

JOB DESCRIPTION

Job No: 2113

1. Job Details

Job title	Speaking up Guardian
Job grade	
Hours	15 hours per week
Reports to	Director of Corporate Affairs
Accountable to	Chief Executive
Division	Central
Department/Area	Trust Headquarters
Location	King's Mill Hospital

2. Job Purpose

The Speaking Up Guardian will be a visible advocate in protecting patient safety and the quality of care within Sherwood Forest Hospitals NHS Foundation Trust (SFHFT)

They will demonstrate compassionate leadership and improve the experience of colleagues to speak up by providing support; identifying and addressing any barriers to speaking up and promote a positive speaking up culture.

The guardian will ensure that as a result of issues being raised there is an opportunity for learning and improvement across SFHFT.

The Guardian will work independently and act impartially, but will work alongside leadership teams and the speaking up Champions to support the organisation in becoming a more open and transparent place to work, where all staff are actively encouraged and enabled to speak up safely.

The Guardian will have access to Executive Directors, in response to matters raised and will regularly report to the Chief Executive to provide updates to the Trust Board as required.

The Guardian will hold the Trust Board to account for taking appropriate action to create a positive speaking up culture across SFHFT and will assess trends and responses to issues being raised.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate SFHFT Care Values.

The Guardian will represent SFHFT at a national level, including regular liaison with the National Guardian's Office, the regional Guardian Network and associated events

3. Role of the Department

To operate independently, impartially and objectively, whilst working in partnership with individuals and groups throughout the organisation, including the senior leadership team and Speaking up champions. Seek guidance and support from and, where appropriate, escalate matters to, bodies outside the organisation.

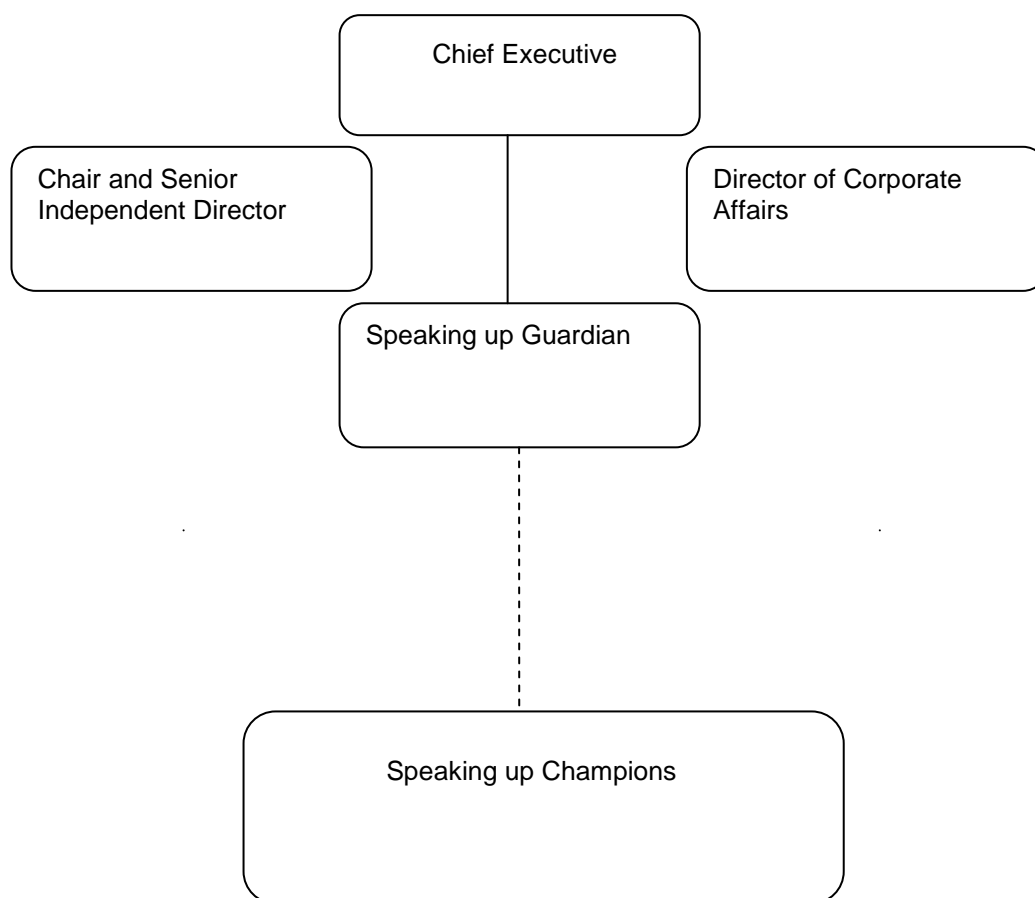
Support, and contribute to, the national Freedom to Speak Up Guardian network, comply with National Guardian Office guidance, and support each other by providing peer-to-peer support and sharing learning

To express views and recommendations on the impact of activities and decisions on Freedom to Speak Up within SFHFT.

Respond appropriately and meet the needs of employees within SFHFT in relation to speaking up.

