

## SINGLE CORPORATE SERVICES

### Risk Management Team

<b>Job title:</b>	Risk System Officer	<i>To be completed by HR  Job Reference Number</i>
<b>Reporting to:</b>	Head of Risk	
<b>Accountable to:</b>	Associate Director of Quality Governance IWT and PHU	
<b>Pay Band:</b>	5	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

#### Job purpose

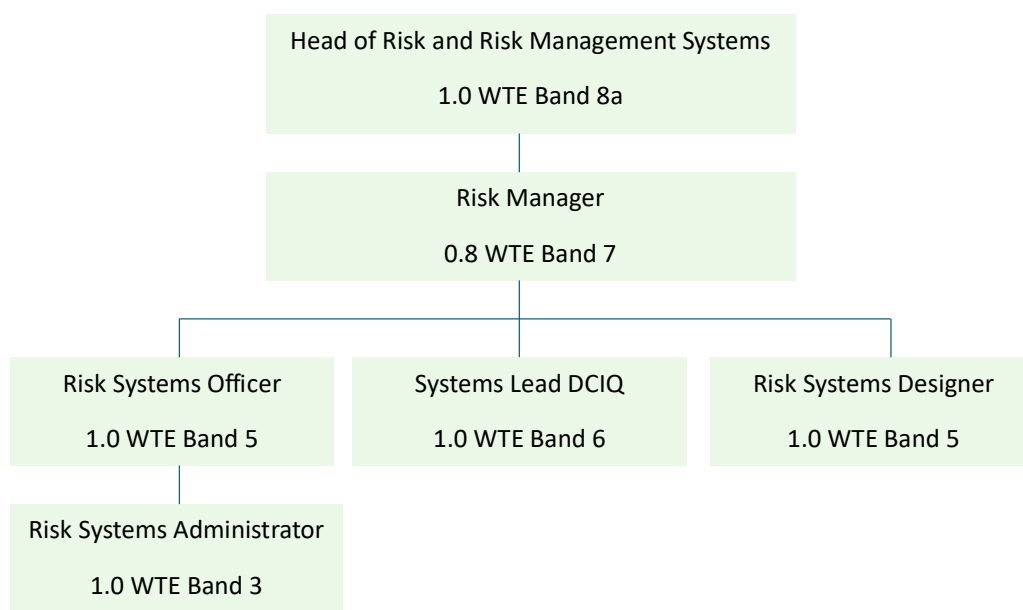
To ensure both Trusts meet their legal and regulatory obligations associated with risk and to ensure that there are robust arrangements in place to continue to be well led organisations. This includes assurance and escalation as necessary.

#### Job summary

Key responsibilities will involve, day to day administration of the Trust Risk Management reporting system including:

- To provide expertise regarding the management and application of the risk management system.
- To continue to enhance the on-line reporting function by design and build of the system.
- Support and undertake duties associated with maintenance of the quality and content of data held in all modules and undertaking regular auditing.
- To maintain oversight and management of the external incident process.
- Training staff at all levels on the risk management system.
- Undertake reviews and implement upgrades across all modules within the system.

## Organisational Chart



## Specific Core Functions

- Support the Head of Risk, ensuring the processes for reporting and managing incidents and near misses, including serious events are followed in line with Trust policies and procedures.
- Supporting the Head of Risk in the management of the Trust's Risk Management system. This will involve being the lead system administrator and having responsibility for maintaining the system and ensuring amendments to system wide functions and coding are made when necessary. This will also include ensuring appropriate access to the system is maintained across the Trust, that there is a robust and efficient system for issuing and controlling passwords and ensuring appropriate access levels for each user in the Trust which meets the relevant confidentiality requirements.
- Ensure the Risk Management System allows for effective safety event reporting and management, management of inquests and litigation claims, management and reporting of customer services (Including PALS/Complaints and Claims) and safety alerts, as well as any future module development.
- Analysis of information as requested by the Risk Department.
- To work with indirect supervision, to plan and prioritise tasks and activities which may require adjustment at short notice due to variable workload / interruptions.
- Delivery of training in the use of all modules on the risk management system to all staff, including senior clinicians, managers, to achieve a culture in which safety event reporting is accepted as part of day-to-day business. This will include training in the use of the system, extracting data and creating dashboards for users to create reports to inform their quality metrics and relevant reports.
- Assess and resolve enquiries and ensure issues that cannot be resolved by the team are referred promptly with the system provider and/or Trust IT support as necessary.
- Undertake regular audits of incident data quality to ensure that any issues are identified promptly and that the necessary action is taken to improve recording.

