

Job title:	Governance Coordinator
Salary:	£21,282 to £27,672
Accountable to:	Operational Manager
Location:	Here, 4th Floor, 177 Preston Road, Brighton

About us and our culture

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

Because of this:

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called 'Pirate Dave' which allows peer-to-peer conversations about development
- We have a staff-run 'Wellness Group' that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run 'Time & Spaces Group' who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

JOB ROLE

To support the Wellbeing Service Operational Manager, Clinical Lead and Leadership team to achieve the implementation of service-wide quality and governance standards, marketing and communications, customer-care, and human resources including workforce development and policy.

PRINCIPAL DUTIES & RESPONSIBILITIES

The role encompasses governance, project management and quality assurance. You will develop an expert understanding of the entire Wellbeing Service operational processes and systems including a detailed working knowledge of complaints and incidents and to mentor, support and train staff as necessary. You will develop and maintain productive relationships with clear roles and responsibilities, encouraging the giving and receiving of regular feedback. You will work collaboratively with key managers and clinicians in the relevant partner

organisations, i.e. GP Practices, Sussex Partnership Foundation Trust, Mind in Brighton and Hove, YMCA Downslink and independent sector providers.

Governance

1. Be responsible for liaising with relevant managers and coordinating incident, complaint and plaudit logging, investigation and reporting, ensuring that the appropriate actions are taken and learning shared within the service and across partner organisations where appropriate.
2. Be responsible for the initial investigation of incidents and complaints, allocating responsible managers and deadlines for investigation and escalating to the Operational Manager where appropriate.
3. Support the Operational Manager, Clinical Lead and leadership team to maintain, develop and implement systems and processes for the Integrated Clinical Governance Framework for the service.
4. Support the Clinical Lead, Operational Manager and leadership team to ensure that clinical and corporate policies and procedures are developed and implemented in relation to; clinical risk management, clinical incidents, complaints and audits, consent, information governance, workforce competencies, continuing professional development and clinical effectiveness.
5. Responsible for updating and monitoring the Service Risks and Issues Register.
6. Support the Operational Manager to coordinate the service Equality Impact Assessment.

Communications

1. Act as first point of contact for all queries and issues relating to service governance, policies and incidents and complaints, undertaking initial analysis and offering advice on the appropriate course of action.
2. Communicate with providers and partners on a daily basis to ensure smooth running of the service, acting as the principle link between GP practices, Here, and partner organisations.
3. Be responsible for coordinating internal and external service communications in a timely manner.
4. Review and maintain the service website and shared drive content.
5. Schedule service and team away days and service development events.
6. Create and maintain successful and effective working relationships with the key directors, Lead GPs from Lead Practices, managers and clinicians in the partner organisations.

Premises

1. Source appropriate premises solutions for the service and to address issues as they arise.
2. Support the Deputy Operational Manager to ensure staff working environments and clinical practice space is appropriate and meets the needs of the service.
3. Support the Deputy Operational Manager to monitor the premises budget and contracting arrangements.
4. Be responsible for scheduling moves and changes of staff to alternative premises on joining the service / to meet reasonable adjustments / short term arrangements etc liaising with the premises owners to keep them informed and retain relationships and service reputation.
5. Be responsible for the safety, accessibility and equality of working environments through site visits and risk assessments.
6. Create and sustain new alliances, and effective working relationships, with Primary Care practices, including GPs and Practice Managers, and other organisations and the third sector at an operational level.

Patient Involvement

1. Develop the patient experience survey and provide reports to the service governance groups and the CCG.
2. Work with the data Analyst and Deputy Operational Manager to develop systems which ensure that patient experience measures are captured and reported
3. Ensure patient involvement in the evaluation and re-design of services.

Quality

1. Maintain high levels of quality of delivery in all areas of responsibility.
2. Coordinate, organise and propose changes to service policies and protocols so there is shared learning and make recommendations for new ways of working.
3. Support the Operational Manager and Deputy Operational Manager to analyse and assess processes, resolving failures to ensure delivery of the service at the appropriate level of quality, on time and within budget.
4. Ensure appropriate electronic and paper filing systems are in place.
5. Maintain the service Operational Policy, staff handbook and shared drive and make additions where required in line with service developments.
6. Provide and maintain the service evidence for Care Quality Commission registration

Change and learning

7. Support the Operational Manager, Clinical Lead and leadership team in developing and managing any changes or new processes and systems that need implementing.
8. Be responsible for signing off staff inductions and escalating to the Operational Manager where appropriate.
9. Assist the Lead Clinicians in project work and share learning throughout the service.
10. Share learning and new ways of working by coordinating, organising and proposing changes, developing new processes as required to implement relevant local and national policies.
11. Undertake proactive learning and personal development.
12. To carry out any other appropriate duties as determined by the Operational Manager.
13. To supervise the Admin Assistant, ensuring appropriate support, mentoring, and training as necessary.

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees

Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	Anna Williams
Date JD agreed:	30/07/2018
Brief description of reason for review (if applicable)	Update for new service contract
Version number	V2.0