

Job Description

POST TITLE:	Director of Governance
DEPARTMENT /UNIT /WARD:	Trust Board
LINE MANAGER/ RESPONSIBLE TO:	Chief Executive
ACCOUNTABLE:	Chief Executive and Chairman
BAND:	VSM Pay
HOURS:	Full Time

JOB SUMMARY:

An Executive Director of the Trust with Board level responsibility for leadership with respect to good integrated governance and to maintain the highest standards of prudence, propriety and regularity. The Director of Governance will ensure that the Trust complies with its constitution, relevant legislation, statutory duties and requirements issued by the Regulator and ensure that the Trust has in place sound, integrated corporate governance policies, procedures and structures to ensure high quality care delivered through a patient focus. The post holder will have joint responsibility with the Chief Nurse and Medical Director for Clinical and Quality Governance systems and will contribute to the strategic leadership and direction of the Trust. All Directors are also expected to work as part of a cohesive executive team and take lead responsibility for strategic and corporate issues outside their specialist sphere of responsibility

QEHL Profile

Securing Foundation Trust status in 2011, The Queen Elizabeth Hospital is an established 432 bed general hospital providing healthcare services to West and North Norfolk in addition to parts of Breckland, Cambridgeshire and South Lincolnshire.

We provide a comprehensive range of specialist, acute, obstetrics and community-based services. Treatment of cancer patients is amongst the best in the country, our Macmillan Centre provides palliative care for patients with cancer and other chronic illnesses, and we have a 'Charter Mark' award-winning Day Surgery center and a nationally recognised Radiology Department that is one of only five units to have achieved the Imaging Standards Accreditation Scheme status. The Trust also works in partnership with Bourne Hall to bring IVF and Fertility treatment locally.

Although the main hospital complex is on the outskirts of King's Lynn, Norfolk, the Trust is committed to providing care closer to our patients' homes with some specialist services and

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clinics provided in community facilities such as the North Cambridgeshire hospital in Wisbech, Fakenham Medical Centre, Swaffham Community hospital and St Georges Medical Centre in Littleport.

Our catchment area covers the towns of King's Lynn, Wisbech, Hunstanton, Downham Market and Swaffham, with the remainder of the population in villages and hamlets across an area of more than 750 square miles.

The population of this area is approximately 331,000 people.

Our population profile includes a high proportion of older residents, since this is a popular coastal retirement area. However, new housing developments in recent years have seen large population growth in towns such as Downham Market, principally of families with children.

The hospital receives over 220,000 patient visits (inpatient admissions or outpatient appointments) a year, and carries out approximately 18,800 operations each year.

Our Corporate Objectives are aligned to delivering high quality, patient centred, integrated care for our community, and our commitment is to:

- Provide care that is safe and supported
- Give our patients the best possible outcomes - involving and explaining effectively
- Provide a patient experience we can be proud of
- Sustain safe births and supported childhoods
- Strengthen our community's wellbeing throughout life
- Support our patients to age with dignity
- Optimise our use of resources
- Recruit and retain high calibre staff - and develop potential
- Innovate and harness technologies

Trust Values and Expected Behaviours

Our staff, patients and parents have developed a set of values: Better Together @ Team QEH. These are the values that should characterise all that we do, and our behaviours with our patients and families and each other. Our values are that we:

- We Act
- We Listen

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- We Care

These values are extremely important to us and we expect everyone who works at QEHL in any capacity, including employees, bank staff, contractors, agency staff, people who hold honorary contracts, students and volunteers to share and uphold our values. Each value is underpinned by behavioural standards and employees will be expected to display these behaviours at all times.

The Trust also expects that everyone who works here shall act in such a manner as to justify public trust and confidence and to uphold and enhance the good standing and reputation of Queen Elizabeth Hospital Kings Lynn NHS Foundation Trust. Individuals must therefore at all times carry out their duties with due regard to the Trust's Equality at Work Policy.



Remit:

- Corporate Governance: including risk management and the Board Assurance Framework.
- Clinical Governance: including quality improvement, assurance, learning and audit
- Quality Improvement Team;
- Assurance and Regulatory Compliance: including clinical audit, internal assurance functions;
- Legal Services: including claims, inquests, and all legal services;
- Trust Board: including the Office of the Chairman;
- Trust Secretariat: including the Membership database and engagement.

