RCoA
Royal College of Anaesthetists

Patient Safety Manager

Directorate:	Clinical Quality and Research
Reports to:	Head of Clinical Quality
No. of Direct Reports:	1
Grade:	4

1.1 Job purpose

The purpose of this role is to manage Clinical Quality workstreams, tasks and projects related to patient safety. This includes the delivery and development of the RCoA's overall patient safety programme, in partnership with the Safe Anaesthesia Liaison Group (SALG). As part of the programme, the post holder develops and supports patient safety related projects in collaboration with national organisations such as the Healthcare Safety Investigation Branch (HSIB), NHS England (NHSE) and equivalent in the devolved nations and specialist societies.

A key aspect of the role is providing managerial support and direction for the team as we enter a new strategic era, maintaining oversight of guidance projects, anaesthetic networks and the RCoA's representation on hospital anaesthetic appointments. The role also provides the day-to-day management of the RCoA's Invited Review Service, which provides bespoke support to individual anaesthetic departments to address patient safety concerns, and undertakes the role of a staff reviewer on RCoA visits.

The role is outward-facing, involving liaison with regulators, hospital departments, senior clinicians and other national stakeholders. The post holder will work closely with committee members including both clinical and lay representatives and requires people management skills. The post holder will promote excellent and efficient team working, ensuring that high standards are maintained and deadlines are met. There is a requirement for some travel within the UK.

There is an occasional requirement for this role to travel within the UK, with overnight stays.

This role holder will be required to undertake a standard disclosure and barring check.

1.2 Key tasks and responsibilities

Development and management of the RCoA's patient safety strategy in partnership with SALG and delivery of other safety related projects
- Develop and maintain the RCoA's patient safety strategy, bringing together workstreams from across the RCoA
- Oversee, develop and manage SALG and RCoA safety initiatives as part of the overall safety strategy, including implementation and management of safety-related working parties
- Establish and maintain relationships with external healthcare, governmental and partner organisations in relation to the patient safety programme including senior clinicians and senior management from the RCoA and major stakeholders such as the Association of Anaesthetists, NHS Improvement (NHSI) and MHRA

- Foster excellent working relationships specifically with the Association of Anaesthetists to support the delivery of SALG as defined within the MOU
- Manage and develop the regional leads and patient safety network
- Lead for incident reporting, including managing a confidential system of receiving data in keeping with the GDPR and information governance requirements
- Manage the publication of RCoA patient safety related products, for example the patient safety updates, and the SALG website content

Management of the Invited Review Service
- Management of the Invited Review Service; this includes management of day-to-day tasks and developmental aspects
- Ensure that the service is delivered in line with Academy of Medical Royal Colleges' framework and the overall College patient safety strategy
- Ensure the visits run to agreed time and cost and that quality is maintained
- Ensure that any reputational, legal or financial risks to the College in relation to the service are managed and mitigated effectively
- Establish and maintain relationships with external healthcare partner organisations in relation to the service
- Produce guidance and promotional material for the service

Oversight of RCoA representation on hospital anaesthetic appointments
- Managerial oversight of the RCoA representation on anaesthetic appointment panels, ensuring that the administrative process is effective and efficient
- Maintain a close working relationship with the Lead AAC assessors
- Manage associated working parties and lead initiatives to promote and advance this work including the development and delivery of face-to-face and online training

Management of RCoA Networks
- Oversee and develop the RCoA's Clinical Leaders in Anaesthesia Executive forum and network including management of the CD database, development of new content, engagement and events
- Develop and manage the Professional Standards Advisory Group (PSAG) to provide clinical advice and support to the Clinical Quality & Research Directorate when required

Management of Clinical Quality guidance
- Oversee and develop Clinical Quality guidance review schedules, ensuring the workload is prioritised and that projects are delivered on time and to the required quality.
- Managerial oversight of the GPAS development process, ensuring that projects are run in accordance with the requirements of NICE accreditation.
- Develop and maintain close working relationship with the GPAS Editor
- Participate in the GPAS Editorial Board.

Management of the organisation's responsive Clinical Quality advice function
- Act as a point of contact for RCoA clinical quality queries, ensuring that these are handled with appropriate sensitivity and confidentiality and that answers provide excellent advice to patients and clinicians, whilst ensuring the RCoA's reputational interests are protected
- Appropriately escalate queries to the Head of Clinical Quality where necessary
- Maintain a database of clinical quality queries and provide reports to Council and committees, ensuring that all confidentiality requirements are met, and in line with the data protection policy
- Maintain a close working relationship with the Clinical Quality Advisor (co-opted Council member)

Staff Reviewer on Review Visits (Accreditation and Invited Review Service)
- Participate in staff reviewer training
- Attend site visits, fully participating as a staff reviewer, assessing the site against established national standards while maintaining professionalism and the quality of the service
- Write the review visit report in collaboration with other review team members
- Lead on the report writing, ensuring version control and timely execution

People Management, Relationships, Collaboration and Team working
- Ensure the Clinical Quality team maintains high quality of work at all times
- Provide direction, support and constructive feedback for team members through regular 1:1 meetings and supervision
- Conduct half and full year appraisals with team members; setting SMART objectives aligned to the directorate and team strategy
- Encourage and support team member's personal development
- Build a collaborative, mutually supportive and high performing team
- Manage underperformance effectively through open, transparent and consistent processes

General Duties
- Plan and deliver RCoA and regional presentations to promote the work of the Clinical Quality team. This will require travel within the UK
- Work collaboratively with colleagues to ensure clinical quality workstreams are suitably joined up and knowledge of each other's areas of responsibility is shared
- Establish and maintain relationships with external colleagues ensuring RCoA interests are recognised and protected and network with peers in other organisations
- Maintain communication with the Head of Clinical Quality and provide detailed updates
- Provide support and advice for specialty enquiries and consultations, including patient safety, invited reviews, and hospital recruitment

