NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details** |
| Post/Title: **Quality/Regulatory Compliance Lead**  Responsible To: **Director of Governance and Risk**  Accountable To: **Director of Governance and Risk** |
| 1. **Job Summary**   (A brief description of the main purpose of the post) |
| * To drive the quality, governance and patient safety agenda forward to promote safe care, positive patient experiences, and effective risk management. * To promote a positive learning environment, embed changes and improvements leading to improved patient safety and outcomes * To provide sound, expert advice and guidance to the senior clinical team in relation to patient safety, quality, and regulatory compliance. * To assist the Registered Manager and Nominated Individual for CQC in ensuring all services have processes in place to enable them to be CQC compliant and are fully supported in the preparation period running up to CQC inspections. * To foster innovation and Evidence Based Practice (EBP) in nursing and AHP practice through the use of novel teaching and learning strategies and by implementing individualised experiential learning through simulation-based and inter-professional education * To be clinically focussed, supporting learners in practice and aim to support staff to achieve outstanding care in an inclusive learning environment |
| 1. **Role of the Department**   (The function of the department in which the post holder works) |
| * Ensure all departments are compliant within the CQC regulatory framework and the quality assurance standards. * Facilitate and lead the quality and integrated governance agenda and ensure compliance with CHKS quality accreditation standards and ISO certification. * To ensure there is a robust framework for consultant compliance with the Practising Privileges Policy with support from the Medical Director and MAC Chair |
| 1. **Key Working Relationships**   (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| * Director of Governance and Risk * Director of Clinical Services * The Integrated Governance and Risk Team * Executive Management Team * Allied Health Professionals Patients and their visitors * Consultant users * Heads of Department * All other employees |
| 1. **Duties and Responsibilities of the Post** |
| **Professional**   * To behave with integrity and dignity at all times in support of the Integrated Governance and Risk Director and the Hospital * To assist the clinical HODs with ongoing practice developments, and quality issues, acting where necessary, as a change agent in relation to innovations and developments with the Department. * To actively collaborate with Clinical HODs in the development and evaluating of orientation programs for nursing and other healthcare personnel * To develop, coordinate, manage, facilitate, conduct and evaluate competency in the clinical setting. * To support the investigation of incidents, accidents, near misses, errors, adverse outcomes and complaints as required. * To promote and integrate EBP in order to continuously improve practice in the clinical setting. * To manage the Quality Initiative Programme ensuring clear quality objectives are set and then achieved. * To further develop the audit programme ensuring quality improvement is at the core * To ensure practice consistently complies with the Fundamental Standards and that evidence is available to support this. * To keep abreast of professional and clinical developments by attending seminars, courses, reading appropriate journals   **Administration and Personnel**   * To provide expertise in identifying professional development needs of individual staff with managers and the HR team * To establish a culture of accountability * To inspire pride in the Hospital and organisational outcomes by developing a superior clinical identity and culture-of- excellence which inspires higher expectations for care than those imposed by external standards. * To promote consistent positive patient interactions when coaching clinical staff that advances the agenda of unparalleled patient care. * To establish good communications with all staff and departments within the Hospital to ensure that an efficient and high standard of service is provided. * To participate in regular meetings as the role dictates. * To communicate appropriate information to the team using Microsoft Teams and the Hospital email. * To undertake relevant duties required by the Integrated Governance and Risk Director. |
| **INDIVIDUAL RESPONSIBILITIES** |
| 1. **General** |
| The post holder is expected to:   * Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies * Understand and incorporate the organisational values into daily working practice:   + Compassionate   + Exceptional   + Ethical   + Evolving * Attend mandatory training as identified by the Hospital * Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning * Work as part of a team and collaborate with colleagues * Ensure good communication links are established with all other departments within the hospital * Maintain a high level of security awareness |
| 1. **Health and Safety** |
| Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management** |
| All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. |
| 1. **Confidentiality and Information Governance** |
| The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.  It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Information Security policy.  The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.  It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant. |
| 1. **Equality and Diversity** |
| Employees are responsible for ensuring that they assist in the implementation of this the Hospital’s Equality and Diversity policy by:   * Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact. * Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management. |
| 1. **Infection Control** |
| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |
| 1. **Safeguarding Children and Vulnerable Adults** |
| It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk. |
| 1. **Disclosure and Barring Service Check** |
| This post requires the disclosure of all criminal record information including details and dates of ‘spent’ convictions, cautions, reprimands, final warnings, police enquiries and pending prosecutions through the Disclosure and Barring Service check. If necessary the post holder will be asked to submit written details in relation to this requirement, as well as any other information that will allow the Hospital to make a fair decision as to the post holder’s suitability. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Qualifications  & Knowledge | * NMC registration * Minimum 5 years continuous post-registration experience * Knowledge and experience of audit and research * Evidence of managing teams/individuals. * Ability to demonstrate clinical expertise | Evidence of continuing professional development |
| Experience | * Experience of Quality Management systems in the UK healthcare environment * Able to analyse data, and devise reports * Experience of the relevant regulatory systems and compliance, including CQC. * RCA investigations | * Experience of working in Independent Healthcare Sector * SI report writing |
| Skills and aptitude | * Exceptional communication skills (written and verbal) with the ability to demonstrate fluency, clarity and effectiveness at all levels. * Ability to demonstrate a safe and supportive environment for staff * Ability to prioritise workload and delegate effectively. * Ability to rapidly respond to changes within the clinical environment. | * Conversant with current professional issues and relevant research |
| Personal circumstances | * A solution focused, dynamic approach to your workload. * High level of attention to detail, accuracy, and pride in your work presentation. * Strong written and verbal communication skills and the ability to multi-task. * Be able to work on your own initiative and/or as part of team. * Willingness to undertake additional responsibilities to support the Hospital as required. * Act as a professional role model | * Interest in teaching/ability to teach |