



Head of Clinical Governance

Candidate Briefing Pack





Dear Candidate

Thank you for your interest in becoming a Head of Clinical Governance at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work.

We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy, and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities, and complex health needs.

The Head of Clinical Governance will lead and enhance the organisation's commitment to delivering high-quality, safe care for children. This role is pivotal in overseeing clinical governance frameworks, ensuring compliance with regulatory standards, managing clinical risks, and implementing quality improvement initiatives. The postholder will work collaboratively across teams to promote a culture of safety and continuous improvement, aligning with The Children's Trust's strategic objectives. Whilst the post directly reports to the Director of Nursing and Quality, the remit of the role spans the whole organisation and works across all clinical directorates.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

Bethan Eaton-Haskins MBE
Director of Nursing and Quality



The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy, and care needs
- Online information and support via our Bumps Happen hub and publications.

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and

education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail, and soft play areas.

We run a non-maintained special school for children with complex education, health, therapy, and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 500 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, retail, operations, and centralised support functions such as finance, HR, fundraising and communications.





Description

Job Title	Head of Clinical Governance
Reports to	Director of Nursing and Quality
Direct reports	Clinical Governance & Audit Lead and Business Support Manager
Level	Band 8a
Location	Tadworth, Surrey
Salary	£61,531 - £68,623 per annum (dependent on experience and inclusive of outer London weighting)
Hours of Work	37.5hrs per week
Working Pattern	This role is required to cover the clinical site manager role on a rota basis. Whilst undertaking the duties of the substantively employed role, this post is required to participate in a senior rota cover on site and respond to clinical escalations only in addition to their role.
Hybrid Working	To be discussed with Director of N&Q. This is a non-contractual informal arrangement; the role holder must be flexible and may be asked to change days to come into the office. Anything outside of this is considered flexible working e.g. fixed day working from home.
DBS	Enhanced with Child & Adult Barred Lists

Job Purpose

The Head of Clinical Governance will lead and enhance the organisation's commitment to delivering high-quality, safe care for children. This role is pivotal in overseeing clinical governance frameworks, ensuring compliance with regulatory standards, managing clinical risks, and implementing quality improvement initiatives. The postholder will work collaboratively across teams to promote a culture of safety and continuous improvement, aligning with The Children's Trust's strategic objectives. Whilst the post directly reports to the Director of Nursing and Quality, the remit of the role spans the whole organisation and works across all clinical directorates.

Duties and Responsibilities

Clinical Governance

- Develop and maintain an effective clinical governance framework that supports safe and high-quality care.



- Facilitate regular clinical governance meetings to discuss performance, incidents, and quality improvement initiatives.
- Ensure that clinical pathways and practices are aligned with best practice guidelines and evidence-based standards.

Patient Safety

- Lead initiatives to enhance patient safety across all services, promoting a culture of transparency and reporting.
- Implement and maintain the Patient Safety Incident Response Framework (PSIRF), ensuring that learning from incidents is captured and shared.
- Monitor and report on patient safety metrics, identifying areas for improvement and ensuring appropriate action plans are developed.

Clinical Risk Management

- Identify, assess, and manage clinical risks within the organisation, ensuring effective risk mitigation strategies are in place.
- Conduct regular reviews of incident reports and risk assessments to inform organisational learning and development.
- Oversee the management of serious incidents, ensuring thorough investigations and appropriate follow-up actions are completed.

Quality Improvement

- Develop and implement quality improvement initiatives aimed at enhancing patient outcomes and experiences.
- Lead quality impact assessments for new initiatives or changes in practice, evaluating potential risks and benefits and manage the organisational governance in relation to these.
- Collaborate with multidisciplinary teams to promote a culture of continuous quality improvement.

Regulatory Compliance

- Ensure compliance with relevant legislation, standards, and guidelines, including CQC regulations and national safety frameworks.
- Maintain an up-to-date understanding of regulatory changes and ensure organisational policies and practices reflect these updates.
- Coordinate and draft the annual organisation quality account.

Clinical Audit

- Design and implement a comprehensive clinical audit program that evaluates the quality of care and compliance with clinical standards.
- Analyse audit findings to identify trends and areas for improvement, facilitating the development of action plans.



Incident Management

- Oversee the incident management process, ensuring that incidents are reported, investigated, and learned from effectively.
- Develop strategies to communicate learning from incidents across the organisation to promote a culture of safety.

Professional Standards

- Promote adherence to professional standards and best practices among clinical staff, ensuring high levels of accountability and professionalism.
- Monitor compliance with organisational policies and procedures, implementing corrective actions as needed.

