

Head of Patient Safety Incidents and Risk

Department: Health and Community Services

Division: Quality and Safety

Reports to: Director of Quality and Safety

JE Ref: HCS1189

Grade: CS14

JE Date: 13/03/2023

Job purpose

The purpose of this role is to provide HCS wide management and leadership for patient safety incidents and enterprise risk management

Develop the patient safety strategy for Health and Community Services and the implementation of all aspects of work in relation to patient safety, including the management of serious incidents. The post holder will be responsible for leading HCS in implementing the Patient Safety Response Framework (PSIRF).

Providing dynamic, senior leadership, visibility and expert support to patient safety work across Health and Community Services (HCS)

Expertise in patient safety processes, including a systems-based approach to investigations, project management processes, improvement methodology and human factors

An effective patient safety ambassador, be credible and knowledgeable with the confidence and interpersonal skills to work with clinical, managerial and support staff at all levels across the organisation and with partner organisations in building a patient safety culture.

Job specific outcomes

1. Set the strategic programme for patient safety developing the patient safety strategy and leading on the development of a patient safety culture and safety systems across Health and Community Services in collaboration with other directorates and partner organisations. Network to share good practice and learn from each other.
2. Lead, and directly support patient safety improvement activity and ensure that systems thinking, human factors understanding and just culture principles are embedded in all patient safety processes.
3. Be responsible for the monitoring the enterprise risk management processes within the organisation. This will include monitoring HCS's risk register

4. The post holder will ensure all enterprise risk and patient safety management systems, strategies and policies are in place to comply with regulation, law and governance arrangements. This includes monitoring the outcomes and actions required following internal audit and quality visits/ inspections to services.
5. The post holder will investigate and advise on very complex enterprise risk management and organisational development issues which promotes the trust compliance and reputation as a high performing mental health and community health provider organisation
6. The post holder will provide leadership and management of all aspects of patient safety events and enterprise risk management within HCS.
7. Act as specialist advisor providing expertise on patient's safety. Build a combination of subject matter expertise and technical skill to develop strong service delivery
8. Be able to influence and have direct access to their executive/leadership team to escalate immediate risks or issues
9. Be responsible for the effective leadership and management of the Patient Safety team and be capable of demonstrating high levels of best practice to ensure compliance with all relevant legislation.
10. Provide support to conduct complicated or aggregate RCAs in order to provide robust investigations, critically appraise SI investigations to ensure safety solutions are identified.
11. Appropriately interpret complex conflicting expert opinion relating to complex clinical care
12. Prepare and present regular reports to HCS Assurance Committees and other committees, Executive Teams and other meeting including trend analysis thematic reviews with a focus on learning and make recommendations for onward improvement and assurance
13. Lead the independent investigation process to highly sensitive patient safety investigations, liaising with key stakeholders (e.g. investigation organisations, commissioned investigators) to ensure transparency is maintained and the legal proceedings adhered to. Be responsible for making a judgement regarding complex conflicting expert opinion and make the final decision regarding patient safety investigations.
14. Represent HCS at a national level contributing to the development of national policy regarding patient safety as commiserate with the role
15. Provide specialist advice for staff of all levels within HCS in the interpretation and implementation of national policy with regard to patient safety and investigations. Provide

