

Job Description

Last Updated: March 2025 [AC]

Job Title:	Quality Lead
Reports to (job title):	BU Head [or equivalent] Professionally accountable to Head of Quality and Risk
Line Manager to:	[TBC]

Job purpose

The Quality Lead is responsible for providing oversight on clinical quality and effectiveness on behalf of the Surrey Children and Family Health Business Unit, and for ensuring the services provide accurate and appropriate clinical quality information to the commissioners.

This is a high profile post responsible for delivering safe and effective care on behalf of the BU Head, by overseeing the management of quality across a portfolio of services.

The post holder will advise the Business Unit Senior Leadership Team on the requirements needed to meet all quality regulatory and professional standards and support the collation and presentation of contractual clinical quality information to meet the relevant CQUINS and Key Performance Indicators.

The post has responsibility for delivering a wide portfolio of functions to maintain quality across all service areas, these are medicines management, adult safeguarding (health), infection prevention and control, health and safety, compliance with CQC, governance and safety.

The role will work closely with HCRG Care Group corporate support functions, notably Chief Nursing Officer, Head of Quality and Risk, National Lead for Safeguarding, Chief Pharmacist, Information Governance, Communications and Experience Team and Legal Team (including claims).

The post holder will work with the relevant Heads of Service, using leadership skills to ensure that the quality agenda is delivered across the BU consistently, thus providing assurance to the Business Unit Quality & Safety committee that services are consistently being provided safely and effectively across the BU. They will also through the programme of transformation and improvement, ensure that the quality of services and the professional voice are not adversely impacted, bringing challenge and solution focused methodology to ensure services are delivered efficiently but without reducing quality of service user experience.

The post holder will work with the Senior Leadership Team to ensure the Business Unit is compliant with CQC Regulations, advising the BU on how the regulations should be interpreted and working with Service Leads on ensuring these and other national quality standards are embedded in practice, providing assurance to the relevant governance committees.

The Quality Lead is also responsible for providing all regular and adhoc reports for the HCRG Care Group Clinical Governance & Quality Committee, the Quality Performance Group as requested by the Chief Nursing Officer and the Head of Quality and Risk, these reports form the basis for assurance that the BU is providing safe and effective quality driven care.

The post holder will hold a close working relationship with commissioners for all services representing the services at agreed contract, quality and safety meetings.

Base

Flexible/Hybrid working, base location to be agreed If appropriate - however it is envisaged the post holder will have a presence within services regularly/throughout the working week (as agreed).

Key responsibilities

Communication / Relationship Skills

The post holder will provide consistent guidance and support to the BU, including providing senior clinical support to the Senior Leadership Team within the BU to ensure:

- Clinical performance is monitored to support the achievement of contractual and business performance measures.
- Opportunities to share learning across the services in the BU are maximised.
- Clinical performance management of subcontractors is monitored to identify failure to comply with contractual agreements / under performance
- The Senior Leadership Team have access to sufficient and appropriate information, including assurances regarding the clinical quality and safety of services.

Analytical / Judgmental Skills

- Develop audit plan and ensure audit aspects of services are developed and embedded in practice
- Identify clinical information that provides supporting evidence that care provided to patients is of high quality and safe
- Acquire, collate and interpret highly complex, sensitive or contentious information for dissemination and communication to multi-disciplinary teams of clinical staff, senior managers and/or large groups of other staff
- Lead the delivery and reporting on CQUIN/QOF where relevant
- Lead the delivery and reporting on quality KPI
- Lead reporting for Safety Events where required

Planning and organisational tasks / duties

- Ensure the service teams have access to advice and support from relevant experts and teams (internal and external)
- Be responsible for the production of the monthly Quality Assurance & Risk Report to all Governance Committees
- Be responsible for producing board reports, strategy and policy documents as required by the BU Head or Head of Quality & Risk and to communicate highly complex information to a range of people,

including senior staff in the organisation and other agencies, clinical/practice staff, and other stakeholders, and in a range of forums where communication may be difficult or contentious

- Give formal presentations
- Ensure clinical governance systems are robustly implemented and operated

Patient Care Responsibilities

- Patient satisfaction and experience – linking into the Communications & Experience Team and supporting the services to take on new innovations that improve patient experience as required
- Ensure learning from patient complaints is shared and disseminated to staff
- Delivers highly specialised advice on care and training
- Ensure clinicians practise evidence-based care; adhere to local and national guidance, and best clinical practice
- The post holder will ensure that lessons learned from incidents including any formal investigations, complaints, claims and inquests are shared appropriately and acted upon

