Job Description

Job Title:	Digital Clinical Safety Officer
Reports to (job title):	Corporate Head of Quality & Risk, Patient Safety Specialist
Line Manager to:	No direct reports

Job purpose

The post holder will have an extensive understanding of clinical safety and will be responsible for efficient and effective assessment of the Digital Clinical Safety on behalf of the organisation. The role is responsible for providing leadership, guidance, support, specialist knowledge and clinical safety review and approval for the implementation of new digital solutions and upgrades existing digital solutions across the organisation. This includes the assessment of clinical safety issues at all points in the procurement and implementation of IT software and hardware, including on-going management once transferred to live service and ensuring all digital solutions conform to relevant national standards for clinical safety.

The CSO will be a primary point of contact for all matters relating to clinical safety of digital systems. The postholder will be responsible for the identification, assessment and mitigation of direct and indirect clinical hazards to patients. Specifically, the post holder will lead and advise on compliance with NHS Digital Information Standards DCB0129: Clinical Risk Management: it's Application in the Manufacture of Health IT Systems and DCB0160: Clinical Risk Management: it's Application in the Deployment and Use of Health IT Systems.

The postholder is required to be a suitably qualified and experienced healthcare professional who holds and maintains current registration with an appropriate professional body relevant to their training and experience. Experience of working within a clinical safety role in a healthcare setting and knowledge of healthcare information technology systems is essential.

Base

The role will predominantly be executed remotely, with the need for occasional travel to sites across the UK as required.

care·think·do
WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

This post is responsible for

Working closely with the Corporate Head of Quality & Risk, Information Management & Technology, Clinical Systems and Information Governance Teams, the post holder will consult on and develop effective processes for the review and management of digital clinical safety to ensure sound understanding and application of the requirements set out in the Health and Social Care Act, 2012 and guidance on the Digital Technology Assessment Criteria.

Key responsibilities

CLINICAL RESPONSIBILITIES

- The post holder will work organisation-wide, assisting with the professional development of services to ensure compliance with the Information Standards DCB0129 and DCB0160.

- Perform continual and specific clinical risk assessments of health IT systems and related incident management. Providing support to, and in turn being supported by local Business Unit representatives to ensure all health IT systems have been reviewed and where required undergone full assessment with safety sign-off before deployment.

- The role includes involvement with internal stakeholders and external companies linking outputs/outcomes from clinical and patient experience into service improvement.

- The post holder will offer a high standard of evidence based professional leadership, specialist knowledge and experience across the organisation.

- Advanced clinical specialist Subject Matter Expertise (SME) input between the Information Management & Technology (IM&T) Team, the Clinical Systems Team, system suppliers, Project & Change Leads, Operational colleagues/managers and the users of Health IT Systems.

- Review all safety evidence and documentation produced by the manufacturers of Health IT software products. Liaise with suppliers to ensure this evidence is kept up to date and complete with each new system release.

- Promote successful delivery of digital transformation as part of new contract mobilisations, organic growth and improvement, whilst fostering digital inclusion and nurturing an increase in digital maturity among colleagues and stakeholders.

- Assist colleagues to implement required controls, mitigations and strategies to reduce clinical risk associated with digital health IT systems, their safe use and monitor for emergent risks requiring escalation.

ADMINISTRATION AND PLANNING RESPONSIBILITIES

- Development and maintenance of all documentation related to the Clinical Risk Management Process, to include Clinical Risk Management Plans, Hazard Logs and Clinical Safety Reports.

- Plan schedule of regular reviews, annually as a minimum but whenever required in response to incidents or technical changes.

- Co-ordination and maintenance of all IT Clinical Risk Management Process documentation to include as a minimum annual review of all live clinical safety cases and the issue of new Clinical Safety Reports for all new Health IT System deployments.

- Produce and disseminate accurate and complete records of communication i.e., writing/updating/coordinating clinical safety policy, procedures and guidance.

- Prepare and produce reports, as required in relation to clinical safety.

COMMUNICATION

- To act as subject matter expert and link between IM&T colleagues, Clinical Systems Team colleagues, suppliers and clinical colleagues to identify technical risks which may impact on clinical service delivery.

- Communication with clinical colleagues (and other end-users) to understand clinical processes and identify hazards of using health IT systems.

- Produce written Clinical Safety Reports relating to each health IT system and deployment.

- Communicate the evaluation of the Clinical Risk Management Process and the outcome of the Clinical Safety Report to senior leaders to recommend Business Unit and/or Organisational response to identified residual risk.

- Lead on sustainment of clinical safety measures throughout lifecycle of the health IT system.

- High level presentation skills: able to influence & confidently present complex information using a variety of methods in different settings (webinars, virtual meetings, 1-1, workshops and conferences).

care·think·do
WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

ANALYTICAL AND JUDGEMENT SKILLS

- Highly developed analytical skills in the assessment of risk arising from the procurement, deployment, use and decommissioning of health IT systems.

- Make recommendations to the organisation about acceptability of risk arising from deployment, use or decommissioning.