Key Working Relationships

Internal:

- Chairman, Chief Executive, Executive and Non-Executive Directors
- Governors

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- Senior Information Risk Owner
- Divisional Leadership Teams and Corporate Directorates
- Senior Managers
- Senior Medical Staff
- All Trust staff
- Foundation Trust members

External:

- Members of the public (including patients, relatives and carers)
- Formal representatives of the voice of patients and public
- Healthwatch
- Volunteers
- NHS England / Improvement
- Care Quality Commission
- HEE
- Commissioners
- STP/ICS partners
- Norwich & Waveney Health economy
- Department of Health & Social Care
- Health Scrutiny Committee
- Local Authorities
- Local Workforce Advisory Board
- Educational Establishments
- Trust's legal representatives
- Legal representatives of patients and staff
- NHS Resolution (formerly NHSLA)
- Coroners
- External and Internal Auditors (including Counter Fraud Services)
- Police
- Media representatives
- Members of Parliament
- Other external statutory and corporate entities, as and when required

Main Duties and Responsibilities

Corporate Governance

- To ensure that the Trust has effective arrangements in place to maintain high standards of corporate governance, continuously improving in line with new requirements and best practice.
- Facilitate good information flow throughout the Trust.
- Ensure the Trust has robust systems in place for the identification and management of risks and incidents.
- Develop the Risk Management Strategy for the Trust and monitor its implementation.
- Lead development, review, ratification and implementation of proposed changes to the Trust's constitution, standing orders and standing financial instructions, as and when required.

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Clinical Governance

- Work closely with the Medical Director and Chief Nurse providing a healthy challenge/tension between monitoring and delivery of high quality clinical care.
- Work closely with Clinical and Non-Clinical teams for improvement on key performance indicators, design processes for new initiatives, services and other identified targets.
- Serve as an internal consultant to administration staff and clinicians in the areas of regulatory, process improvement, performance monitoring, and statistical analysis.
- Assist in the establishment of operational performance measurements and the monitoring of trends in key performance indicators to evaluate effectiveness, reliability, efficiency, etc. using available information systems data. Where other data is necessary but not readily available, design and implement appropriate data collection. Use data from appropriate external sources, including comparative databases.
- Manage performance improvement projects, flow and alignment to assure milestones and key performance indicators are met within defined parameters.

Assurance and Compliance

- Develop effective assurance processes throughout the Trust including a robust clinical audit framework.
- Ensure the Trust is compliant with the NHSE/I regulatory requirements.
- Work with senior colleagues to support the preparation of the Annual Report, Annual Accounts with specific responsibility for the Annual Governance Statement.
- Interpret new guidance, policies and procedures and report recommendations to ensure the Trust is compliant where it relates to corporate governance
- To ensure that the Trust has effective arrangements in place for the creation, ratification, promulgation and review of all Trust policies and Trust-wide procedures.

Legal Services

- To ensure that the Trust has efficient, effective and economic access to all necessary legal services, including managing the relationship with the Trust's appointed lawyers
- To act as the Trust's lead officer on all legal matters concerning clinical, and non-clinical, claims management and coroner's inquests, ensuring all appropriate paperwork and preparation, including members of staff, is in place
- Commission and provide briefings for external legal advice, where necessary, to ensure the efficient and effective resolution of legal, constitutional and proper conduct issues.

Trust Board

- To establish and monitor all corporate governance arrangements to ensure the Trust is compliant with all relevant legislation and all aspects of the corporate governance framework, including ensuring the Board is fully informed on these matters.
- Support the Chair and the wider Board, acting as principal advisor and confidential sounding board to ensure that the corporate affairs of the Trust are undertaken to the highest standards of probity and in line with statutory and legislative requirements.
- To act as a primary point of contact and source of advice and guidance for, particularly, Non-Executive Directors as regards the Trust and its activities in order to support the decision making process, including induction and ongoing communication for the NEDs.

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- Act as lead support for the effective functioning of the sub-committees of the Trust Board, including ensuring appropriate constitution and development of Terms of Reference.
- Lead the identification, development and implementation of new systems to streamline the work of the Trust Board and its sub-committees and ensure they continue.
- In conjunction with the Chairman and the Chief Executive Officer, establish arrangements for the evaluation for the effectiveness of the Trust Board and Committees

Secretariat

- Facilitate the smooth operation of the Trust formal decision making and reporting machinery.
- To ensure provide full secretarial support, advice and follow up action for the Trust Board and committees.
- To ensure the effective and secure arrangements for the custody and application of the Trust's seal.
- To establish and maintain Registers of Interests declared by Governors, Board Members and staff in accordance with the Trust's Conflict of Interest Policy.

Management and Leadership Responsibilities

- Manage and actively promote relationships with key stakeholders.
- To lead and motivate the wider Governance Team. This includes ensuring that all team members have annual appraisals and also the appropriate training and development to support them in undertaking their roles, including mandatory training.
- To undertake other general duties and attend and contribute to other meetings of the Trust commensurate with own responsibilities, with membership of the Chief Executives Leadership Team and as a direct report to the Chief Executive.
- As an Information Asset Owner, to be directly accountable to the Senior Information Risk Owner and provide assurance that information risk is being managed effectively in respect of the information assets within the directorate.
- Budgetary responsibility - £XX; XX WTE staff
- Participate in the executive on call rota

Governance and statutory requirements

The post holder is expected to comply with the governance arrangements and policies and procedures of the organisation, available on the Trust intranet site.

