#### **JOB DESCRIPTION**

|  |
| --- |
| JOB IDENTIFICATION |
|  Job Title: **Senior** **Risk Management Advisor**Responsible to (insert job title): **Risk Team Lead**Department(s): **Risk Management Department**Directorate: **Medical Directorate** Operating Division: **NHS Ayrshire & Arran**Job Reference:No of Job Holders:  **1**Last Update (insert date): **February 2024** (organisation structure only)   |
| 2. JOB PURPOSE |
| To support the Risk Team Lead and the Risk Manager to manage the day-to-day coordination of risk management activity within NHS Ayrshire & Arran. This will include providing specialist advice, expertise and support for directors and specialist leads, who have the responsibility for ensuring that risk is identified, mitigated and managed robustly throughout their individual Directorate to ensure delivery of the Organisation’s risk management and patient safety objectives.Responsible for direct line management of the Risk Management Team staff including work allocation, personal development reviews and compliance with organisational policies. To lead on improvements of specific risk management activities including the electronic Risk Management System (DATIX) to ensure that it is fit for purpose and for any new initiatives required to further enhance the organisation’s Risk Management Function, supporting compliance with the Organisations governance obligations and risk management processes. |
| **3. DIMENSIONS** |
| NHS Ayrshire & Arran serves a population of around 376,000 people and employs around 10,500 staff. The Board provides a full range of primary and secondary clinical services covering the mainland of Ayrshire and the islands of Arran and Cumbrae and three Local Authority areas i.e. North, South and East Ayrshire.NHS Ayrshire & Arran is currently undergoing a major reorganisation in line with the Scottish Governments 2020 vision of the integration of health and social care services; and now operates on a single system basis within a number of hospital and health care settings within the geographical boundaries. In addition, there are three Community Health Partnerships managing local and community services and a mental Health Partnership covering the whole area. Clinical services are supported by a range of Corporate services which includes Planning, Finance, HR, Public Health, Communications and eHealth & Knowledge Management.The postholder will directly line manage 4.6 wte staff. |
| 4. ORGANISATION POSITION |
|  |
| 5. ROLE OF DEPARTMENT |
| As a key governance function the role of the Risk Management Department is to embed risk management processes wherever possible into the organisation’s existing philosophy, practices and business processes to deliver quality improvement in relation to patient and staff safety and organisation learning.To lead the Board’s risk management function, working with Directors to ensure comprehensive, integrated and effective risk management processes within the Board and to ensure that adverse events and risks are appropriately identified, mitigated and reported on an ongoing, real time basis. |
| 6. KEY RESULT AREAS |
|  ***Line Management Responsibilities**** Responsible for the day to day management of the Risk Management Team staff including work allocation and supporting procedural documents.
* To support and develop staff including performance appraisal, personal development planning and objective setting of self and team while ensuring that any identified training needs are met.
* When required be involved in the recruitment and selection of staff.
* Deputise in the absence of the Risk Team Lead and the Risk Manager.

