

Job Description

Title: Urgent Care Governance Coordinator

Band: 7

Staff Group: Nursing and Midwifery

Reports to: Urgent Care (UC) Governance Lead - Rowena Fricker

Job Purpose:

- The post holder will support the UC Governance Lead in working with the teams within Urgent Care to ensure that structures and processes are in place that enable improvements in the delivery of safe effective patient care.
- To support the Care Group to meet its governance and regulatory requirements.
- To oversee the governance and quality aspects related to the Care Groups delivery of the Delivering Excellence Every day (DEED) agenda.
- To ensure effective and responsive administration of the Care Group's governance agenda.

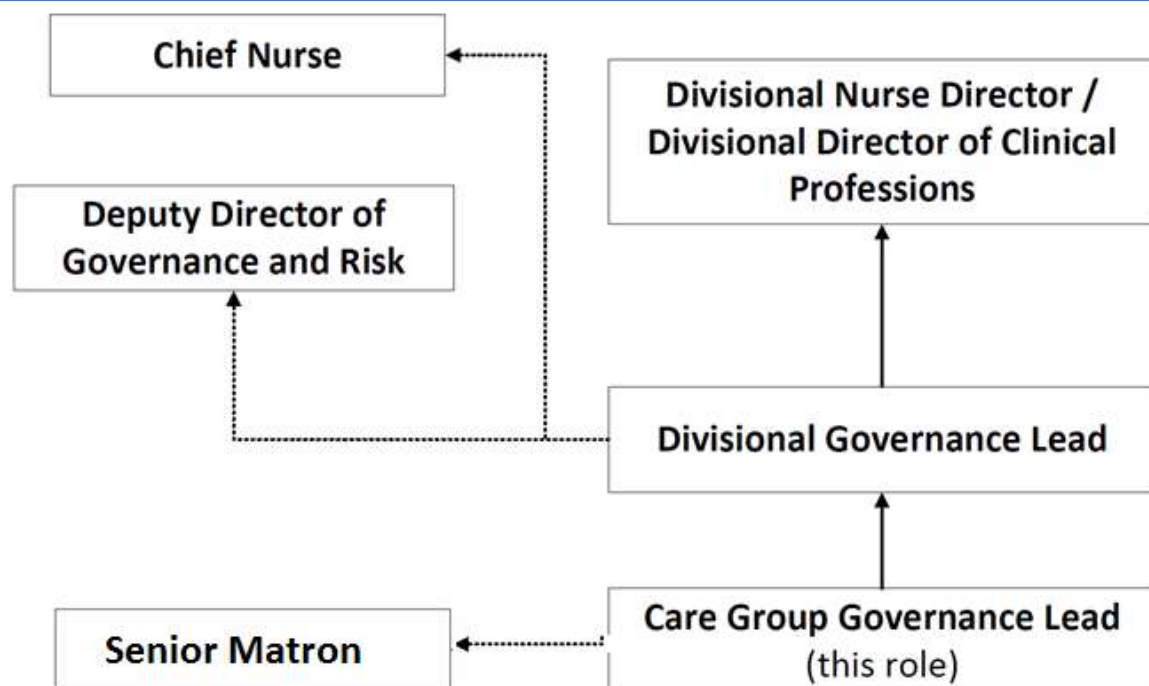
Key Responsibilities

- To provide and act as a resource to the Care Group on the Trust's approach to governance and assurance and its regulatory requirements.
- To support the monitoring and achievement of the Divisions approach to DEED and to escalate any concerns or risk that may impact on successful delivery of this.
- To support the Care Group and Division to maintain Care Quality Commission (CQC) and regulatory compliance.
- To support the Lead for UC Governance in the identification or emerging themes and priorities through analysis of quality data.
- To produce and maintain the Care Groups Governance related action trackers ensuring robust evidence is collected to provide assurance.
- To support the Governance Lead in the production of a newsletter to ensure the sharing of lessons learned, areas for improvement and updates on the progress and compliance with Delivering Excellence Everyday framework.
- To coordinate the Care Group Governance agenda for Care Group meetings and any other meeting deemed appropriate by the UC Triumvirate or the Governance lead.
- To ensure that all Serious Incidents and AAR action plans are monitored, and action trackers are updated for presentation in the monthly Care Group and Trust leadership team (TLT) Governance Meetings.

