officer from the relevant Trusts, Local Authority, and Police etc.
- Ensure clear lines of accountability to the Board on Information Governance & Data Security and Protection (IG & DSP) including monitoring the Trusts performance.
- Ensure that resources are available to support the IG & DSP Framework and Policy.
- Ensure that the Trust Board is briefed on IG & DSP and effectively supported and that there is appropriate access to expertise across all the elements of IG & DSP
- Monitor breaches and recommend appropriate action.
- Provide a focal point for the resolution and/or discussion of IG & DSP issues

Service Development

- Provide risk management and adverse incident information for the Trust's performance review system.
- To assist the Head of Quality, Safety and Compliance Manager in the production of reports, in particular the domains covering risk management.
- To assist and ensure all services implement sound risk management practices, where possible reducing risk and improving services.

Management of Staff

- To be responsible for the overall management of the Clinical Audit & Effectiveness Team, Compliance Team, Quality Systems Team, Information Governance Team and associated Administrative, Clerical and Secretarial staff including recruitment and selection, deployment, training and disciplinary.

- Ensure an on-going programme of education, training and development is in place to meet the needs of staff in the areas of risk assessment, management and assurance, including the investigation of serious adverse incidents using the Trust's Incident Reporting Policy.
- To assist the Trust to develop and promote a programme of Risk Management education and training, and appropriate Trust-wide initiatives as required
- Maintain up-to-date knowledge of developments in risk management and the law.
- Ensure an on-going programme of education, training and development is in place to meet the needs of staff in the areas of information governance, data security and protection including the investigation of serious adverse incidents using the Trust's Incident Reporting Policy.
- Maintain up-to-date knowledge of developments in IG/ Data security and protection and the law.

Communication

- The post holder will need excellent communication skills, both written and oral. He/she will provide and receive highly complex, sensitive or contentious information and be required to produce reports, policies and procedures and present information.
- Advise senior managers and clinicians of action required to comply with obligations imposed by external stakeholders, such as the NPSA. Ensure that required action is implemented appropriately
- Manage the process for reporting all relevant incidents to external authorities in accordance with Department of Health, Information Commissioner's Office and statutory requirements
- Establish productive working relationships and optimal communication channels with colleagues at all levels within the organisation
- Maintain effective and constructive external links and other external accreditation assessors and leads.
- To assist the Quality and Safety Department in providing expert advice, information and support to relevant Trust wide committees, including the Trust Board, Executive Team/ Committee, Quality Assurance Committee, Quality and Safety Forum, and other Forums where appropriate.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Standards of Behaviour

We have four core values and promises we advocate as an organisation.

To work together

To work as a team helping achieve our goals and support others to make positive changes.
To be appreciative acknowledge and thank people for their efforts and contributions.
To be Inclusive open and honest, welcome people's views and opinions and involve people in decisions that affect them.

To have compassion

To be supportive by being empathetic and reassuring and supporting people when they need it
To be respectful and treat people fairly, with respect and dignity, protect their privacy and help them feel comfortable
To be friendly, by being welcoming and approachable. Making eye contact, saying hello and introducing yourself

To ensure safety

We communicate well and explain clearly, share relevant and timely information and keep people updated
We are organised and plan ahead, manage time and be prompt in what we do
We speak up and contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

To continuously improve

By listening and welcoming people's views and ideas, invite people to ask questions and share their opinions and respond to what we hear
By learning and sharing best practice, celebrating good performance and supporting others to use their skills, learn and grow
By taking responsibility and a positive attitude, to act and encourage people to take the initiative and make improvements

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Confidentiality

- To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected and recorded accurately.

Equality and Diversity

- To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

- **Trust Dress Code**
 - Trust approved uniform/dress code must be adhered to
 - When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
 - No personal bags to be worn during clinical duties
- **Hand Hygiene**
 - Decontaminate your hands as the per 'The five moments of hand hygiene'
- **Own Practice**
 - Lead by example
 - Encourage and praise good practice
 - Be prepared to accept advice about your own practice
- **Decontamination**
 - Ensure that equipment you have been using or about to use has been decontaminated effectively
 - Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works
- **Trust Policies**

Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines . All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Organisational Chart- this is not included in generally on JDs

Insert current Organisational Chart here. (Please note post titles only, do not give names and bands of post holders)

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Job Title

Person Specification

Requirements	Essential	Desirable
Education and qualifications	<p>Educated to Masters, or First degree with appropriate postgraduate courses or substantial experience to comparable level.</p> <p>Professional qualification(s) in information governance field(s) and information security i.e CISSP, CISM</p> <p>Extensive knowledge of the NHS information governance framework and the Information Governance Toolkit.</p>	GDPR qualification
<p>Experience</p> <p><i>How long is the induction required for the job?</i></p> <p><i>What practical or further theoretical training is required?</i></p> <p>(Note: try not to use *** years' experience unless necessary)</p>	<p>Extensive experience of working in the field of information governance and practical application of legislation and national guidance</p> <p>Experience of developing and implementing organisation-wide strategies, policies and procedures</p> <p>Experience of developing and implementing training and awareness programmes</p> <p>Experience of working with a wide range of staff groups at a corporate level</p> <p>Experience of managing staff</p> <p>Experience in adverse incident monitoring and investigation</p> <p>Experience in leading and implementing projects</p> <p>Experience of developing and managing programmes of work to support the quality and safety agenda</p>	

Requirements	Essential	Desirable
	<p>Experience of analysing complex and sensitive data and presenting in a user friendly format</p>	
<p>Skills, ability and knowledge</p>	<p>Leadership and managerial skills</p> <p>Ability to prioritise and manage competing demands</p> <p>Excellent communication skills; Capable of communicating effectively with external organizations, third parties and different professional disciplines across the Trust</p> <p>Highly developed oral and written communication skills, with experience of policy and report writing and preparation of employee guidance material, including presentations and able to effectively communicate contentious issues effectively at all levels in both formal and informal settings</p> <p>Excellent people management skills including tact and diplomacy</p> <p>Self-motivated and organised, with a flexible, logical and adaptable attitude</p> <p>IT literate</p> <p>Understanding of clinical governance</p>	

Requirements	Essential	Desirable
	and evidence based practice Review and interpretation of complex information Report writing skills	
Personal Qualities	Ability to travel to sites across the Organisation and to other externally held meetings To have a flexible approach in order to meet demands of the job role.	

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