***Risk Management Responsibilities**** Contribute to the development and implementation of the risk management improvement plan which reflects all activities required to meet corporate objectives in relation to risk management.
* Effectively communicate with a range of people to provide expert advice, support and guidance to service / directorate senior management teams and lead clinicians within NHS Ayrshire & Arran in relation to risk management activity and specifically to ensure that adverse events and risks are appropriately identified, mitigated and reported on an ongoing, real time basis.
* Work closely with others i.e. complaints, claims, health & safety, finance and other clinical specialist advisors, in identifying and reporting on broader issues of risk, its assessment and management, identifying risk issues, contributing to and monitoring compliance of action plans.
* Ensure a robust programme of education to support the reduction of the organisation’s exposure to risk by ensuring that managers and clinicians are enabled to adopt a systematic approach to the reporting, analysis, evaluation and minimisation of adverse events and risks.
* Ensure a robust and rigorous process for the management of shared learning to support a reflective learning culture across the Organisation
* Ensure a programme of quality assurance of all risk support activities, which includes detailed evaluation and audit methodology utilisation particularly in relation to reduction of harm and increase in quality of service by developing, monitoring and evaluating key performance indicators.
* Ensure there is a rolling programme of high level performance reports related to risk management required to provide assurance to the NHS Board are Committee ready and demonstrate an evidence based and transparent process in relation to decision making.
* Ensure a robust and rigorous process for the management of external and internal Safety Alert notices.
* Support the review and interpretation of national policy related to risk management and ensure implementation of actions are aligned with the Risk Management Strategy and Improvement Plan.
* In conjunction with the Risk Team Lead and Risk Manager, lead on the design and co-ordination of external assessments, reviews or inspections associated with risk management.
* To participate and contribute in significant adverse event reviews as required and support external inquiry investigations e.g. Fatal Accident Inquiry and as required act as representative on other external and internal committees convened to consider risk management issues at local and national level.
* Lead the continuous review and improvement of the electronic Risk Management Reporting System to ensure it remains fit for purpose through regular assessment and evaluation. This includes engagement and consultation of key stakeholders.
* Responsible for ensuring the integrity and security of the electronic Risk Management Reporting System is maintained in line with Caldicott and Information Governance principles.
* Lead and manage an efficient and professional front office service for all modules to all users of the Organisation.
* Ensure that information resources contained in the Risk Management intranet pages and that the risk register on the organisations public website are accurate and kept up to date
 |

|  |
| --- |
| 7a. EQUIPMENT AND MACHINERY |
| The postholder is expected to use the full range of IT Office Systems and Equipment for long periods of time including:* Microsoft Word , Excel, Access and Powerpoint and NHS Net;
* Internet and Intranet including developing and maintaining web pages;
* E-Health technology where appropriate; and
* Standard range of Office Equipment is used including Video Conferencing, Projection Equipment.

The postholder will collate and analyse specific information from a diverse range of information sources across the organisation. This information will exist in a variety of forms and the postholder will be responsible for consolidating this into a standard format and utilising the outputs to report on performance. |
| **7b. SYSTEMS** |
| * Full range of information technology.
* Assist with setting up systems for measuring improvement.
* Collection of data with a view to inputting this on databases, producing monthly reports, analysis, evaluation and feedback of information.
* Maintaining e-manager records in relation to staff managed by this postholder.
 |

|  |
| --- |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| The postholder will be allocated work by the Risk Team Lead and be directed by the organisation’s Risk, Quality Improvement and Governance agenda. However the post holder will operate with a high degree of autonomy in carrying out his/her duties and will be responsible for the generation and prioritisation of their own workload within these parameters. They will have significant authority to determine how objectives should be met. Annual objectives will be agreed and formally reviewed with the Risk Team Lead. Work will be reviewed on an informal basis at regular intervals throughout the year. |

|  |
| --- |
| **9. DECISIONS AND JUDGEMENTS** |
| * The postholder is required to work on their own initiative within the context of agreed objectives.
* The postholder must be able to balance priorities and manage the complexities/diversities of the role and competing demands within tight timescales whilst driving forward initiatives.
* The postholder will be expected to use their experience and specialised knowledge when making decisions.
* Using own initiative to identify and address potential problems and challenges before and as they arise, utilising professional knowledge and skills.
* The postholder must be able to analyse and take judgements about communicating the results of the programme.
* The postholder is expected to use their own judgement on how to solve multi-stranded and complex business, change management or operational problems.
* Planning and prioritising the workload of the Risk Management Team and will be the responsible line manager.
* Advising all relevant staff on the approach required for the development and approval of risk management activities.
 |

