

1. JOB IDENTIFICATION

Job Title: Risk Co-Ordinator

Department(s): Patient Safety and Improvement

Job Holder Reference: ADMIN026CG

No of Job Holders: 1

2. JOB PURPOSE

To co-ordinate implementation of NHS Dumfries and Galloway's Risk Strategy to ensure areas of risk are identified, assessed and managed.

This will include:

- Risk Registers
- Adverse Event reporting system
- Safety Action Notices
- Co-ordination of the adverse event reporting and learning process'
- Facilitating the interface between staff and the electronic adverse event reporting and risk management systems
- Co-ordination of the investigation of adverse events ensuring Risk Management processes comply with current Data Protection legislation
- Ensuring that learning from adverse events and risks are shared and communicated across Directorates
- Providing regular management reports.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The Patient Safety and Improvement Team is an organisational Quality Management, advisory and support service which provides specialised expertise and skills to allow health and care staff at

to evaluate and improve their own practice to improve the quality (safety, effectiveness and person centeredness) of service to patients and their families across Dumfries and Galloway.

NHS Dumfries and Galloway serve a population of around 147000 and employs around 4700 staff.

The postholder will line manage, and be supported in their role by, a Risk Project Officer.

The post holder will be involved at all levels, and across all specialties, within NHS Dumfries and Galloway – working closely with local risk, safety and improvement facilitators.

The post holder will report to the Risk Manager.

The postholder will liaise with external agencies, e.g. Healthcare Improvement Scotland, NHS Education, Scottish Ambulance Service, and Scottish Healthcare Supplies.

The post holder will support the Risk Manager in undertaking monitoring and development of the:

- Adverse Event Reporting and Learning system and processes
- Risk Register system and processes
- Safety Action Notice system and processes
- Data Dashboards

5. MAIN DUTIES/RESPONSIBILITIES

1. To co-ordinate the implementation of the Risk Management Strategy and the Risk Management Workplan under the direction of Risk Manager
2. To provide support and direction to professional and other groups in the effective application of risk management
3. To support the ongoing development, implementation and monitoring of Tactical and Operational Risk Registers
4. To support delivery of Risk Management and Adverse Event education and training programmes that equip staff to identify, analyse and manage risk in line with NHS Dumfries and Galloway's Risk Management Strategy and Adverse Event Framework.
5. To coordinate management and exception reports to Directorate Management Teams/ Governance Committees
6. To oversee adverse event reporting and learning system, ensuring that adverse events are escalated, investigated and acted on appropriately
7. To quality assure Risk Register, Adverse Event and Safety Action Notice systems
8. To support investigation of serious incidents
9. On occasions, to deputise for Risk Manager
10. To oversee Risk Management system software upgrades, considering impact on existing operational procedures
11. To assist in developing the systems and processes for learning and sharing information from adverse events and near-misses
12. To coordinate reports to internal and external agencies in line with policy, procedure and legislation

6. SYSTEMS AND EQUIPMENT

Equipment:

- Laptop, PC
- Telephone, voicemail
- Multimedia projectors
- Audio-visual equipment
- Fire equipment

Systems:

The postholder will contribute to the development and ongoing corporate management of our Risk Management system supporting clinical and management teams. The software system comprises both the main application and the use of fully integrated, web enabled and customisable, suite of Risk Management functions, including:

- Adverse Event reporting and management
- risk management (Risk Registers)
- Data Dashboard
- legal claims
- complaints

There will be daily use of:

- Risk Management Software – the postholder will have an in-depth knowledge of the electronic Risk Management system and be able to undertake most of the required system tasks and updates with the support of the IT Department
- E-mail, Intranet and Internet systems
- Microsoft Office suite
- Mobile communication systems

7. DECISIONS AND JUDGEMENTS

The postholder will work within an agreed workplan with freedom to act to achieve agreed objectives which ensure the requirements of the Risk Management Workplan is met.

To do this, the postholder is required to anticipate and manage problems independently, using initiative and sound judgement with regard to issues/concerns which need to be escalated quickly.

The postholder reports directly to the Risk Manager, who will undertake review of performance through the agreement of performance objectives and individual performance appraisal.

The postholder will determine and arrange appropriate levels of system access on behalf of the organisation.

The postholder will be accountable for professional practice and conduct in accordance with professional and/or regulatory body.

8. COMMUNICATIONS AND RELATIONSHIPS

The significant working relationships for the postholder are with:

Internal:

- Local Quality Improvement and Risk Groups
- Senior Managers
- General Managers/Service Heads
- Health and Safety Adviser
- Patient Safety Group

Risk Oversight Group

External:

- Healthcare Improvement Scotland
- Scottish Ambulance Service
- Risk Management System supplier.

The post holder is required to regularly communicate and influence a range of senior clinical and non clinical staff, thus requiring a range of skills including motivation, negotiation, persuasion, diplomacy and empathy.

Excellent written communication skills are required to engage with all staff in promoting delivery of the Safety, Improvement and Risk Management agenda.

The postholder is expected to have strong presentation skills and be able to express a view convincingly and coherently, both verbally and in writing.

Communication will be undertaken by telephone, e-mail, written communication, presentation and face to face conversation.

The post holder will be required to receive, process and provide highly complex information which may be of a difficult or emotive nature ensuring co-operation, agreement and improvement in understanding.

The postholder will require to work with groups of people who may not be IT literate, ensuring their co-operation and inclusion in an IT based system.

