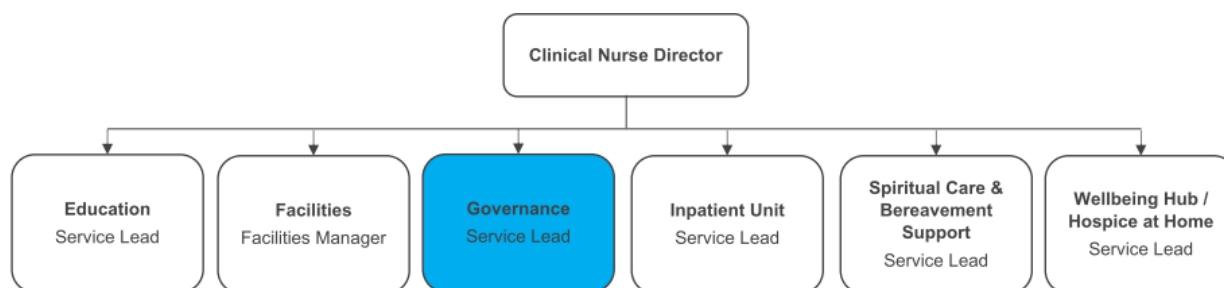


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Quality &amp; Governance Lead</b>
<b>Department:</b>	Clinical Services
<b>Post Holder:</b>	tbc
<b>Pay Scale:</b>	Band 7
<b>Reports to:</b>	Clinical Nurse Director
<b>Responsible for:</b>	tbc

### Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

<b>Job Purpose:</b>	<p>The Quality Improvement and Governance Lead is responsible for ensuring that the services commit to a Quality Improvement Culture and adhere to statutory regulations incorporating best practice and national guidelines and for producing regular reports for the hospice, which demonstrates service quality, clinical outcomes, measures and statutory compliance.</p> <p>To develop and strengthen our organisational approach and understanding of the importance of governance and compliance in all aspects of delivering outstanding care.</p> <p>To be the driving force with the responsibility for the development, maintenance and communication of the hospice's governance and compliance policies, supporting departmental implementation and continuing compliance.</p> <p>To work closely with the Clinical Governance Committee, the Clinical Nurse Director and Managers.</p> <p>Advise, maintain and develop the hospice's compliance with CQC regulations in regard to legislation and best practice.</p>
<b>Key Working Relationships:</b>	<p><b>Bolton Hospice</b></p> <ul style="list-style-type: none"> <li>• Clinical Nurse Director</li> <li>• Chief Executive Officer</li> <li>• Medical Director</li> <li>• Medical Team</li> <li>• Service Leads</li> <li>• Finance &amp; Corporate Services Director</li> <li>• Income Generation &amp; Communications Director</li> </ul>

## **Role Responsibilities:**

### **Quality**

- To provide the Care Quality Commission (CQC) with quality monitoring information required to keep the hospice's risk profile rated as low risk.
- Produce regular reports which demonstrate service quality, clinical outcome measures and statutory compliance in support of the Quality and Governance processes and external stakeholders.

To analyse incident reporting, using root cause analysis, identifying any trends and making recommendations for improving practice, ensuring lessons learned are shared with the organisation to reduce the likelihood of repetition.

- Keep updated regarding the Quality Improvement agenda in health care, making recommendations for the hospice to adopt.
- Monitor and follow up outstanding actions with those responsible to ensure closure against matters arising or the forward planner as appropriate.

### **Governance & Compliance**

- Advise, maintain and develop the hospice's compliance with CQC regulations in regard to legislation and best practice.
- Provide evidence of gaps in meeting compliance, and devise plans on how to meet these.
- Support the Clinical Nurse Director in preparation of evidence and documentation for CQC inspections and engagement meetings.
- Support the Senior Management Team to manage and investigate complaints in accordance with hospice complaints procedures.
- Create, implement and monitor governance and compliance across the hospice including action planning and support.
- Contribute to the strategic development of hospice services with an emphasis on governance and compliance.
- Assist in risk management arrangements and the planning and delivering of business continuity processes for the hospice.
- Review and adapt the monitoring system on CQC compliance, including clinical health and safety, and support and guide the change management process to achieve these.
- Advise and guide on organisational compliance with Information Governance, GDPR.
- Work closely with the Data Protection Officer (DPO) to ensure data protection compliance.
- Complete the Data Security and Protection Toolkit (DSPT) with the advice and input of the Senior Management Group before submission.