Policies and Procedures

- Develop, review, and update clinical policies and procedures to ensure they align with current best practices and regulatory requirements.
- Ensure all staff are trained and knowledgeable about relevant policies and procedures.

Medical Records

- Ensure that medical records are maintained accurately and confidentially, supporting patient safety and care continuity.

Medicines Management

- Line manage the lead pharmacist and wider pharmacy team
- Oversee medicines management processes, ensuring compliance with best practices and safe medication administration.

Complaints and Patient Experience

- Manage the complaints process, ensuring that concerns are addressed promptly and appropriately, and lessons learned are disseminated.
- Work to enhance patient experience through feedback mechanisms, ensuring that patient voices are heard and acted upon.

General

Undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

- Act as a critical member of the Nursing and Care senior leadership team.

Health and Safety

- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- Provide evidence of all vaccinations (or medical exemption) required for the post.



- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

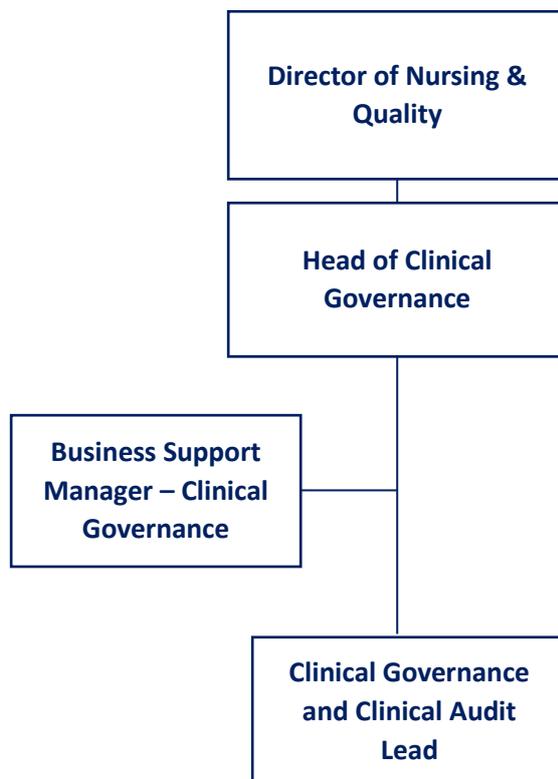
Wellbeing and Emotional Resilience

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and other.

This role is required to cover the clinical site manager role on a rota basis. Whilst undertaking the duties of the substantively employed role, this post is required to participate in a senior rota cover on site and respond to clinical escalations only in addition to their role.



Organisation and Structure





Person Specification

Selection Criteria:		Essential / Desirable
Education & Qualifications	<ul style="list-style-type: none"> • Active NMC membership. • Educated to Masters degree level in a relevant area (or relevant experience), and / or with relevant post graduate teaching or leadership qualifications. 	All Essential
Experience	<ul style="list-style-type: none"> • Evidence of significant operational leadership. experience at AfC band 8a equivalent or above • Experience working with children with learning disability. • Experience of working within quality and clinical governance dedicated roles. • Experience within training/education/practice-based education and presenting effectively to a variety of audiences. • Experience managing significant budgets. • Experience writing business cases for service proposals. • Experience of effective partnership working with internal and external stakeholders. • Management of change. 	All Essential
Skills & Abilities	<ul style="list-style-type: none"> • Dynamic, passionate, open, participative, and supportive leadership style. • Strong influencing skills. • Ability to develop and deliver innovative training programmes. • Clinically credible in own area of practice. • Able to deliver a multi-faceted service balancing the capacity of each area to meet service needs and priorities. • Effective communicator. 	All Essential
Knowledge	<ul style="list-style-type: none"> • Strong understanding of: <ul style="list-style-type: none"> ○ Health care educational framework and of developing training strategies. ○ Clinical and operational audit data and analysis/presentation methodology. ○ Multidisciplinary team working. ○ Care of children with learning disabilities. ○ Safeguarding. ○ Quality improvement programmes and methodologies. 	All Essential
Personal Qualities	<ul style="list-style-type: none"> • Commitment to the vision and values of The Children's Trust. • Flexible and 'can do' attitude to competing commitments in workload. • Highly motivated and reliable. • Ability to cope working in a demanding environment. 	All Essential



Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

Equity, Diversity & Inclusion

The Children's Trust is committed to achieving equity, diversity, and inclusion (EDI) across all levels of the organisation. For further information, see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-Inclusion>

To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity, and inclusion to be at the heart of everything we do, and our people, services, and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims are met -

including an LGBTQIA2S+ group, Ethnic Diversity Group, and Spark – our broad EDI group. [Read more about our EDI work](#)

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact, and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