Equal Opportunities and Diversity

The Trust has an absolute commitment to equal opportunities based on sound management practice, respect for the individual and legislative compliance. The post-holder must at all times carry out his/her responsibilities with regard to the Trust's Equal Opportunities Policy.

Health and Safety & Risk management

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Employees must be aware of the responsibilities placed upon them under the Health and Safety Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees.

Employees must wear personal protective equipment where provided.

All employees are expected to comply fully with the Trust and Departmental fire policies and procedures to meet their responsibilities in relation to fire safety. All staff are also expected to maintain safe infection control practices at all times.

All employees are responsible for reporting any accidents, untoward occurrences and potential hazards to their Head of Department even when no injury or property damage has resulted.

Infection control

All staff have a responsibility to contribute to the reduction of healthcare acquired infection by the adherence to best practice.

Staff are expected to comply with hand hygiene guidelines and ensure all equipment used for patient care is clean and fit for purpose.

Staff are requested to report any environmental concerns regarding breach of infection prevention guidelines to their line manager.

Information Governance

Confidentiality is both a moral and contractual obligation and applies both inside and outside of work. Any matters of a confidential nature, and in particular any information relating to patients, individual staff records and details of contract prices and terms must, under no circumstances, be divulged or passed to any unauthorised persons at any time during your employment or afterwards. All notes, emails, records and other documents, regardless of medium, are and shall remain the property of the Trust and shall be handed over by you to the Trust from time to time on demand and, in any event, upon termination of your employment. All assets issued to you (such as identity card, car parking pass, equipment, office keys etc) must be surrendered to the Trust upon termination of your employment and, where applicable, on change of employment within the Trust.

As a user of information you must be aware of your responsibilities, both legal and other, and comply with all policies and procedures issued by the Trust and associated NHS Codes of Conduct and work within the principles outlined in the information governance framework. This includes information security (including encryption and, where applicable, home working and remote access), records management and information quality responsibilities.

Under the common law duty of confidentiality, you may be personally liable in a court of law for unauthorised disclosure of personal data. In addition, the wilful or negligent disclosure of confidential information or disregard for the Trust's information governance framework would be a breach of the disciplinary rules and could result in summary

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dismissal. Should you breach this clause after your employment has ended, the Trust may take legal action against you.

Safeguarding Children/ Vulnerable Adults

All Staff within the Trust share a commitment to safeguard and promote a Child's or Vulnerable Adult's wellbeing. As an organisation we need to ensure that all staff who come into contact with Children or Vulnerable Adults in their daily activities or provide services to adults with Children or Vulnerable Adults receives mandatory safeguarding training which is appropriate to their role. In addition to this you will be expected to work in accordance with the policies and procedures relating to Safeguarding Children or Vulnerable Adults that have been agreed by the Trust.

This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.

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PERSON SPECIFICATION

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GRADE VSM

	Essential Criteria	Desirable Criteria
Education/ Qualifications	<p>Educated to Master's degree level or equivalent</p> <p>Evidence of continuing professional development.</p>	<p>Professional membership such as Institute of Company Secretaries (ICSA) qualification or willingness to undertake</p>
Experience	<p>Significant experience of Company Secretary or similar senior management leadership in health services.</p> <p>Proven leadership in developing and implementing robust risk management frameworks.</p> <p>Proven leadership in developing strategy.</p> <p>Proven high level leadership skills in a health sector</p> <p>Experience of working across organisational boundaries and developing productive partnership arrangements.</p> <p>Demonstrate achievement of successfully introducing and managing change</p> <p>Good understanding of the key issues facing the Trust, wider health economy and the NHS</p> <p>Evidence of successful contribution to patient service improvement.</p> <p>Proven high level leadership</p>	<p>Successful involvement in service reconfiguration.</p>

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	<p>skills.</p> <p>Budgetary management responsibility.</p>	
<p>Skills/Ability</p>	<p>A clear commitment to delivering patient focused services.</p> <p>Team builder, able to delegate</p> <p>Able to build managerial and clinical credibility quickly.</p> <p>Confident, professional approach</p> <p>Evidence of innovative and creative strategic thinking ability</p> <p>Ability to manage conflicting priorities, work to pressure and meet deadlines</p> <p>Analyse complex information and make complex, informed decisions</p> <p>Demonstrate empathy with patients and carers and the ability to involve them in decisions</p> <p>Demonstrate personal resilience, confidence and self-belief</p> <p>High level of self-awareness including impact on others</p> <p>Excellent written and verbal communication skills</p> <p>Highly developed negotiating and influencing skills</p> <p>Ability to assess risks and successfully address them</p> <p>Credibility and integrity across all professional groups</p> <p>Demonstrate commitment to trust leadership behaviours and</p>	

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