

JOB DESCRIPTION	
Job title:	Clinical Governance Officer
Team/Department:	East of England Regional Quality Team
Location:	Main place of work as agreed
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Quality and Governance Manager
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	June 2024
<p>JOB PURPOSE</p> <p>The post holder will support the work of the Regional Quality team including the provision of complaints handling, incident investigation, clinical audit administration, patient satisfaction and contribute to the development of policies and procedures.</p>	
<p>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</p> <ul style="list-style-type: none"> • Support the Regional Quality Director, the Quality and Governance Manager and the Quality Team as required. • Co-ordinate complaints' activity and provide governance guidance and support to the Quality team, acting as a first point of contact for complaints, incident and risk queries. • To lead the development, implementation and maintain systems of communication and data management for the Quality team, including record keeping and reporting to provide effective assurance and evidence of compliance. • Undertake day-to-day supervision of the IT support system (Ulysses) for Clinical Governance management for the region. Design and provide reports on incidents, complaints and risks. Monitor actions plans on Ulysses for complaints, risks and incidents reports in a timely manner alerting managers of upcoming due dates or overdue dates. • Participate in complaints handling and investigation as required. • Input complaints, compliments and incidents onto the Ulysses database, keeping an accurate record of any agreed actions, notes, telephone contacts, progress with the case and the outcomes. • Investigate, collate and format complaint responses on behalf of the Regional Quality Director, Regional Medical Director and the Quality and Governance Manager. • Undertake analysis of complex complaints, risk and incident information/trends, and alert senior staff of any urgent action due to patient or staff harm. 	

- Support senior managers with action planning, alerting them to imminent compliance deadlines and collating of evidence as required.
- Provide training for the deliverance of the Ulysses system to all levels of staff, enabling the Region to undertake quality improvement activities following outcomes in line with trust IC24 strategies.
- Speak confidently with people on all levels, including taking verbal complaints from patients and relatives as well as health professionals and signpost people to the relevant service or department.
- Attend designated meetings with stakeholders as the IC24 Clinical Governance representative, as agreed.
- Support the Data Protection Officer with data subject access requests, incident reporting and investigation completion.
- Run regular and ad hoc audits for GPs including locating voice recordings, dispatching questionnaires and feeding back results in line with the audit process.
- Take minutes of meetings as and when required.
- Contribute to the administration, functioning and work outputs of the Regional Quality team.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver

carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a standard DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	Higher Diploma education or relevant level of experience, with a willingness to undertake further education as the role requires		Application / Interview
Knowledges, Skills and Abilities	<p>Strong written and verbal communication skills with a demonstrable grasp of appropriate communication e.g. email/memo/letter with the ability to exercise empathy and persuasion skills when appropriate</p> <p>IT literate and confident in the use of standard software including word processing, excel spreadsheets and graphics</p> <p>Accurate and appropriate record keeping</p> <p>Attention to detail maintaining a high level of accuracy throughout all tasks</p>	<p>Knowledge of Clinical Governance and the importance of risk aversion/avoidance, insurance, company legal considerations, financial probity, audit trail</p> <p>Knowledge of how the NHS is structured and the key relationships between organisations including commissioning organisations, Acute Trusts, Care Quality Commission, Parliamentary & Health Service Ombudsman and 111 service providers</p>	Application / Interview
Experience	<p>Understanding of the elements of Clinical Governance including clinical audit, patient satisfaction, complaints handling, and incident reporting and handling, serious incident administration</p> <p>Experience of audit principles and procedures with the concept of setting parameters of audit, standard setting, measurement, analysis, reporting and review</p>	<p>Experience of working within 111 services, Clinical Commissioning Groups, Out of Hours, Unscheduled Care or Colocation</p> <p>Understanding of the reporting requirements and the relationship between provider and Commissioner including Commissioners monitoring the contract</p>	Application / Interview

Requirements	Essential	Desirable	How identified
		<p>Knowledge of the National Quality Standards for Out of Hours Primary Care Providers and Care Quality Commission Outcomes</p> <p>An understanding of risk management principles including measurement (likelihood and severity), risk control measures and review</p>	
General	<p>Reliable</p> <p>Integrity</p> <p>Team player</p> <p>Flexible towards new working practices</p>		Application / Interview