

## **JOB DESCRIPTION**

|                        |                                     |
|------------------------|-------------------------------------|
| <b>POST:</b>           | Invited Review Manager              |
| <b>GRADE:</b>          | 3b                                  |
| <b>DEPARTMENT:</b>     | Professional and Clinical Standards |
| <b>RESPONSIBLE TO:</b> | Head of Invited Reviews             |

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## **JOB SUMMARY**

The Invited Review Manager will be principally responsible for managing complex and demanding RCS Invited Reviews relating to individual surgeons and surgical services referred to the College by healthcare organisations following potential concerns being raised or because they need assistance with improving aspects of service delivery or design. This will involve working closely with senior College staff and Council members, senior managers at Healthcare organisations and members and fellows of the College who will be acting as clinical reviewers.

This post will be based at one of the College's two Hubs, in London and Manchester, and will require frequent travel across the United Kingdom and out of hours work.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

### **1. Invited review management**

- Providing advice to the senior managers of healthcare organisations (typically this is the Medical Director) about RCS Invited Reviews and which services best align with the situation described.
- Contribution to the team's analysis of new individual, service and clinical record review requests, based on previous experience of other invited reviews, and anticipation of potential complications and risks.
- Preparation for all types of review visits, including:
  - Oversight of tasks undertaken by the Invited Review Coordinator and provision to them of advice when needed.
  - Direct contact with members of the healthcare organisation requesting the review (typically the General, Operational or Service Manager and the Clinical Lead or Clinical Director), discussing in detail the requirements prior to and during the review visit.
  - Drafting Terms of Reference for the review, discussing, and agreeing these with the healthcare organisation requesting the review and the review team.
  - Preparatory reading and analysis of background documentation provided by the healthcare organisation requesting the review, including incident report, complaints, clinical meeting minutes, statistical data, policy documents, consultant job plans and appraisals etc.
  - Analysis of the draft review timetable prepared by the Trust and advice on any necessary modifications, based on previous experience of other invited reviews.
- Independently managing all types of review visits, carried out away from the College, without any direct support by the Head of Invited Reviews or other, senior College staff. This will include:

- Liaising with members of the healthcare organisation requesting the review (typically the General, Operational or Service Manager and the Clinical Lead or Clinical Director), to amend the visit timetable as required and to ensure additional documentary information is provided as required.
- Managing the performance of the review team, providing advice to reviewers about RCS processes, facilitating strong team working with new teams of reviewers in a short period of time, motivating the review team and providing feedback.
- Ensuring that the quality of their evidence gathering and recording is in keeping with the requirements of the invited reviews process and is sufficient to address the terms of reference fully.
- Contribution to interviews with staff members by asking key questions that may not otherwise have been asked by another member of the review team.
- Handling, when required, any difficult or sensitive situations that may arise in conducting interviews with staff members.
- Managing the preparation and delivery of appropriate feedback (including instances where there may be serious concerns about clinical practices) to Senior Management of the healthcare organisation (typically the Medical Director) and answering any questions about process and timescales for report production.
- Ensuring that, where concerns have been raised that may necessitate regulatory involvement, these are well documented, communicated clearly to the healthcare organisation, and acted upon in a timely manner;
- Preparation of the RCS' invited review report, which involves:
  - Production of the first draft of the report in its entirety, based on; the review manager's notes from the review visit, their reading of the documentary evidence provided, discussions with the review team about their conclusions on the information gathered and the necessary recommendations to be made to help remedy and issues identified.
  - Managing the input of the review team to ensure it is both comprehensive and timely and incorporating all feedback in producing a full version of the report to be sent for quality assurance.
  - Analysing the multiple quality assurance responses to the report and incorporating these to produce a complete report that balances all of the views of those contributing to its production.
  - Managing the process of the review team signing off the report to ensure this is done in a timely fashion and that any differences of opinion about the final report are appropriately resolved to the satisfaction of all parties.

## **2. General**

- Working with colleagues to ensure that team policies and guidance documents are up to date and reflect best practice in review visits.
- Participating in the quality review of cases, learning from feedback and carrying out any actions in a timely manner.
- Leading on Invited Review and wider Professional and Clinical Standards development projects and managing time appropriately to ensure these are delivered within agreed timescales, while maintaining progress of a caseload of invited reviews.
- Adhering to procedures and policies in the areas of risk management, confidentiality and equality and diversity and ensuring they are promoted within Invited Reviews.