- To ensure that all complaints and any learning is monitored, and action trackers are updated for presentation in the monthly Care Group and TLT Governance Meetings.
- To ensure that clinical audit, NICE guidance updates and progress are monitored and reported on through the Care Group Governance Meetings.
- Lead on service development; specifically proposing necessary changes to policies as well as implementing and developing new policies within the departments, which may impact on other areas.
- To ensure that all care groups are updated when policies and guidelines are ratified and to ensure that all speciality policies and guidelines achieve the review timelines.
- To support the production of reports and use analysis skills to interpret data for presentation and recommendations for consideration.
- To monitor the Care group risk registers with the Governance Lead.
- Utilise Risk Management System software (Datix) to oversee the compliance with response to incidents, external incidents, complaints, PALS, mortality, inquests, and claims, working with care groups to ensure that deadlines are achieved and to escalate to the Governance lead emerging themes and trends requiring urgent consideration.
- To proactively engage through regular meetings with the Patient Safety team, Patient Experience team and the Governance & Risk Team.
- To act as a single point of contact for all matters relating to governance within the Care Group and to ensure information and learning is disseminated and shared.
- To support the Governance Lead in maintaining and updating organisational charts.
- Influence managers, clinicians, and all staff to promote a culture in which all areas of governance are appropriately addressed and managed.

Key Relationships

- Directors, Directors of Nursing and Operational Directors
 - Senior Leads, Matrons, Care Group Leads
 - Deputy Director of Governance and Risk
 - Deputy Director of Nursing for Quality and Safety
 - The Governance & Risk Team
 - The Patient Safety Team
 - The Patient Experience Team
 - The Health and Safety team
 - Care Group Governance Coordinator's
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Other

This job description does not purport to cover all aspects of the job holder's duties but is intended to be indicative of the main areas of responsibility.



Management Essentials

We are proud to offer a comprehensive development programme, Management Essentials, designed to equip staff with the skills and knowledge to become effective managers.

This post has been identified as a role that will benefit from this training, and you will be able to enrol in both mandatory and, relevant, optional modules upon commencement with the Trust.

Please click [here](#) for further information on the Management Essentials programme.



Leadership Insights

Additionally, our new leadership development programme, Leadership Insights, aims to help all newly promoted, existing and aspiring leaders, at every level at the Trust, to recognise, reflect and role model the core principles of people-centred leadership.

If, this is of interest to you, you will be able to enrol upon commencement with the Trust.

Please click [here](#) for further information on the Leadership Insights programme.

Person Specification

Qualifications

Essential

- Educated to Degree Level in relevant field
- Demonstrable relevant experience within NHS at senior level
- NMC registration

Desirable

- Leadership and Management qualification
- Clinical Audit training or qualification
- Postgraduate qualification in Healthcare Governance, Patient Safety, Quality Improvement, Leadership, Healthcare Management, or a related field.

Experience

Essential

- Experience within the NHS at management level (band 6/7)
- Experience using Datix (or equivalent risk management systems)

Desirable

- Experience of incident management and PSIRF processes.
- Experience of complaints, PALS, inquests, mortality reviews and claims management.
- Experience of coordinating governance committees and producing formal reports.
- Experience of maintaining risk registers and action plans.
- Experience of CQC inspections and regulatory compliance monitoring.
- Knowledge of NHS England patient safety frameworks.
- Experience analysing quality, safety and performance data to identify themes and trends.
- Experience of developing policies, SOPs and governance processes.

Skills & Knowledge

Essential

- Highly developed communications skills when providing and receiving highly complex, sensitive, or contentious information (verbal, non-verbal, written, and self-presentation)
- Knowledge of NHS policies and issues
- Knowledge and skills relating to compliance monitoring
- Managing and developing others
- Organisational skills
- Motivation and enthusiasm

- Networking skills
- Tact and diplomacy
- Good IT skills including use of Office, use of Risk Management System Software (Datix), PowerPoint, and databases
- Ability to manage continuously evolving priorities and deadlines
- Excellent interpersonal skills underpinned by a confident and professional manner
- Ability to inspire others
- Ability to make judgments and decisions in a complex, high pressure environment
- Well-developed influencing skills across hierarchies and disciplines
- Ability to act to ensure delivery

Desirable

- Knowledge of governance requirements within Urgent and Emergency Care settings
- Ability to develop, implement and monitor action plans, work programmes and governance trackers.
- Ability to influence and challenge constructively at all levels of the organization to support quality improvement and patient safety.
- Knowledge of NHS performance, quality and safety metrics and their use in providing assurance to internal and external stakeholders.

Personal Qualities

- Responsive and flexible attitude/approach
- Ability to multitask
- Attention to detail
- Analytical approach
- Self-belief
- Calmness and focus under pressure
- Credibility with Managers, Clinicians and Corporate colleagues
- Commitment to continuous improvement and patient-centered care.
- Ability to work autonomously whilst contributing effectively within a team.

Working Together for Patients with Compassion as One Team Always Improving

Strategic approach - clarity on objectives, clear on expectations

Relationship building - communicate effectively, be open and willing to help, courtesy, nurtures partnerships

Personal credibility - visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity

Passion to succeed - patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence

Harness performance through teams - champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff, respect diversity

Job holders are required to act in such a way that at all times the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

Print Name: Rowena Fricker

Date: 01/09/26

Signature:

A handwritten signature in black ink, appearing to read 'Rf.', is displayed on a light gray rectangular background.