- Ensure that relevant data is provided to external agencies (e.g. ICB, regulators) as required in a timely manner through a process of uploading files electronically as per the Trust External Incident process.
- Lead on the provision and oversight of the External incident management process, including administration, the external process, management of compliance, ensuring preparation of quality responses and subsequent reporting.
- To support the requirements associated with reporting relating to LFPSE.
- Produce reports by extracting information from all the Risk Management System modules for internal and external reporting purposes. This will involve analysis of both basic and complex data include regular statistics and management reports for senior managers and Trust meetings. These reports will be required as evidence for internal and external scrutiny processes.
- Liaise with staff at all levels in the organisation including Senior Managers and colleagues in other agencies, such as the Clinical Commissioning Groups, Clinical Support Units and NHS England as appropriate.
- Provide the Patient Safety team with back up reporting support regarding reporting of PSII's onto the national system.
- Contribute to the overall governance and risk improvement agenda, alongside the Delivering Excellence Framework.
- Support and participate in-house training/induction and development of guidance tools for staff regarding risk management systems.
- To be supportive and provide supervision to junior staff members.
- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements, and any such changes will be discussed with the post holder

## **Key Responsibilities**

### ***Communication and Working Relationships***

The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include:

- a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
- b) providing and receiving complex or sensitive information,
- c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

### ***Analytical and Judgement***

Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.

### ***Planning and organising***

Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

**Physical Skills**

The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for error, or the post requires highly developed physical skills, where accuracy is important, but there is no specific requirement for speed. This level of skill may be required for manipulation of fine tools or materials.

**Patient Client Care**

Assists patients/clients/relatives during incidental contacts.

**Policy and Service Development**

The post holder is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.

**Financial Management**

The post holder will be an authorised signatory for small cash/financial payments.

**Management/Leadership**

The post holder is responsible for day-to-day supervision or co-ordination of staff within the Governance and Risk team. They will deal with work allocation and daily responsibility for the monitoring or supervision of one or more groups of staff.

**Information Resources**

The post holder is responsible for the operation of one or more information systems at department / service level where this is the major job responsibility.

**Research and development**

Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

**Freedom to Act**

Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Guidance may be provided by peers or external reference points.

**Physical effort**

A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

**Mental effort**

There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

**Emotional Effort**

Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

**Working conditions**

Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or

frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment more or less continuously on most days.

### Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
<b>Qualifications</b>	<p>Degree level (or equivalent)</p> <p>Risk Management Systems Practitioner Level certification (or equivalent experience)</p> <p>NVQ Level 3 (or equivalent experience)</p>		
<b>Experience</b>	<p>Evidence of significant experience in system administration</p> <p>Advanced skills for keyboard use for producing reports, spreadsheets and correspondence.</p> <p>Excellent verbal, telephone and written communication skills.</p> <p>Ability to use own initiative and deal with competing priorities.</p> <p>Works autonomously but can seek advice when necessary/manages a discrete area of work.</p>	<p>Expertise within specialism, underpinned by practical experience.</p> <p>Management of team and line management responsibilities.</p>	
<b>Knowledge</b>	<p>Knowledge of data analysis and associated software/computer systems acquired through diploma or equivalent experience/qualification.</p> <p>IT experience preferably in the use of Risk Systems and Microsoft Office.</p> <p>Understanding of risk and application to everyday practice.</p>	<p>Information Technology qualification or demonstrable experience.</p> <p>Knowledge of the full range of administrative and organisational policies and procedures acquired through training and relevant experience to degree level or equivalent.</p> <p>Understanding of risk and application to everyday practice.</p>	

## **Compliance statement to expected organisational standards.**

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Comply with key clinical care policies and protocols for prevention and control of infection at all times; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,

- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.