

SINGLE CORPORATE SERVICES

Governance and Risk Compliance

Job title:	Compliance Manager	To be completed by HR
Reporting to:	Head of Compliance	
Accountable to:	Associate Director of Quality Governance	<i>Job Reference Number</i>
Pay Band:	7	

As part of the Single Corporate Service, the role 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.

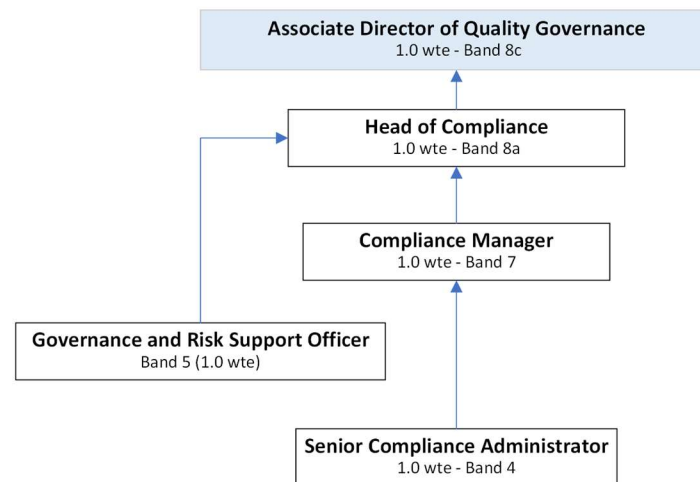
Job purpose

To support both Trusts to meet their legal and regulatory obligations associated with compliance and to ensure that there are robust arrangements in place to continue to be well led organisations. This includes assurance and escalation as necessary. The Compliance Manager will support the Head of Compliance across both Trust's and will be accountable to both the Associate Director of Quality Governance.

Job summary

- To assist the Head of Compliance to provide the support required to ensure the Trust maintains quality and regulatory compliance, including Health and Social Care Act 2008, and associated Care Quality Commission (CQC) Regulations.
- To ensure internal procedures are followed, and deadlines met to ensure the Compliance Team provide a quality focused and professional service to the Trust and its service users.
- To liaise and communicate effectively with staff and managers at all levels within the Trust, the wider NHS and other external organisations with regards the compliance agenda.
- To co-ordinate and lead on the management of centralised Trust policies and guidelines.
- To co-ordinate and lead on the successful completion and dissemination of information received into the Trust via the Central Alert System (CAS).
- To promote effective internal and external reporting to ensure quality and learning from all aspects of compliance and governance.
- Support to the Head of Compliance with management of the External Visits.
- To produce reports required for briefings, reporting subgroups and sub committees of the Boards.

Organisational Chart



Specific Core Functions

- Support the Head of Compliance in the robust management and delivery of the organisation's governance and compliance processes.
- Support the Head of Compliance to ensure that the requirements of quality and regulatory compliance are implemented effectively and sustainably. In addition, the post holder will support systems and processes in relation to:
 - Care Quality Commission regulation and compliance
 - External visits and accreditations
 - Safety alert (CAS) monitoring and compliance
 - Quality action plan monitoring and reporting.
- To support the Head of Compliance in matters relating to the CQC, including enquiries and preparing for and supporting inspections, including the collation of information requests and the factual accuracy process.
- To lead on the monitoring, management, application and oversight of policy management across both trusts. This includes communication with senior leaders and escalating areas of non-compliance.
- Establishing and monitoring projects and audits relating to compliance, including those relating to CQC and other regulatory requirements and inspections.
- Ensure processes and procedures are in place and have oversight of the safety alert (CAS) monitoring and compliance.
- Ensure processes and procedures are in place and have oversight of external visits to the Trusts.
- Support the Head of Compliance in the development and monitoring of the Trust annual Quality Account.
- To use own judgement on how to deal with enquiries and/or escalate them appropriately.
- Organise and prioritise own workload taking responsibility for delivering results within agreed timescales and to high standard within an environment of changing priorities and pressure.

- Act as the departmental representative at relevant forums and meetings and support the production of any required reports/briefing papers.
- To prepare reports to a high standard and with a high level of attention to detail, including analysis of information and presentation of data to support further discussions.
- To coordinate and produce the monthly Integrated Governance Reports for the trust leadership teams
- Provide training on governance, regulation and compliance to all levels of the organisations to achieve a culture in which good governance and compliance is accepted as part of day-to-day business.
- With departmental colleagues ensure the appropriate dissemination of information regarding compliance to senior clinicians, managers and other staff.
- Support the Head of Compliance in the negotiation of the ICB quality contract reporting requirements.
- Liaise with external agencies/partners (e.g. CQC and the ICB) as required.
- Maintain discretion and professionalism in the management of highly sensitive and emotive information which may affect both staff and service users.
- Contribute to the overall governance and compliance improvement agenda, alongside the Delivering Excellence Framework.
- Provide direct line management as indicated and provide support and supervision to junior members of staff.
- 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 complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

Planning and organising

Planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, which require the formulation and adjustment of plans or strategies.

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 policy implementation and for discrete policy or service development for a service or more than one area of activity.

Financial Management

The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

Management/Leadership

The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

The post holder will regularly use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using desktop publishing (DTP) or computer aided design (CAD), or (c) responsible for maintaining one or more information systems where this is a significant 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 unpredictable, or there is an occasional requirement for prolonged concentration.

Emotional Effort

Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly 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	<i>How criteria will be assessed</i>
Qualifications	<ul style="list-style-type: none"> Educated to Degree level or equivalent experience 	<ul style="list-style-type: none"> Governance accredited course 	
Experience	<ul style="list-style-type: none"> Experience in working in regulatory compliance. Experience of developing and maintaining relationships and partnerships with internal colleagues and external agencies and parties and experience and knowledge of relevant national agendas and guidance. Experience of analysing and interpreting information from multiple sources. Effective management of individual and team performance. Effective relationship building across a wide range of disciplines. Skill in organising resources and establishing priorities. Ability to develop, plan, and implement short- and long-term plans. Ability to make administrative/procedural decisions and judgments. Effective communication with a wide range of groups/individuals. Ability to think and operate strategically as well as locally. Good presentation skills regarding area of governance and compliance. Policy writing and management of Trust wide policy processes. Development of reports for presentation at meetings and analysis. 	<ul style="list-style-type: none"> NHS Experience 	

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Knowledge	<ul style="list-style-type: none"> • Good communications skills when providing and receiving highly complex, sensitive or contentious information (verbal, non-verbal, written and self-presentation). • Understanding of the role of Care Quality Commission and requirements for NHS providers. • Advanced IT skills including use of Risk Management. Systems, PowerPoint, Excel and other databases. • Knowledge and skills relating to compliance monitoring • Managing and developing others. • Organisational skills. • Motivation and enthusiasm. • Networking skills. • Strong presentation skills. • Tact and diplomacy. • Excellent interpersonal skills underpinned by a confident and professional manner. • Ability to make judgments in a complex environment. 	<ul style="list-style-type: none"> • Ability to inspire and motivate others 	

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.