



Jersey Hospice Care
your care, your choice, your time

JOB DESCRIPTION

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| Job Title: | Clinical Governance Officer |
| Reports to: | Director of Palliative Care Services |
| Department: | Clinical Management |
| Hours: | 37.5 Hours per week |
| Working Pattern: | Core hours: Monday to Friday 9am – 5pm. |
| Contract Type: | Permanent |

General

Jersey Hospice Care (JHC) is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In-Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Job Summary

Reporting to the Executive Assistant of the Director of Palliative Care Services, the Clinical Governance Officer will contribute to the smooth running of the clinical management team by providing effective coordination and administrative support in relation to the implementation of the quality agenda.

- To facilitate the gathering, analysing and presentation of clinical information and data on processes, performance and outcomes to demonstrate compliance.
- To contribute to continuous quality improvement by providing support across clinical teams.
- Support the clinical management team on projects.
- Support the clinical audit agenda collating and inputting data monitoring compliance through a scheduled programme.
- In conjunction with the Inpatient Unit Senior Nurse to co-ordinate duty rotas including study and annual leave to produce the inpatient unit four week off duty.

Job Context

The post holder will be based on the main Clarkson House site and required to work core office hours (9am – 5pm) with flexibility around work pattern to suit the needs of the business. The working pattern will be agreed between post holder and line manager. Flexibility is however required to meet the needs of the role and JHC.

Nature and Scope of Role

The accountabilities of the role will include, but are not limited to, supporting the Director of Palliative Care Services in the following areas:

1. **Quality and Governance Surveillance**
2. **Production of the Inpatient Unit Off Duty**
3. **Administration**
4. **Communication**

In addition, the post holder is required to operate in adherence to the culture pathway, vision, mission, values, behaviours and principles of JHC.

1. Quality and Governance surveillance

- With support from the Director of Palliative Care Services and the Clinical Management Team, develop systems for all aspects of JHC quality agenda, supporting the development of an effective quality and safety framework, ensuring compliance with all JHC regulatory requirements.
- To routinely collect and collate data from surveys, audits, reviews and investigations and members of the Clinical Management Team, develop, share and implement robust monitoring for improving quality and safety.
- To assist in the further development of robust systems and processes throughout JHC in relation to clinical governance and quality, which underpins safe clinical practice. The role encompasses clinical governance, clinical off duty, patient experience and clinical audit.
- To highlight any areas of concern to the Director of Palliative Care Services or to the Deputy Director of Palliative Care Services.
- Ensure appropriate reporting, investigation and management of incidents is undertaken in accordance with requirements of Jersey Care Commission.
- To coordinate action plans and responses to incidents, complaints, safeguarding concerns etc by keeping up to date records and following up outstanding actions in a timely manner.
- To coordinate quality-related papers as required for relevant committees, meetings, audits and inspections.
- Supporting the clinical management team to create a culture of continuous improvement across clinical services where systems are developed to encourage informed questioning, challenge, trend analysis and triangulation, to ensure lessons are learned and shared and that JHC changes practice in a way which has a positive effect on patient outcomes, experience, and safety.
- Working closely with the Clinical Management Team to design and implement a clinical audit programme, ensuring actions are taken in response to audit findings to enhance practice.
- Work closely with the Director of Palliative Care Executive Assistant to ensure regular data collection for key performance indicators.
- In conjunction with the Executive Assistant ensure that data is captured in a statistically significant way. Ensure data is effectively analysed, that clinical dashboards are fit for purpose and robust information is reported and acted upon.
- Ensure that the views of patients and their families are used to guide and inform the provision of services through the dissemination of feedback form questionnaires, complaints etc.

- Ensure that relevant and appropriate information, advice and support is available to all service users and stakeholders.

2. Production of the Inpatient Unit Off Duty

- In conjunction with the Inpatient Unit Senior Nurse, produce the duty roster at least 6 weeks in advance of the period to which the roster relates, using E-roster and ensuring that the roster reflects the following requirements: minimum staffing levels (number of staff) and skills mix (experience of staff required and gender) by shift and by day to ensure 24/7 cover for the unit.
- In conjunction with the Inpatient Unit Senior Nurse plan and co-ordinate duty rotas to include study and annual leave.