Coordinate the speak up work of the staff governor guardians and ensure support is available to those individuals for all matters relating to speak up

4. Organisational Chart



- Direct Reporting
- Direct Support and Key Relationship

5. Key Result Areas

Work across the Trust to ensure that staff have the capability, knowledge and skills they need to speak up themselves and to support others to speak up.

Ensure action is taken to ensure that groups that may face particular barriers to speaking up have the knowledge and support they need.

To work in collaboration with other departments throughout the Trust to ensure that Speaking Up principles are embedded within all Trust policies and procedures.

Seek regular feedback on policies and processes is sought to ensure they are continuously improved and meet the staffs' needs.

Ensure that senior leaders receive regular reports that include information on the number and types of cases they deal with, barriers to speaking up, and details of opportunities for learning and improving. Meet regularly with the Trust's CEO or equivalent, and other members of the senior leadership team, as appropriate.

Design measures that records the impact of speaking up and the Speaking Up Guardian role.

Promote a culture where all staff are encouraged to speak up by raising the profile of Speaking up at Induction and regular communication of Speaking up matters across the Trust, particularly to groups that may face barriers to speaking up.

Develop and support a network of Speaking Up Champions at departmental level.

Provide effective and compassionate support and guidance to all workers and developing a local network of advocates to ensure that they have suitable reach across the Trust.

Ensure appropriate action is taken when an issue is brought to the attention of the Guardian, with

confidentiality being respected as appropriate, fair and effective investigation, and regular feedback on progress being given.

Ensure feedback is sought from everyone who is supported by the Speaking up Guardian.

Promote mechanisms where barriers to speaking up are identified and tackled.

Ensure any information that indicates a potential risk to patient safety is acted on immediately.

Promote good speaking up practice and challenge poor practice.

Develop and implement policies for speaking up.

Attend meetings with Trust Broad and present statistical reports, analysis and themes to the executive and non-executive team.

Challenge the Trust Broad members with the findings of reports or statistical data.

Ensure all information from cases raised by people speaking up, and barriers to speak up, is brought alongside other intelligence on patient safety, service quality, and staff experience and used to inform organisational learning and development.

Promote and contribute to the national Freedom to Speak Up agenda.

Ensure that information requests from the National Guardian's Office are responded to, and support the National Guardian's Office case review process locally.

The duties and responsibilities described in this role brief may be subject to amendment in the light of the changing needs of the Trust. The post holder may be required to carry out additional tasks as required to meet business priorities

6. Physical and Mental Skills

Highly developed and effective communication skills, to communicate highly complex, contentious and sensitive information to internal and external stakeholders. Communication may be oral, and written, in the form of letters and reports, to staff at all levels in the Trust, and external to the Trust.

The ability to present highly complex, sensitive or contentious information both formally and informally to small groups and audiences up to two hundred people, at different levels within the organisation and externally. Knowledge of the barriers to effective communication and the ability to develop and implement strategies to overcome these.

Advanced keyboard skills are required.

The ability to impart unwelcome news and to develop strategies to maintain motivation and engagement

Providing and receiving information, which can be highly complex, sensitive, or contentious, requiring advanced persuasion, negotiation, diplomatic and motivational skills.

The ability to influence, motivate and negotiate with others.

The ability to work to deadlines, prioritising and initiating own workload.

Standard keyboard and computer skills are required for data inputting of own work and printing off reports, documents and presentations.

7. Responsibilities of the Post Holder

Reporting to, the Chief Executive and Chair and developing a proactive relationship with staff across the organisation, providing a source of information and advice

To monitor external factors (policies, White papers, survey, reports) which may influence the Trust and ensure that recommendations are made through regular reporting to Board.

To lead, develop and implement the systems, policies and procedures across the Trust to maintain effective speaking up processes

8. Freedom to Act

- 8.1 The post holder works autonomously, guided by organisational and national policies, but with a requirement to support, understand and interpret overall health policies which impact on the Trust's services.
- 8.2 This post is directly accountable to the Chief Executive and reports to the Board of Directors

9. Physical, Mental and Emotional Effort Required

- 9.1 There is a requirement for frequent concentration and occasional prolonged concentration when reviewing and writing reports, and monitoring external factors
- 9.2 Some of this work is predictable but with tight deadlines. There will be occasions when there are interruptions and conflicting demands, leading to a change in activity or immediate response.
- 9.3 Physical effort is restricted to a combination of walking and sitting, sometimes at a VDU for approximately two hours per day.

10. Outline of Working Conditions

- 10.1 General office conditions, with a requirement to use a VDU for two hours on some days.
- 10.2 There is a requirement to drive between sites or to other Trusts, on average a few times per month.
- 10.3 Regularly required to work in excess of nominal contracted hours.