Other Duties
- Provide support and cover for the Accreditation Manager, Head of Clinical Quality, Associate Director of Clinical Quality & Research and Director of Clinical Quality & Research, as and when required
- Undertake any other duties that might be reasonably required by line management

1.3   Qualifications, skills, knowledge and experience

- Experience of working within a healthcare or education setting
- Experience of dealing professionally with a variety of internal and external stakeholders and forming good working relationships at all levels
- Proven experience of effectively managing a small team and developing skills in others
- Experience of managing contracts and budgets, and monitoring income and expenditure
- Experience of committee management and servicing
- Excellent interpersonal skills with the ability to form good working relationships at all levels
- Excellent written and verbal communication skills
- Proactive approach to problem solving with the ability to resolve issues
- Excellent report writing skills
- Database management skills with the ability to pick-up bespoke systems (training will be given) and adapt for use
- Intermediate level skills with Microsoft software, including Word, PowerPoint, Excel and Outlook
- Understanding of project and/or service management principles

- Understanding of UK healthcare system
- Understanding of patient safety principles
- Educated to degree level or equivalent work experience
- Willingness to travel and work flexibly, when required

1.4   Core Competencies

These competencies will help you understand and deliver the high performance required for this role at the College. These performance standards and behaviours will be assessed during the interview process and developed through the appraisal process.

VALUE: EXPERT
COMPETENCY: Empathy with the College and its business
DESCRIPTION: Understands the fundamentals of what the College does, its mission, vision, values and culture. Uses this information to grow and develop the College and its people

Support & Delivery
• Applies knowledge of business to day-to-day activities • Understands team function and how it fits in overall College • Develops a team spirit • Applies a "can do" approach • Understands impact of own role on wider College functions (and vice versa)
Management
• Applies their professional expertise to the College • Thinks commercially • Acts as a College ambassador • Delegates fully and effectively • Develops, motivates and engages teams and individuals • Plans resources effectively • Leads by example
Strategic Leadership
• Champions key direction and strategy • Encourages and demonstrates entrepreneurialism and cross-College working • Encourages a high-performance culture • Understands impact of external changes on the College

VALUE: INCLUSIVE
COMPETENCY: Collaboration and Communication
DESCRIPTION: Works collaboratively and co-operatively with colleagues to get the job done and responds positively to change. Communicates widely and effectively. Appreciates diversity and equal opportunities for all.

Support & Delivery
• Is a team player, open to others' views • Adapts communication style to situation • Keeps others informed and updated • Willing to give and receive feedback • Listens and responds effectively • Values different perspectives
Management
• Communicates effectively and openly, ensuring key messages are cascaded and everyone's views are heard • Works with peers to influence effectively and consistently • Deals with conflict between individuals and teams

• Works with partners to enhance the reputation of the College
• Ensures transparency and credibility
• Networks appropriately
• Ensures and enables an inclusive culture
Strategic Leadership
• Articulates a shared vision
• Presents in an engaging manner
• Ensures conflict and risk is mitigated
• Champions diversity and values

VALUE: POSITIVE
COMPETENCY: Customer Focus
DESCRIPTION: Builds relationships with customers by understanding, anticipating and responding to their needs. Takes responsibility to complete work in order to exceed expectations.

Support & Delivery
• Answers phones in a timely way
• Understands customer needs, stresses and pressures
• Understands impact of own actions
• Manages own time
• Meets and exceeds targets
• Does what they say they'll do
• Makes recommendations for improvements

Management
• Future-proofs
• Builds relationships
• Equips others to deal with customers
• Sets targets, ensuring they are met
• Ensures customer is aware of relevant College services and products
• Uses knowledge and expertise to ensure customer satisfaction
• Plans for the future to improve services

Strategic Leadership
• Knows competitors
• Addresses external conflict
• Focusses on the long-term
• Is aware of changes and impact on others
• Overcomes barriers to improvement
• Manages risk

VALUE: FORWARD-THINKING
COMPETENCY: Conceptual Flexibility
DESCRIPTION: Takes the initiative and thinks flexibly and innovatively in order to propose solutions and deal with ambiguity. Builds trust and credibility through self-awareness.

Support & Delivery
• Acknowledges success and failure and learns from them
• Works on own initiative and finds better ways of doing things
• Acknowledges problems and suggests solutions
• Remains open-minded
• Adjusts to changing needs
• Is aware of self and others
• Contributes and adds value to operational plans

Management
• Encourages others to find solutions
• Creates an open forum for innovation
• Implements operational plans and manages risks
• Realises when things are going wrong and fixes them
• Maintains personal credibility

Strategic Leadership
• Approaches issues with fluidity and flexibility
• Makes improvements at a corporate level
• Implements solutions at a strategic level
• Welcomes innovation from colleagues and empowers them
• Challenges the status quo

VALUE: AMBITIOUS
COMPETENCY: Shared Vision
DESCRIPTION: Acts quickly and decisively, seizing opportunities and adding value.

Support & Delivery
• Sets personal objectives which meet operational and strategic plans
• Adapts to changing priorities
• Analyses problems and resolves them
• Understands the impact of operational plans on own role
• Deals with colleagues fairly and consistently

• Keeps focused in the light of changing priorities • Sets high personal standards

Management

• Puts operational plans into action • Isn't afraid to make decisions • Ensures right people, right time, right place • Identifies new opportunities

Strategic Leadership

• Defines corporate vision and values • Handles all matters with sensitivity • Scans the horizon • Develops strategy, taking into account all external drivers

Signature: ....

Name: ....

Date: ....