### **Legal, Regulatory and Compliance Responsibility**

- Support the Clinical Nurse Director with the compilation of regular reports including the Annual Quality Accounts and other statutory reports.
- Work with the Clinical Nurse Director to develop a rolling programme of service outcome measures which captures the effectiveness of Hospice services and which supports the requirements of the CQC and other Statutory Bodies.

### **Decision Making Level**

- Provide Monthly, Quarterly report and governance assurances to SMG, and if required, present to the Board of Trustees and external stakeholders.
- Any other duties as deemed necessary by the Clinical Nurse Director.

## **General Responsibilities:**

### **Health and Safety**

All employees have a duty to report any accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure.

Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

### **Confidentiality**

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

### **Infection Control**

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

### **Training**

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend mandatory training as required by the Hospice.

### **Safeguarding Vulnerable People (Children and Adults)**

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

### **Disclosure & Barring Service Check**

This post is subject to a Disclosure & Barring Service check.

### **Valuing Equality and Diversity**

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Quality &amp; Governance Lead</b>
<b>Department:</b>	Clinical Services
<b>Pay Scale:</b>	Band 7

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to degree level in relevant subject or equivalent level qualification or significant experience of working at a similar level in specialist area supported by a professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical or Risk Management Qualification</li> <li>• Professional qualifications in management, quality, project management or governance</li> <li>• Masters or equivalent level of experience of working at a senior level in specialist area</li> </ul>	Application Form Certificates Interview References
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working in a quality/compliance role</li> <li>• Experience of planning and implementing service change in response to risk management issues</li> <li>• Demonstrable experience of dealing effectively with matters of a highly sensitive and confidential nature</li> <li>• Experience of communicating and engaging effectively with internal staff and external agencies/stakeholders</li> <li>• Evidence of writing strategies, policies, procedures and guidelines</li> <li>• Evidence of report writing and the ability to produce high quality comprehensive reports to senior management level</li> <li>• Experience of leading and managing staff</li> <li>• Demonstrable experience in managing risk</li> <li>• Knowledge and experience in audit</li> <li>• Track record of leading and facilitating change, meeting strict deadlines, working under pressure and dealing with conflicting priorities</li> </ul>	<ul style="list-style-type: none"> <li>• Senior management experience within a healthcare organisation</li> <li>• Evidence of leadership and accountability for performance management</li> <li>• Some understanding and knowledge of the workings and challenges faced within a Healthcare environment</li> </ul>	Application Form Interview References

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Excellent organisational skills, including the ability to manage time and prioritise workload effectively</li> <li>• Excellent interpersonal and relationship-building skills with the ability to communicate effectively at all levels</li> <li>• Ability to make decisions and implement changes, following detailed analysis and interpretation of data and statistics</li> <li>• Project management skills with an ability to think analytically, anticipate obstacles and think ahead using analytical techniques to identify several solutions</li> <li>• Excellent IT skills across a broad range of platforms</li> <li>• An ability to provide, receive, convey and present information in a clear way</li> </ul>	<ul style="list-style-type: none"> <li>• Proven track record as a motivational leader, with the ability to negotiate and provide empathy, reassurance and support</li> </ul>	Application Form Interview
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Practical experience of quality and governance principles, systems and processes</li> <li>• Detailed knowledge of risk management and governance and its impact on the organisation</li> </ul>		Application Form Interview
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Self-motivated and able to use initiative</li> <li>• Able to work on a number of projects simultaneously</li> <li>• Strong teamwork ethic</li> <li>• Able to work under pressure and to deadlines</li> <li>• Commitment to continuous professional development</li> <li>• A commitment to the vision and values of Bolton Hospice</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to work occasional evenings and weekends to fulfil the requirements of the post</li> <li>• A full driving licence and access to a vehicle insured for business use</li> </ul>	Application Form Interview