3. Administration

- Work independently using knowledge and judgement to administer JHC's and statutory processes within required timeframes.
- Use knowledge and initiative to solve non-routine problems and queries, referring to their manager for advice when required.
- Deal with telephone and email queries, being able to use knowledge and initiative to prioritise these and escalate where necessary.
- Update and maintain specialist record systems in line with department criteria.
- Use system's expertise to extract and analyse a range of data. Produce routine and ad hoc reports for the team, to support audit and management reporting.
- Provide administrative support to the clinical management team. This will involve analysing information to resolve diary conflicts, reviewing/proof reading letters and reports, advising on changes and amendments prior to dispatch, as required.
- Provide administrative support for meetings across clinical services. This will involve taking, transcribing, disseminating and storage of formal minutes.
- Collate, analyse and disseminate learning from incidents, complaints across clinical teams.
- Manage the office and IT systems to provide an efficient administration service to the clinical management team and ensure best use of staff time and resources for the benefit of patients / clients.
- Maintain up to date knowledge of changing procedures and guidelines. Review processes and contribute to development and implementation of new / improved systems where possible to improve efficiency.
- Undertake training as required in line with the development of the role.
- To provide support to the Director of Palliative Care Services and Clinical Trustees with the development of the Corporate Governance function, including the improvement of the specific governance groups, the clinical risk registers and the reporting framework.
- Co-ordinate the dissemination, integration and implementation of corporate and local policies and procedures. Work with colleagues to develop appropriate policies where appropriate, and ensure they are reviewed within the required time frames.
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4. Communication

- Responsible for managing sensitive, complex and sometimes contentious information, from a range of stakeholders within and external to JHC.
- Liaise, effectively communicate and work alongside teams and senior managers across the organisation and externally, in relation to Clinical Governance and Commissioner's agenda. They will be required to produce detailed written communication to members of the clinical teams and where necessary, across JHC in order to obtain information for the review of incidents, complaints, claims and investigations.

- Liaise confidently and professionally with a range of internal and external contacts at all levels. Use tact and diplomacy when advising on correct processes and promoting compliance with guidelines.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital

status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by the Organisation in response to organisational or service demands.

| PERSON SPECIFICATION | | |
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| Clinical Governance Officer | | |
| Essential Criteria for selection | | Desirable Criteria for selection |
| Qualifications and Training | <ul style="list-style-type: none"> • Education or equivalent experience to an NVQ 3 level in a relevant subject, or equivalent level of qualification, or significant proven equivalent experience • Demonstrable commitment to continuing, assessed professional development | |
| Knowledge and Experience | <ul style="list-style-type: none"> • Significant administrative experience within a busy environment • Use of databases, extraction and analysis of data. • Evidence of continued professional development • Understanding of Jersey Care Commission standards and Jersey Nursing Assessment Accreditation System (JNAAS) quality assurance framework • Demonstrable experience in dealing with the public and dealing with sensitive and confidential information • Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel, PowerPoint, Microsoft Office 365 and Teams • Understanding of Confidentiality and Data Protection Act | Experience of administration / PA work in area similar to safeguarding, medical teams |
| Technical abilities | <ul style="list-style-type: none"> • Able to work under pressure to tight and competing deadlines • Attention to detail and meticulous standards with written work • Experience of analysing problems and identifying solutions. • Ability to understand and present back information in a range of formats. • Production of detailed written reports, spreadsheets • Confidence in dealing with numbers • Computer literate - Microsoft Office (Word, excel, PowerPoint etc.) • Ability to retain concentration for long | |

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| | periods, working proactively under pressure, without direct supervision. | |
| Personal attributes | <ul style="list-style-type: none"> • Treat people with kindness and compassion, valuing all as equals • Act with honesty, integrity and fairness • Ability to work flexibly • Willingness to undertake additional responsibilities to support the organisation as required • Ability to collaborate constructively with internal and external partners to create the conditions for successful partnership working | |

JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

King Centre - The King Centre provides wellbeing services based on a rehabilitative approach that support patients affected by life limiting illnesses to enable them to live life as fully as possible, alongside their illness. The King Centre Team offers a comprehensive range of day services, including day hospice, physiotherapy and complementary therapies. These services are provided by skilled practitioners through individual and group activities and are based upon the personal priorities, goals and needs of each patient.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Children & Young People Services - The Children & Young People Services are designed to support children and families with the challenges that having a life-threatening condition can bring. The CYP multidisciplinary team ensures each child and young person will have bespoke care, tailored to their individual medical, emotional, cultural, religious and spiritual needs. However long or short a child’s life may be, Jersey Hospice Care’s is there to support every member of the family, every step of the way.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey’s health and social care community

which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.

Privacy Notice – Employees of Jersey Hospice Care

Who we are?

We are Jersey Hospice Care (Jersey Charity Number 30), a charity that provides specialist palliative care for everyone who requires it, irrespective of cause.

We are also a Data Controller, as specified in the Data Protection (Jersey) Law 2018, in relation to any personal data you provide to us. We take the privacy and security of your personal data very seriously. This privacy policy sets out how we do that.

Why we collect your personal data?

We collect personal data for various reasons. These reasons will differ based on the types of personal data we collect and also how we use it.

Reasons will include:

- We collect and hold contact information, such as your name, address and telephone number so that relevant correspondence can be sent to you or so you can be contacted in case of an emergency.
- We will ask for details, including name and telephone number, of people you would like to be contacted in case of an emergency.
- We collect and hold bank account details such as your bank account number and sort code so that your salary can be paid to you.
- We will collect information on tax contributions you have paid whilst employed by us so that the relevant tax authorities can be informed.
- We will collect information on Social Security contributions you have paid whilst employed by us so that the relevant authorities can be informed.
- We will hold information on file relating to your performance and attendance.
- We will hold copies of sick notes that you provide to us.
- We will hold copies of any references that were provided as part of your recruitment.
- Closed Circuit Television (CCTV) is in operation within certain areas of Jersey Hospice Care premises and your image may therefore be captured. This is for your security and the security of other visitors or service users.

When do we collect your personal data?

- During the recruitment process such as when you complete a job application.
- At times throughout your employment such as when you change your address, the bank account you would like your salary paid into or if other relevant personal data changes and you inform us.
- When you fill in any forms. For example, if you are involved in an accident on our premises and we need to fill in an accident form on your behalf.
- You may also wish to take advantage of the private medical insurance or pension which Jersey Hospice Care offers as part of its employment package. This will involve the provision of personal data some of which, in the case of medical insurance, will be sensitive information as it relates to health.

What personal data do we collect?

Personal data is any information that might allow you to be identified, such as your name, address, date of birth, credit card details, I.P. address, photo or video image or voice recording. Some information you provide may also be classified as sensitive such as personal data relating to your health and wellbeing.

Types of personal data we collect will include:

- Name.
- Address and other identifying information.
- Telephone numbers and email addresses.
- Bank account details such as bank account number and sort code.
- Tax contributions.
- Social Security contributions.
- Your image, such as those captured by Closed Circuit TV (CCTV) or if you consent to us using your image in promotional material.
- Medical information contained within any sick notes you have provided to us.
- Notes from appraisals and performance reviews.

What do we use your personal data for?

As with why we collect personal data and what personal data we collect, there are many uses of personal data that we collect. These include:

- To comply with any legal obligation to which Jersey Hospice Care is subject to such as the passing of personal data to relevant Tax authorities.
- To ensure that we are meeting any contractual obligations Jersey Hospice Care has, such as the collection and processing of bank account details so that we can pay employees.
- To contact next of kin in case of an emergency.
- To develop our employees through training and education.
- To manage employee's performance through formal appraisals.