9. PHYSICAL DEMANDS OF THE JOB

Physical:

- Infrequent travel across (and occasionally outwith) Dumfries and Galloway

Mental:

- Unpredictable work pattern, requiring frequent re-prioritisation
- Deadlines to meet
- Balancing and prioritising requests from different staff groups

- Frequent concentration for risk analysis, writing reports, root cause analysis, case note reviews, where accuracy is required
- High level of literacy and numeracy
- Balancing a varied and complex workload

Emotional:

- Access to confidential patient and staff information (e.g. incident investigation and analysis)
- Support of staff who may have been involved in an adverse event
- Daily exposure to adverse events can be distressing

Environmental Factors:

- Working at computer for long periods of time
- Frequently office based with considerable keyboard/computer use and sitting in a restricted position at a workstation
- Frequent requirement for prolonged concentration

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Having the technical knowledge of the Risk Management system to manage daily running and development of the system.

Facilitating compliance with the Organisation's Policy for reporting, managing and learning from Adverse Events – addressing issues of underreporting and defensive responses to adverse event investigation (promoting a culture of learning and improvement)

Assisting in the investigation of significant or complex adverse events.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBEssential:*Knowledge of:*

- Just Culture
- Risk Management, including Risk Assessment, Root Cause Analysis and Action Planning
- Risk Management systems
- data collection and collation methods
- interpretation of data and understanding trend analysis
- Strategy implementation
- Corporate objectives
- Improvement Methodology
- Human Factors & Ergonomics

Qualifications:

- first level degree

- relevant post-graduate qualifications appropriate to the post

Training:

- Risk Management
- Adverse Event Investigation

Experience:

- large, diverse organisation
- implementing Risk Management processes
- developing and delivering training
- Improvement

Attributes:

- good communication skills (both written and verbal)
- effective time manager
- excellent organisational skills
- problem solver

Desirable:

Knowledge of:

- NHS function and structure
- Improvement Methodology

Qualifications:

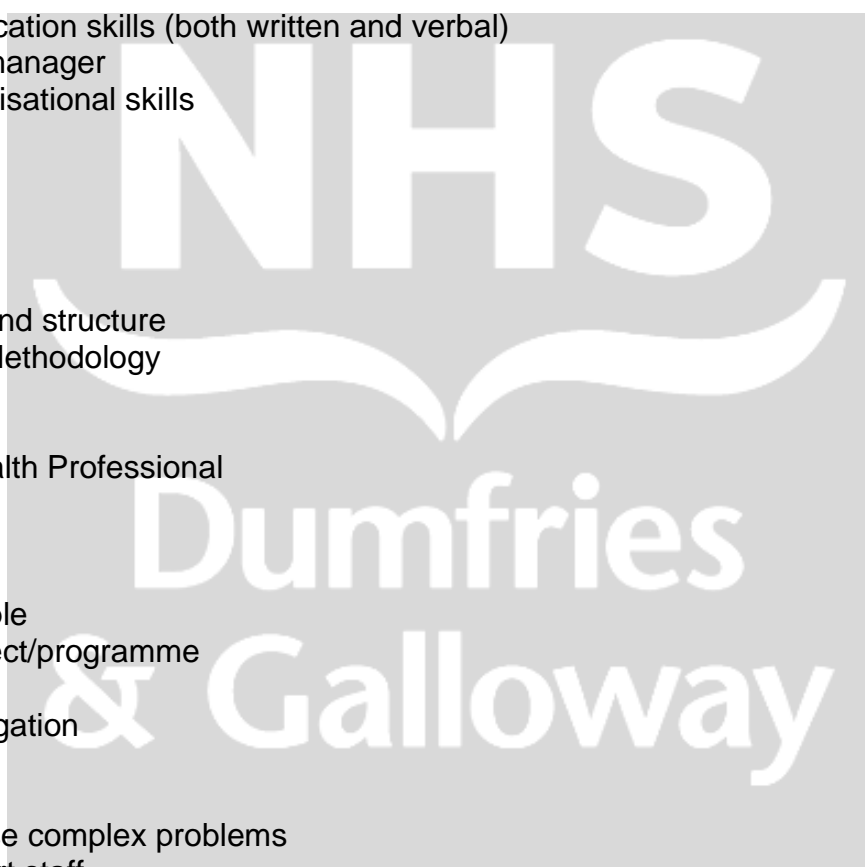
- Registered Health Professional

Experience:

- NHS
- managing people
- managing project/programme
- report writing
- incident investigation

Attributes:

- ability to analyse complex problems
- ability to support staff
- negotiation and influencing skills



12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Director Signature:

Date:



Person Specification

Risk Co-Ordinator

Essential	Desirable
<p>Qualifications:</p> <ul style="list-style-type: none"> • Educated to degree level • Relevant qualifications appropriate to the post 	<ul style="list-style-type: none"> • Registered Health Professional • Degree/Masters level qualification in Management/Risk Management Improvement Service
<p>Experience:</p> <ul style="list-style-type: none"> • Large, diverse organisation • Implementing Risk Management processes • Developing and delivering training 	<ul style="list-style-type: none"> • NHS • Managing project/programme • Report writing • Incident Investigation
<p>Knowledge:</p> <ul style="list-style-type: none"> • Risk coordination, including Risk Assessment, Root Cause Analysis and Action Planning • Risk Management Systems • Data Collection and collation methods • Interpretation of data and understanding trend analysis • Strategy formation and implementation across a diverse organisation • Corporate objectives 	<ul style="list-style-type: none"> • NHS Function and structure • Improvement methodology • Risk Management Information Systems • Human Factors Framework
<p>Skills:</p> <ul style="list-style-type: none"> • Good communication skills (both written and verbal) • Effective time manager • Excellent organisation skills • Problem solver 	<ul style="list-style-type: none"> • Ability to analyse complex problems • Ability to support staff • Negotiation and influencing skills

<p>Personal characteristics:</p> <ul style="list-style-type: none">• Team Player• Excellent communicator• Ability to perform under pressure• Demonstrates leadership behaviours	
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