



**YORKSHIRE
AIR AMBULANCE**

Registered Charity No. 1084305



Job Information Pack



Clinical Governance Manager

- Part-time
- Offered as either 3 or 4 days per week, to be negotiated with the successful candidate.
- Based at our Nostell Airbase in Wakefield.



Our Mission Statement:

To provide, deliver and develop with integrity, transparency and pride, state-of-the-art emergency response air ambulances for the protection of human life across Yorkshire and its environs.

About the role:

Do you want to feel as though you are helping to save lives every day? When working for Yorkshire Air Ambulance (YAA) as a Clinical Governance Manager that is exactly what you will be doing!

The Clinical Governance Manager is a brand new role in the YAA/Yorkshire Ambulance Service (YAS) partnership and will be responsible for developing and embedding new clinical and quality governance, risk and assurance processes within the YAA, ensuring the service is continually delivering and improving high quality, person centred, evidence informed clinical care.

They will be the single point of contact for all aspects of clinical and quality governance and work closely with the clinical leadership team within YAA and YAS on effective systems of clinical governance.

They will work with clinical colleagues to ensure that patient safety, clinical effectiveness and patient experience are effectively monitored and that there is an active learning environment leading to the delivery of excellent patient care.

They will also take an active role in ensuring compliance with all clinical and quality regulatory requirements.

If you would like to be part of this high-profile, successful regional Charity and think that your skills and experience fit the bill for this exciting role... we look forward to hearing from you!



Summary of the role:

JOB TITLE	Clinical Governance Manager
LOCATION	Nostell Air Support Unit
REPORTING TO	YAA Director of Operations with a dotted line in to YAS
HOURS	Exact hours to be agreed, 3-4 days per week, flexible hours
ADDITIONAL INFO	
JOB PURPOSE	The role will be responsible for developing and embedding new clinical and quality governance, risk and assurance processes within the YAA, ensuring the service is continually delivering and improving high quality, person centred, evidence informed clinical care.
SALARY	£35-£40k FTE



KEY RESPONSIBILITIES AND DUTIES:

- ❖ Working with clinical leads to ensure that there is a strong patient safety culture, promoting incident reporting and coordinating timely investigations where appropriate, with identification of themes and trends with robust action plans.
- ❖ Liaise and coordinate with the YAS Patient Relations team to ensure that the patient feedback and complaints are effectively investigated and responded to, and used to improve and develop the service.
- ❖ Promote and support clinical audit and effectiveness within the service, deploying and providing day to day management of the clinical database system and providing reports and analysis of the data as required. Working to integrate and enable clinical audit of the whole patient journey with a focus on outcomes using national systems such as TARN.
- ❖ Ensure that there is proper and safe use and storage of medicines as per the YAS Medicines Policy.
- ❖ Ensure that all identified learning and improvement is delivered and monitored, including the dissemination of safety notices and other clinical notices.
- ❖ In conjunction with the YAS Quality team, support the service in ensuring compliance with CQC essential standards including Infection Prevention and Control and medicines optimisation.
- ❖ In conjunction with the YAS policy team coordinate and manage the governance of clinical and quality policies and procedures specific to YAA.
- ❖ Coordinate the compilation of the monthly governance reports and any other reports as required for the YAA and YAS leadership teams.
- ❖ Support the efficient coordination and delivery of the clinical governance meetings.
- ❖ Support the leadership team with effective risk management activities – identification and management of clinical risk.

KNOWLEDGE & SKILLS REQUIRED:

Essential:

- ❖ Degree educated.
- ❖ Graduate or clinical qualification relating to speciality.
- ❖ Evidence of continuing professional development.
- ❖ Highly developed knowledge of Clinical Governance/Risk Management issues and the principles of Clinical Governance and Risk Management within a Healthcare/Clinical Organisation, reinforced by significant experience in the Clinical/Management field.
- ❖ Specialist knowledge of managing within a NHS or similar healthcare setting e.g. Nursing, Finance, HR, Change.
- ❖ Experience of managing patient safety.
- ❖ Experience of managing change.
- ❖ Experience of compiling reports and action plans.
- ❖ Effective communication skills - able to converse with all levels of staff from within the organisation.
- ❖ Evidence of multi-disciplinary working.
- ❖ Project Management skills.
- ❖ Leadership skills.
- ❖ Computer and statistical literacy.
- ❖ Able to deduce key points from large /complex volumes of numerical and other data.
- ❖ Strong analytical skills and ability to consider the wider picture including future scenario planning.
- ❖ Able to provide and receive highly complex, sensitive or contentious information.
- ❖ Able to be flexible and readjust plans, able to prioritise work within set deadlines.
- ❖ Able to present written and verbal information in a concise/engaging format.
- ❖ Able to persuade, negotiate and influence staff.

Desirable:

- ❖ Clinical Governance or Risk Management Qualification.
- ❖ Previous experience at Senior Manager or Manager level.
- ❖ Training and education skills.

SKILLS & ABILITIES:

Planning for the Future - Plans to achieve their objectives within timescale, balancing short- and long-term requirements. Identifies opportunities and barriers and considers the implications of actions.

Communicating with Others - Pitches communication at the right level both verbally and in writing and checks for understanding. Good listening skills. Uses information to influence others. Able to give tough messages when required.

Leading a Team - Setting direction for a team and motivating them to deliver results.

Generating Ideas - Continually seeking to improve the service offered by the team by coming up with improved systems and processes and added value activities. Considers pros and cons and impact on team and resources.

Building Relationships - Works well with others. Co-operates willingly with others. Able to quickly build effective relationships with all levels both internally and externally and meet the needs of the individual. Treats others with dignity and respect and able to gain the trust of others. Builds strong relationships with others.

Flexibility and Adaptability - Adopts a flexible and adaptable approach. Recovers well from setbacks and resistance from others. Remains calm under pressure and focused on the task. Encourages others to do the same.

Making Decisions - Anticipates issues and takes action to address underlying cause. Reaches effective decisions by gathering and analysing relevant information balancing cost, benefit, and risk implications. Considers options, weighs up pros and cons before deciding on action.

Delivering Results - Accepts accountability and ownership. Ensures self and team delivers on time and to required standard. Has high standards and leads by examples. A good role model. Creates enthusiasm in others.

Self-Motivated - Works well on their own or as part of a team. Demonstrates a positive attitude. Energetic and enthusiastic.

Additional information:

- ❖ Starting salary £35-£40k FTE.
- ❖ Discretionary annual staff bonus scheme based on the Charity's financial performance and personal KPIs.
- ❖ 25 days paid holiday per annum plus statutory Bank Holidays (pro-rata).
- ❖ Time off in Lieu for evening and weekend work, where applicable.
- ❖ Work Life/Family Balance - a commitment to helping you achieve a work life balance including flexible working opportunities (role dependent), enhanced family leave packages, including maternity, paternity, and adoption/surrogacy.
- ❖ Regular team building and away days with a calendar of events and social activities.
- ❖ Commitment to training and personal development for all staff, including access to short online training sessions.
- ❖ Eligible to apply for a Blue Light Card, gaining discount at 100's of businesses.
- ❖ Contributory pension scheme (contributions matched by the Charity up to 8% and annual pensions advice).
- ❖ Life Assurance plus access to an Employee Assistance Programme covering Financial, Mental and Physical Wellbeing.

Application process:

To apply for this position:

- ✓ Provide a CV and covering letter stating how you match the knowledge, abilities and skills required and why you are applying.
- ✓ Complete the Equal Opportunities form (optional)

Please email your CV and covering letter to us by sending it to: recruitment@yaa.org.uk.

If you wish to discuss the job role in more detail, please contact Neale Jacobs on 07770 735873.

This vacancy will close at 12 noon on Friday 25th August 2023.

Other things to note:

We reserve the right to close the vacancy early if required and would encourage applicants to send in their applications as soon as possible rather than waiting for the closing date.

We encourage applications from all backgrounds and groups – we value equality, diversity and inclusion in all our employment practices, including recruitment, selection and induction. If you require any documents in another format or adjustments to any part of the recruitment & selection process, please do let us know.

GDPR & our Recruitment Privacy Statement:

The Yorkshire Air Ambulance complies by law with the Data Protection Act 2018 and the EU General Data Protection Regulation. This advises you of how the Charity collects and processes your personal data. The Privacy Statement also declares how the Charity will comply with GDPR and the Data Protection Act 2018. Please ensure you download and read the Statement on our website before completing and submitting your application for employment.





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**We look forward
to receiving your
application**