How do we protect your personal data?

We take the matter of data security very seriously. We will treat your personal data with the utmost care and will take all steps to protect it. These include:

- Training and education of employees on aspects of Data Protection
- Access to systems which contain personal data is limited to only allowing employees that need access.
- A wide range of technical security measures including firewalls to safeguard from cyberattack.

How long do we keep your personal data for?

We will only keep personal data for as long as is necessary for the purpose for which it was collected. This is known as the retention period. The retention schedule containing all retention periods is available on SharePoint.

At the end of the retention period your personal data will be deleted.

Who has access to your personal data?

Any Jersey Hospice Care employees member or representatives, permanent or temporary, who come into contact with your information, must be aware of and adhere to the requirements of the Data Protection (Jersey) Law 2018. We will not sell or rent your personal data to third parties. Access to personal data is restricted to only members of employees who need access to that information.

Lawful basis for collecting personal data

In the circumstances where Jersey Hospice Care is required to use personal data, we will only do this if;

- We have gained consent from you to use your information for a specific purpose or purposes such as direct marketing of our products and services or fundraising events.
- To comply with a legal obligation to which Jersey Hospice Care is subject to.
- It is necessary to the performance of a contract you have entered into with us.
- It is necessary for the legitimate interests of Jersey Hospice Care to process your personal data, but our legitimate interests do not outweigh your rights.

Sharing your personal data

The sharing of personal data is strictly controlled by law. There are circumstances where the sharing of information is valid.

Jersey Hospice Care protects itself financially through the application of certain types of insurance such as income protection insurance. In order to do this some personal data, such as name and salary, is shared with our insurers. This is in order to provide the relevant level of protection and also for the relevant pay out to be made in the event of an insurance claim. Not all insurance policies taken out by Jersey Hospice Care will involve the passing of personal data to a third party.

Personal data can also be shared to a third party if:

- Where we have been instructed to do so by law
- Where we believe the reasons for sharing are so important, they override our obligation of confidentiality. Such as to support the investigation and prosecution of offenders or to prevent serious crime.
- Where we are legally required to do so.

What are your rights in relation to your personal data?

Under the Data Protection (Jersey) Law 2018 you have certain legal rights in relation to how your personal data is processed. These are:

- **Right of Access** (We have to tell you if we have your personal data, what it is used for and let you have access if you request it, which is known as a Subject Access Request).
- **Right to Rectify** (We have to correct your personal data if you request us to).
- **Right of Erasure** (If we do not have a lawful basis for holding your information, for instance we are relying on your consent and you withdraw that consent, then we have to delete your personal data).
- **Right to Restriction** (If you want us to stop processing your personal data but do not want it deleting).
- **Right to Portability** (If you request us to give you your personal data in a common, machine readable format).
- **Right to Object** (You can object to your personal data being used for direct marketing, including profiling for direct marketing or being processed for scientific / historical research or statistics).

Under the new Data Protection law, you have the Right of Access to the personal data that we have collected and processed about you. This right includes both the right to know if we have collected personal data on you and also the right to see what personal data we have collected.

In most cases, it is likely that we would be able to deal with any requests to see personal data we hold on you in an informal way. For example, if you want to see a single, specific document, this would be fulfilled at the time the request is made.

If a request is made to see lots of different documents or, for example, the information also contains the personal data of another individual, this is likely to be more complex and therefore requires a more formal request. This is known as a **Subject Access Request**.

If you wish to make a **Subject Access Request**, this should be done in writing, either by post or email and can be sent to either of the following addresses: **Governance Team, Jersey Hospice Care, Mont Cochon, St Helier, Jersey JE2 3JB** or email: **GovernanceAndQualityTeam@jerseyhospicecare.com**

You can also contact us about anything else relating to your personal data.

Your right to lodge a complaint with a supervisory authority

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Office of Information Commissioner.

You can contact them by calling **+44 (0)1534 716530** or go online to: **<https://oicjersey.org/online-enquiry/#/complain/form>**