Job Description Agreement

Job Holder's Signature Date

Line Manager's Signature Date

Sherwood Forest Hospitals NHS Trust

Person Specification

Head of Programme Management

Attribute	Essential	Desirable	How Identified
Knowledge Requirements	<ul style="list-style-type: none"> ▪ Demonstrates a commitment to the highest ethical and professional values and a belief in the principles of the Freedom to speak up agenda ▪ Personal credibility and professional demeanour that generates the trust of audiences from a range of backgrounds and at all levels within and outside the organisation ▪ Excellent interpersonal skills, showing sensitivity and empathy with the ability to be assertive, tactful and diplomatic when necessary ▪ Accuracy, attention to detail, observant and discreet ▪ Self-motivated and determined to achieve the Freedom to Speak Up principles ▪ Enthusiasm and commitment Innovative and progressive ▪ Able to work on own initiative or as part of a team ▪ Honesty and integrity Effective role model, demonstrating SFHFT Care values 		Application and Interview
Qualifications- Academic/ Craft/ Professional	<ul style="list-style-type: none"> ▪ Diploma or degree or equivalent qualification or comparable experience. ▪ Evidence of Continuing Professional. 	Willingness to maintain continuing professional development	Application
Training	<ul style="list-style-type: none"> ▪ Evidence of continuing professional development and track record of on-the-job training and development 		Application and Interview
Experience	<ul style="list-style-type: none"> ▪ Experience of dealing with highly sensitive data situations ▪ Experience of leading and managing staff within a large organisation 		Application and Interview

	<ul style="list-style-type: none"> ▪ Involvement in emotive situations and ability to handle these effectively ▪ Experience of working with external agencies and bodies ▪ Proven track record of collaborative/partnership working with Senior Professionals and Senior Managers/external organisations. ▪ Experience of working within a multi-cultural environment ▪ Experience of previously handling and raising concerns ▪ Able analyse data and measure effectiveness and impact ▪ Understanding of the practical operation of key processes in relation to the role including raising concerns, incident reporting, HR processes, appraisal and training 		
Skills	<ul style="list-style-type: none"> ▪ Exceptional communications skills (including producing excellent written information which is tailored to the needs of the audience) ▪ Ability to empathise and build rapport with clinicians, front-line staff, managers and others, to influence, motivate and engage them into adopting new ways of working to improve service delivery ▪ Advanced interpersonal skills including confidence to work at an individual level or in groups comprised of a variety of stakeholders. ▪ Able to build strong relationships with staff of all levels across the organisation ▪ Able to build strong relationships and manage partnerships with external organisations. ▪ Proven computer literacy in the use of office software packages particularly proficient in MS Excel, MS Word, MS Outlook. ▪ Able to demonstrate compassionate leadership at all levels across the Trust ▪ Has a broad knowledge of national policy in relation to the Freedom to Speak Up agenda ▪ Ability to prioritise work effectively and excellent time management skills ▪ Has organisational and political awareness ▪ Able to produce reports for Boards, committees and other groups 		Interview

	<ul style="list-style-type: none">▪ Knowledge and understanding of equality & diversity▪ Knowledge and understanding of the key principles of confidentiality and the Data Protection legislation▪ Knowledge and understanding of current NHS structures and health and social care delivery systems		
Contractual Requirements	<ul style="list-style-type: none">• Travel between Trust sites• Travel to other NHS sites• Travel to other external venues		

FORM FOR DEVELOPING AN NHS KSF OUTLINE FOR A POST

Title of Post: Deputy Director of Corporate Services

Article I. NHS KSF DIMENSIONS	Needed for post?					Level for post
		1	2	3	4	Notes
Article II. CORE DIMENSIONS -relates to all NHS posts						
1 Communication	Y				x	Build resilient and effective networks. Influence people across Trust and commissioners
2 Personal and people development	Y				x	
3 Health, safety and security	Y				x	
4 Service improvement	Y				x	Ensure efficient and effective resource utilisation
5 Quality	Y				x	
6 Equality and diversity	Y			x		
Article III. SPECIFIC DIMENSIONS						
Article IV. HEALTH AND WELLBEING						
HWB1 Promotion of health and wellbeing and prevention of adverse effects to health and wellbeing						
HWB2 Assessment and care planning to meet people's health and wellbeing needs						
HWB3 Protection of health and wellbeing						
HWB4 Enablement to address health and wellbeing needs						
HWB5 Provision of care to meet health and wellbeing needs						
HWB6 Assessment and treatment planning						
HWB7 Interventions and treatments						
HWB8 Biomedical investigation and intervention						
HWB9 Equipment and devices to meet health and wellbeing needs						
HWB10 Products to meet health and						

wellbeing needs						
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Article V. NHS KSF DIMENSIONS	Needed for post?	Level for post				Notes
		1	2	3	4	
Section 5.01 ESTATES AND FACILITIES						
EF1 Systems, vehicles and equipment						
EF2 Environments and buildings						
EF3 Transport and logistics						
INFORMATION AND KNOWLEDGE						
IK1 Information processing						
IK2 Information collection and analysis					x	
IK3 Knowledge and information resources					x	
Section 5.02 GENERAL						
G1 Learning and development						
G2 Development and innovation					x	Maintain and disseminate knowledge of corporate governance, compliance and programme management
G3 Procurement and commissioning						
G4 Financial Management					x	
G5 Services and project management					X	Develop effective programme management arrangements across the Trust
G6 People management					X	Influence and hold to account both direct and non-direct reports including senior managers and clinicians
G7 Capacity and capability					x	
G8 Public relations and marketing						