- Managing highly sensitive and confidential information – including producing correspondence to the agreed corporate standard, maintaining accurate records that demonstrate a proper decision making process, and handling confidential information in accordance with RCS protocols.
- Producing detailed written and oral briefings in relation to invited reviews, legal or other formal proceedings, and also in relation to media and communications enquiries.
- Actively contributing to the Invited Review team's bi-annual committee meeting, including presenting case briefings and updates on service improvement projects.
- Participating in the delivery of reviewer update days, including giving presentations on the work of the invited review team.
- Contributing to the team's awareness raising activities, such as by attending external conferences and networking with senior managers from healthcare organisations or by contributing to RCS delivered workshops on Invited Reviews and presenting to attendees on the work of the invited review team.
- Undertaking continuing professional development (including participation in training events) in areas relevant to the job and to the individual's personal development.

**This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.**

**The Royal College of Surgeons of England is an Equal Opportunities Employer.**

**All College employees are responsible for records held, created or used as part of their work for the College including patient/client, corporate and administrative records whether paper-based or electronic, which also includes emails. Records should be managed and stored appropriately and should in all cases comply with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation. Employees should have read and understood the College's Data Protection Policy and Records Management Policy and should follow all agreed records management and data protection procedures, seeking advice where necessary.**

## **PERSON SPECIFICATION**

|                        |                                     |
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| <b>RESPONSIBLE TO:</b> | Head of Invited Reviews             |

All of the following are essential unless otherwise stated.

### **Qualifications**

- Educated to degree level or equivalent experience

### **Experience and Skills**

- Experience of complex case management
- Strong written communication skills including experience of drafting and editing complex reports effectively and within agreed timescales.
- Strong oral communication skills, including highly developed negotiating and influencing skills and using tact and diplomacy to ensure engagement – often in difficult and challenging circumstances.
- Knowledge of healthcare management and regulatory systems and processes. (desirable)
- Ability to analyse and understand complex issues, and offer workable solutions to problems arising in individual cases with an ability to understand and assimilate legal and procedural issues, with a keen attention to accuracy and detail.
- Ability to work independently with limited supervision.
- Highly organised with an ability to work effectively under pressure and to strict deadlines.
- Ability to prepare and present case briefings to senior staff, both orally and in writing.
- An ability to maintain confidentiality at work.
- A commitment to continuing professional development, taking advantage of opportunities within the role to undertake training and demonstrate learning.

### **People and interpersonal skills**

- Ability to handle challenging situations with tact, diplomacy and empathy, coupled with resilience to meet the sensitivities of individual situations, including challenging behaviour.
- The ability to develop and maintain effective working relationships, despite possible strained circumstances, with senior professionals.
- Ability to demonstrate a results-driven, customer-focused approach, recognising and adapting to the needs of service users.
- An ability to work effectively in a team, supporting and encouraging other team members.
- An understanding of and commitment to equality and diversity at work.

The post holder will also need to demonstrate the following **values and behaviours**:

**Diversity** - we value ***diversity*** and treat each other with respect.

- I listen effectively and treat each person as an individual
- I value people with different skills, expertise and knowledge to myself
- I ensure that everyone I meet feels welcomed at the college
- I trust the people I work with and know they will work to their best ability
- I am inclusive and build good relationships with everyone I work with
- I take time to understand different views to myself for the sake of the college

**Improvement** - we seek continuous ***improvement***, and improvement requires change.

- I use my expertise to question, challenge and improve the way we carry out our tasks
- I identify opportunities to innovate and present ideas to improve our products and service
- I am open and positive to new ideas and ways of working which help the college
- I adapt to change positively
- I help my manager communicate change to others
- I learn from my mistakes and do things differently as a result

**Responsibility** - we take personal ***responsibility*** for all we do.

- I set challenging goals for myself
- I deliver what I say I will deliver
- I take informed decisions which are within my control and hold myself accountable for them
- I take initiative and am proactive in all I do
- I constantly work to the best of my ability
- I work with integrity in the best interests of the College and its priorities

**Collaborative** - we are ***collaborative***, both across the College and with our stakeholders across the world.

- I build positive relationships with the people I work with
- I work collaboratively with others to deliver exceptional performance
- I always work for the greater good of the College
- I highlight behaviours which are inconsistent with the College standards
- I consistently live the College values
- I involve others in key decisions I take at work

**Prudent** - we are ***prudent*** in our use of resources.

- I deliver excellent work and customer service with the resources available to me
- I am efficient with the resources I use
- I find effective solutions to problems
- I escalate issues quickly when resources are stretched
- I prioritise my work effectively
- I follow the rules at work so that I minimise risks to the College

**Professional development** - we are committed to personal **professional development** that benefits the individual and the College.

- I seek learning opportunities for my personal and professional development
- I support, encourage and help my colleagues to develop
- I put my learning into practice in my role
- I ask for regular and honest feedback on my performance and learn from what is said
- I create opportunities to share my knowledge within and across teams
- I know my areas of expertise and convey this with confidence to my colleagues

**The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting and selection. Failure to provide evidence of the required qualifications will result in the offer of employment being withdrawn.**

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22 August 2019