|  |
| --- |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Changing culture and achieving objectives in an environment where healthcare staff feel highly pressurised in delivering care and meeting existing performance targets.
* Negotiating, motivating and working through others to deliver results often when there may be resistance, apathy or lack of capability and/or capacity for change.
* Effective development and implementation of the risk management activity within NHS Ayrshire and Arran. To deliver change in the way that risk is reflected across internal systems to support the delivery of safe, effective and person centred healthcare.
* Building effective relationships and networks and working collaboratively with all teams across NHS Ayrshire and Arran.
* Delivery of challenging targets to timescales.
* Approving and prioritising all work streams and functions.
* Achieving and maintaining credibility with clinicians, managers and others especially when advocating different ways of working including solutions which don’t include “more of the same”.
* Communicating, influencing and collaborating with a diverse range of colleagues, partners, patients and the public.
* Making and building connections (often not obvious to colleagues, partners, patients and public) to deliver programme objectives and sustainable solutions.
* Maintaining commitment and positive professional relationships in an often hostile climate linked to change.
 |

|  |
| --- |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Excellent communication skills, both verbal and written, with the ability to communicate confidently and effectively at all levels, both internal and external to the NHS, and also with patients and the public, are essential to the success of the post.
* Communicate closely with local and national organisations related to risk management and raise the profile of risk management on a local, national and international basis.
* Establishes and maintains good communication pathways with multidisciplinary teams over a wide geographical area.
* Communication is verbal, e.g. face to face and over the telephone, written via letters, fax, e-mail and reports, and through a variety of meetings, groups, committees, training, presentations and other interactions.
* Negotiates and communicates with NHS colleagues, external agencies e.g., Health Improvement Scotland and MHRA,to promote joint working.
* Receives confidential, highly complex, emotive and sensitive information and reports that may be embargoed for a period of time e.g. adverse event reviews.
* The post holder when dealing with staff and clinicians may use persuasive, motivational, negotiating, training or re-assurance skills.
* Communicates and encourages close working relationships with a wide range of clinical staff from different specialities and other staff members within NHS Ayrshire & Arran.
* Discuss sensitive and contentious information with staff from all levels of seniority within the NHS using negotiating, persuasive and empathetic skills being communicated to the correct departments and staff at the appropriate time.
* Ensure all team members have a real voice in relation to best practice.
* The post holder must be able to present and communicate on a range of complex information.
 |

|  |
| --- |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Demands*** Keyboard/typing proficiency
* Current driving licence
* Project management skills
* Well developed planning, organisational, communication and interpersonal skills
* Numerical, statistical and analytical skills

**Mental Demands*** Writing reports and preparing presentations for audiences of more than 30 people at local, regional and national level.
* Frequent periods of prolonged concentration due to the varied and unpredictable work pattern
* Workload is subject to a high degree of unpredictability and work will need to be adjusted accordingly

**Emotional Demands*** Emotional demands on the role arise from the need to support people through the process of change.
* Deal constructively with staff frustrations related to coping with the competing demands from this programme against demands from other programmes within NHS Ayrshire & Arran.
* Excellent communication skills over a broad scope and depth of stakeholders e.g. staff, independent contractors, patients and the public.
* Management of complex and sensitive information requires to be delivered in a tactful and diplomatic way.
 |

|  |
| --- |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Qualifications & Experience*****Essential**** Educated to degree level or equivalent demonstrable experience in Risk Management
* Evidence of relevant post registration education and specialist knowledge and skills within Risk Management
* Experience of working in NHS healthcare risk management setting preferably in a large, diverse organisation and at management level
* Line management experience and ability to demonstrate leadership and team working
* Knowledge and up to date understanding of IM&T systems and in depth knowledge of word processing, data management, analytical and presentation IM&T packages
* Strong influencer and motivator with sensitivity, diplomacy and the persuasion to assist people to achieve change. Strong relationship management.
* Excellent written and verbal communication skills
* Experience of change management
* Ability to appraise relevant literature including familiarity with the process of systematic review of research
* Knowledge of NHS organisations and structures, procedures and practices
* Ability to self-generate and prioritise own workload
* Excellent presentation skills for communicating key clinical improvement information to all NHS Ayrshire and Arran staff
* Ability to work in a rapidly changing environment
* Car driver
 |

|  |
| --- |
| **14. 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: Head of Department Signature: | Date:Date: |