Responsibilities for human resources including personal and people development

- Provide specialist advice, support and training, to staff, Senior Managers and Clinical Leads, on aspects of quality assurance including management of risk, Patient Safety Investigation and internal reviews
- Support the BU Head with HR investigations. This may involve advising, participation and involvement in investigations that may be disciplinary in nature

Responsibilities for information resources

- Personal generation of records, data entry, maintenance and creation of spreadsheets/databases, designing systems for others, etc.
- To use clinical and non-clinical systems in line with service specific requirements
- Working with the Service Leads produce the annual Quality Account for the BU
- Undertake the role of Deputy Caldicott Guardian, ensuring appropriate and safe disclosure or sharing of sensitive information

Physical Skills

- To work autonomously
- Will require travel within BU/Region. Will need a Full Driver's license

Responsibility for Audit/Research & Development

- Carry out investigations and clinical governance reviews as required, providing support and supervision/coaching for others who may be undertaking similar within the organisation

- Seek out relevant NICE guidance and other relevant guidance and work actively with clinical groups within the BU in the review, implementation and audit of compliance with NICE guidance
- Use data analysis to develop the Quality agenda throughout the BU
- Lead on the collation and utilisation of effective benchmarking information and to develop, communicate and promote its use throughout the organisation. This will include both quantitative and qualitative data

Freedom to Act

- Work autonomously without direct supervision within the boundaries and tolerances agreed by the BU Head and Head of Quality & Risk
- To work within agreed timescales and to be responsive to new and changing priorities and to manage own workload.
- Ability to identify and escalate risk to projects as appropriate

Responsibility for financial and other physical resources

- Lead and support financial initiatives for example, development of business cases to support CQUIN expenditure and to improve practice where fines may have been incurred
- Support the monitoring and reporting on product effectiveness and quality
- Liaise with clinical leads to ensure cost effective utilisation of service delivery
- Ensure that learning and development opportunities and resources delivered are accessible, cost effective and draw on best practice evidence in terms of content, process and structure
- Provides advice to ensure that quality and clinical governance priorities are considered in budget setting and the financial management of the service
- Responsibility for own equipment

Health, safety and security

- Provide clinical challenge to investigation of patient safety incidents and other significant safety events
- Ensure all Risk Management and Safety related policies and procedures are robust and current and reflect national risk, governance and patient safety initiatives, legislation and healthcare priorities
- Maintain BU Risk Log and ensure effective management and mitigation of risk across services.

Responsibility for Policy and Service Improvement / Development

- Ensure new national guidance and policy relating to quality and safety is effectively built into local policies in a timely way
- Ensure HCRG Care Group is signed up to and complies with, relevant external safety and quality initiatives (such as any relevant Patient Safety Collaborative)

- Provide clinical governance support for the clinical quality and safety of the services across the service
- Champion and lead on Quality Improvement within the BU – providing advice, input and training to colleagues

Quality

- Advising the BU Head and CQC Registered Manager of any significant clinical governance issues that must be reported externally e.g. CQC, ICB etc.
- Ensure clinical teams comply with the clinical requirements of contracts i.e. NICE guidance
- Ensure treatment and/or advice is delivered in line with the professional standards of the regulatory bodies and Faculty/Royal Colleges/Specialist Professional Organisations
- Ensure clinicians practise evidence-based care; adhere to local and national guidance, and best clinical practice
- Ensure quality is embedded within all the service areas and that they are compliant with all statutory regulations

Equality, diversity and rights

- The post holder has a responsibility to support, promote or develop a culture which promotes equality & diversity
- The post holder should promote Equality and Diversity within the business unit and wider within the organisation at all times

Key Internal and External Clients

Internal

- BU Head
- Senior Leadership Team in BU
- Chief Nursing Officer
- Head of Quality and Risk – professional accountability
- Central Quality Team
- BU Quality Leads
- Legal Team
- Communications & Experience Team
- Service Clinical Leads
- Service Managers
- National Specialty Leads

- Governance and IG Managers

External

- Commissioners
- Sub-contractors
- GPs
- Patients
- NHS community
- CQC

Proposed job plan

Working arrangements are flexible, and remote working is possible depending on the needs of the services and organisation however it is envisaged that the post holder will work 37.5 hours per week and cover core working hours (for example, 9-5 Monday-Friday, not Bank Holidays).

Outline of Provisional Job Schedule:

[TBC]

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand

Think

- Challenge
- Improve

Do

- Accountability
- Involve

- Communicate

- Learn

- