

Role Profile

St Nicholas Hospice Care is a local charity providing help, specialist advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job Role	Clinical Governance Lead
Department	Service Delivery
Reports to	Director of Care and Transformation
Location	Bury St Edmunds Head Office and Clinical Site

Background Information

St Nicholas Hospice Care provides end of life care and pre and post bereavement support both in the community and onsite at Hardwick Lane, supporting patients living with a life-threatening illness, and those important to them (both adults and children).

Our vision is: ***Everyone in our communities has choice, dignity and support when facing dying, death and bereavement.***

The Clinical Governance Lead reports to the Director of Care and Transformation. They are responsible for managing the organisations Clinical database (SystmOne) Administrator.

The Clinical Governance Lead will actively promote and model the SNHC Values of: **Compassion, Accountability, Respect and Equity**

Job Summary

The Clinical Governance Lead will provide visible leadership across clinical teams, driving the continuous improvement of St Nicholas Hospice Care (SNHC) patient and family services. They will ensure that the organisation delivers and develops high-quality, effective and responsive services that meet the requirements of statutory regulations. They will support the implementation of the hospice's clinical governance framework, assist in the development and review of policies and procedures and embed a culture of excellence and continuous improvement.

To act as the organisations Medical Devices Safety Officer and Medicines Safety Officer, PSIRF Learning and Response Lead and participate in the clinical on-call rota.

Key Accountabilities & Responsibilities

General

- To ensure that continuous quality improvement supports the operational and strategic direction of SNHC clinical services.
- To produce the annual Quality Account, providing direction and support in the achievement of the identified priorities for improvement.
- To develop and lead on the delivery of the organisation's Quality Improvement (QI) Plan and the clinical elements of the User Engagement Plan
- To manage data requirements in relation to service activity and the organisations clinical database
- Producing reports as required for internal and external audiences including the Clinical Committee, Integrated Care Board, Executive Team and internal governance groups.
- To provide oversight of clinical risk management arrangements within Service Delivery, ensuring teams have identified and completed relevant risk assessments, monitoring completion of updates and reviews of the Service Delivery Risk Register. Maintaining the Service Delivery Risk Register monitored by the Clinical Quality Governance Group and Clinical Committee and escalating significant risks through the organisation's wider governance framework where appropriate. Responsibility for ownership and management of individual clinical risks remains with the relevant operational and clinical risk owners.
- Work collaboratively with the Corporate Governance Lead to ensure appropriate alignment between clinical governance, corporate governance, organisational assurance and the wider risk management framework.

Audit and Quality Improvement

- To chair the Audit and Quality Improvement group
- Demonstrate expertise in improvement methodology, tools and measurement.
- Support staff development in undertaking audit and QI projects. To include audit identification, tool development, auditing, analysis and outcome monitoring.
- To produce the annual clinical audit plan and monitor outcomes and compliance. Escalating non-compliance of the plan to the Clinical Committee to ensure Senior Clinical accountability
- Provide leadership and improvement expertise for an annual allocated set of quality improvement projects to maximise engagement, impact and learning.
- With the Senior Educator support the development of a research active hospice through identifying, proposing and supporting the implementation of the key infrastructure requirements.
- Promote the use of co-design and co-production of QI projects with patients and service users.

- With the Senior Educator (and where necessary the Marketing and Communications Team) support staff in the publication of projects for local and national presentation.

Patient Safety

- To monitor the organisation's key performance requirements in relation to patient safety events - Medicines Management, Pressure Ulcer Prevention, Care and Falls.
- To support the Director of Care and Transformation, Head of Nursing and Quality and Facilities Team Manager in relation to Infection Prevention and Control compliance across clinical services.
- To have oversight and coordination of incident reporting processes (including clinical incidents, accidents and near misses). Monitoring reporting on RADAR (incident database) and providing monthly reporting on data including themes and actions plans.
- Completing root cause analysis (RCA) incident investigations as required. Supporting the completion of investigations and thematic reviews under the PSIRF framework.
- To have oversight of any Duty of Candour incidents to support the Director of Care and Transformation and the Head of Nursing and Quality as required to ensure compliance with statutory reporting.
- To act as the organisations Medical Devices Safety Officer and Medicines Safety Officer
- Provide clinical governance oversight in relation to health and safety matters affecting patient care and clinical service delivery, working collaboratively with operational managers and the Corporate Governance Lead to ensure appropriate escalation, reporting and organisational learning.

User Engagement and Experience

- To maintain oversight and management of the organisations response to clinical complaints to ensure the organisation complies with response times and policy.
- To support complaint investigations as required by the Director of Care and Transformation
- Be responsible for completing thematic reviews of complaints, concerns and compliments.
- To lead on the development and delivery of the clinical elements of the organisation's User Engagement Plan. Supporting the co-ordination of user surveying, action plans and with the Director of Supportive Care have oversight of the Have Your Say Group

Clinical Effectiveness

- Responsible for the oversight, maintenance and development of the organisation's clinical database, SystmOne. Ensuring accurate and timely data provision from the database to meet the requirements and deadlines of both internal and external stakeholders.
- To produce and complete returns for the Hospice UK benchmarking data and Hospice UK patient safety community of practice.
- Work collaboratively with the Corporate Governance Lead in the development and effectiveness of RADAR, the organisation's governance database.

- Promote compliance with information governance, confidentiality, clinical records management and appropriate use of patient information within clinical services, working collaboratively with the organisation's Data Protection Officer on matters relating to UK GDPR and Data Protection legislation.
- To oversee the programme of clinical policy and procedure review and development to ensure that the delivery of safe and effective care is supported by up-to-date policy and guidance with delegated responsibility for the review of specific policies.

Leadership and Management

- To provide line management of the organisation's SystemOne administrator, including annual appraisals, one to one meetings and, as required, recruitment and induction of a postholder.
- Be responsible for the delivery of a Quality Improvement (QI) education programme, provision of support and guidance to staff members conducting QI projects, promoting engagement in QI, monitoring QI activities and outputs and promoting the spread of learning from QI activities to other departments.
- Be responsible for the organisational preparedness for CQC inspections through the provision of training and education, development of a guide to inspection and promoting the CQC key lines of enquiry and assessment framework.
- To maintain the organisations evidence in relation to CQC compliance. Working with the Chief Executive to support the programme of Trustee Mock Inspections and production of inspection action plans. Undertaking deep dive inspections into specific areas as required.
- Work with the Director of Care and Transformation on the production of the organisation's annual Quality Account.
- To promote a culture of innovation and quality improvement
- Work in partnership with the Corporate Governance Lead to support integrated and effective governance across the Hospice. Both posts are expected to work collaboratively to ensure that governance activity is aligned, proportionate and clearly reported, with clear boundaries of accountability and no unnecessary duplication.

Staff Support & Training

- Provide advice on governance processes
- Support training in:
 - Incident reporting
 - Audit
 - Governance systems

Job Scope

Decision making level	The postholder exercises specialist professional judgement in relation to clinical governance, patient safety, audit, quality improvement, clinical incident processes, clinical complaints themes, Duty of Candour support, PSIRF learning responses, CQC preparedness and clinical assurance reporting. Decisions are made within the organisation's clinical governance and reporting frameworks, with escalation to the Director of Care and Transformation, Executive Team, Clinical Committee or relevant clinical risk owner where required.
Financial resources	n/a
Other resources	Responsible for oversight, maintenance and development of clinical governance systems and clinical data processes within the scope of the role, including SystmOne, clinical audit systems, clinical quality and safety reporting processes, and relevant elements of RADAR in collaboration with Corporate Governance. Responsible for producing and supporting accurate, timely data and assurance reports for internal and external stakeholders.
People management	SystmOne Administrator
Legal, regulatory and compliance responsibility	Provide specialist advice, coordination and assurance in relation to clinical governance, CQC regulatory requirements, patient safety, quality improvement, clinical audit, clinical incidents, Duty of Candour, clinical complaints, PSIRF processes, clinical policy review and relevant clinical data returns. Support the organisation to evidence compliance with applicable health and social care standards, statutory requirements and professional guidance within the scope of the role.

Person Specification

Knowledge, qualifications and experience

Essential	Desirable

• Has a degree or equivalent healthcare professional experience/qualification with professional registration with the appropriate professional body (e.g. NMC/HCPG/GMC) • Experience of leading and delivering clinical governance, audit and quality improvement within a regulated healthcare environment. • Has an extensive knowledge of health and social care regulation and legislation, especially with regard to regulated activity, and has contributed to a CQC inspection • Has knowledge and experience of policy development in relation to clinical practice. • Has knowledge and experience of working within the Patient Safety Incident Response Framework (PSIRF) to ensure the delivery of safe, effective and high-quality care • Has delivered both audit and quality improvement projects. • Understands the key risks in relation to clinical care. • Has knowledge and expertise in quality improvement tools and methodology • Experience in delivering education programmes for staff in relation to quality improvement and safety.	• Experience of delivery of clinical governance agendas within palliative or end of life care • Has training/qualification in Quality Improvement methodologies • Has training/qualification in project management methodologies • Experience of working with service users and volunteers • Has participated in research projects. • Has experience of oversight of databases – clinical / incident reporting. • Experience of chairing meetings of staff and organising and leading cross team group working on specific projects • Teaching or facilitation experience
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Skills and abilities

Essential	Desirable
• Empathy with the work and values of St Nicholas Hospice Care. Sensitive to the issues and concerns facing those living with dying, death and bereavement. • Experience of managing staff	

• Ability to promote innovation and continuous improvement. • An effective communicator with the ability to motivate and influence. • A pragmatic and detailed thinker who can translate information into action. • Flexible, adaptable and able to respond to changing needs and demanding situations. • Able to manage conflict and achieve solutions. • Good numeracy, analytical skills and IT skills. Ability to translate complex information into meaningful reports for a variety of stakeholders. • Well-organised and able to manage a diverse portfolio.	
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Other

- The role may require some attendance or contact outside normal working hours, including evenings, weekends and extended hours. Time off in lieu will be available, by prior agreement with the line manager.
- The role may require occasional lone working and/or responsibility for managing lone working of other team members.
- The role may require occasional travel.

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality / Data Protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the

requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**

July 2026