- Executing appropriate and proportionate learning response of health Information Technology related safety incidents, in accordance with the organisation's Patient Safety Incident Response Plan and the NHS Patient Safety Incident Response Framework (PSIRF).

POLICY & SERVICE DEVELOPMENT

- Responsible for the development and implementation of the Digital Clinical Risk Management Policy (for Health IT Systems).

- Updating and reviewing Policy and Process documentation.

- Contribute to the Project Plan and governance documentation for the use of new health IT systems.

PEOPLE & PROFESSIONAL RESPONSIBILITIES

- Clinically qualified and registered.

- Externally accredited Clinical Safety Officer.

- Remain up to date with developments in the clinical digital field and contribute to organsiational strategy. Ensure new national guidance and policy is effectively built into local policy in a timely way and actively monitor digital clinical systems legislative and national requirements to ensure the organsiation is adhering to regulatory, contractual and other requirements.

- Use specialist training and experience to support others in leading complex clinical and non-clinical situations.

- Act as a coach/mentor to enhance the performance and capability of others, leading to increased knowledge, confidence and autonomy. Where required provide constructive feedback to support and enable others to develop, increase skills and abilities.

- Train internal colleagues across the organisation who support the Clinical Risk Management Process for the use of health IT in their area of responsibility.

- Develop relevant training material and ensure it is refreshed at least annually.

- Work autonomously and without direct supervision within the boundaries and tolerances agreed by the Corporate Head of Quality & Risk.

- To work efficiently within agreed timescales and to manage own workload effectively in response to new and changing priorities.

- Ability to identify and escalate risk, to give assurance as well as an ability to develop safety recommendations and action plans to mitigate risks.

Proposed job plan

The post holder will work flexibly across the week (a total of 37.5 hours), as necessary based on work-life balance and prior arrangements with their line manager, ensuring that weekly tasks and deliverables are achieved satisfactorily. The CSO will be a self-motivated and autonomous professional who prioritises their time effectively, managing their own workload and seeking support where required. Tasks will be agreed with their line manager, and regular informal and supportive discussions will be held, ensuring performance against agreed objectives is consistent with organisational values, behaviours, and priorities.

Outline of Provisional Job Schedule:

37.5 hours per week, Monday to Friday, no weekend or unsocial working. Flexibility and hybrid working opportunities can be agreed between the post holder and line manager.

The post holder will be a Display Screen Equipment (DSE) user, and the role is likely to require prolonged periods of sitting down and (where required) driving to other sites for meetings and/or training.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for

and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
• Inspire	• Challenge	• Accountability
• Understand	• Improve	• Involve
• Communicate	• Learn	• Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

care·think·do
WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

- Completion of annual information governance training

- Reading applicable policies and procedures

- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements

- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines

- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.

- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead

- Adherence to the clear desk/screen policy

- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

Personal Specification

Essential

- Holds recognised clinical registration with appropriate professional body

- Successful completion and maintenance of a recognised Clincial Risk Management qualification

- Experience of completing Clinical Risk Management activities as a Clinical Safety Officer within a healthcare setting

- Understanding of the requirements set out within the Health and Social Care Act in relation to Digital Clincial Safety

- Up to date proven knowledge of the NHS national and local agenda, national directives, strategies and all aspects of governance in healthcare

- Excellent working knowledge of clinical governance systems, ability to apply principles to different environments and highly knowledgeable in risk management and its application

- Excellent interpersonal skills and communication, with demonstrable experience of working at a senior level and acting as an interface between clinical, managerial, operational and digital colleagues

- High standard of computer literacy with excellent written and oral presentation skills

- Able to meet tight deadlines and work in a pressurised environment

- Must be willing to participate in any relevant training identified to develop skills required to carry out duties

Desirable

- A sound understanding of legislation, regulation and directives specific to independent healthcare providers

- Experience of designing and delivering training and education for roles within healthcare with teaching, training or mentorship qualification or experience to an equivalent level

- Experience of project management from inception to completion. Knowledge of current project and change management theory and practice

care·think·do
WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

- Experience of delivering change and large-scale digital transformation and experience of involvement in service mobilisation

- Significant experience of using clinical information systems in clinical practice

Other requirements:

- Enthusiastic and self-motivated with the ability to work both alone or as part of a team

- Sound decision making skills

- Good negotiator

- Able to cope under pressure whilst retaining the ability to achieve tight deadlines

- Able to act independently on own initiative and use own judgement within agreed boundaries

- Attention to detail with a thorough and systematic approach to tasks and high standards of accuracy and execution

- Commitment to keep up to date with developments in own specialist area and to ensure that work reflects current knowledge

- Willingness to learn and develop further in key areas of the job

- An understanding and commitment to equality, diversity, inclusion and equity

- Polite, professional, friendly approach and a commitment to uphold the organisation's values and behaviours at all times

- Ability to demonstrate discretion and diplomacy

- An expectation that the post-holder will work flexibly as required

Employee signature

_____

Manager signature

_____