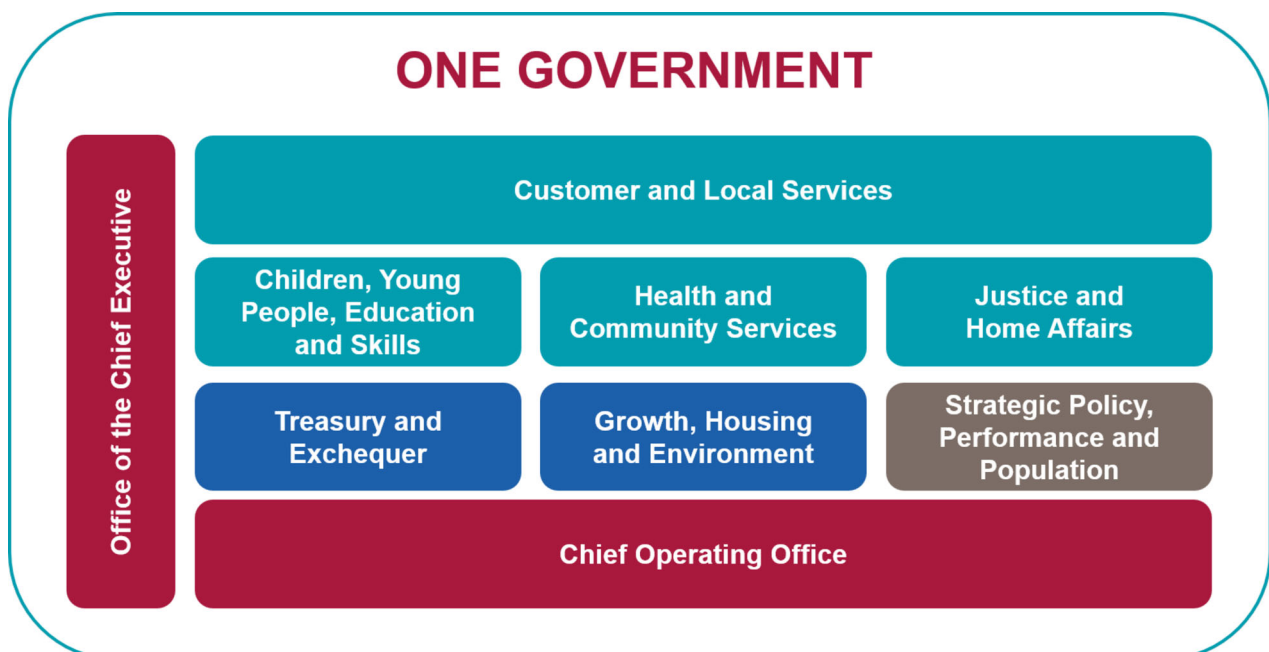
specialist advice on patient safety tools and techniques such as RCA, aggregate investigations, failure mode effect analysis and safety culture to all levels of staff

16. Implement systems which facilitate the sharing of good practice across HCS and implement a local system of sharing which will contribute to learning
17. Work with lead officers as required to agree project scopes, priorities, deliverables, added value and resource implications, making recommendations and influencing appropriate budget management.
18. Ensure the development of proactive and effective communications and involvement mechanisms for patients, carers, the public and staff
19. Provide direction and support to project groups, developing solutions and acting as a catalyst for change, ensuring that solutions and outcomes are based upon recognised best practice and innovation.
20. Deputise for the Director of Quality & Safety

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>MSc level qualification or demonstrable equivalent experience working at a senior level in specialist area.</p> <p>Professional nursing qualification and current registration with the Nursing and Midwifery Council (NMC) or professional qualification with registration with the appropriate body. Such as the Health and Care Professions Council (HCPC)</p> <p>Evidence of continued professional development to support the delivery of a senior leadership role</p> <p>Patient Safety Training/Qualification</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Have significant knowledge of national and local patient safety policy and strategy and driving improvements for the safety of patients have proven and</p> <p>Significant leadership experience</p>	<p>Knowledge of safeguarding and the legal duties expected of NHS organisations</p>

	<p>Be willing and committed to developing expertise in all aspects of patient safety science, such as human factors, systems thinking, investigation, quality improvement, change management, prospective and reactive risk analysis and management, error theory and just culture</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Highly developed analytical skills including the ability to interrogate quantitative and qualitative data sources. (including patient safety incident data, administrative data, mortality data)</p> <p>Ability to think strategically and develop innovative and workable solutions to complex problems.</p> <p>Ability to interpret national advice, guidance and requirements and advise their organisation on how these should be implemented</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Proven ability to develop and communicate a long-term vision for patient safety and convert that into plans, objectives and deliverables for their organisation</p> <p>Develop and maintain strong relationships across an organisation. Expert communication skills and ability to provide and effectively communicate</p>	

	complex, sensitive and contentious information	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>5 years post qualifying experience</p> <p>Have worked in a patient safety-related role for at least two years, with an understanding of the principles that underpin approaches to improving patient safety in health systems</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1-3 core accountabilities attributes and behaviour indicators.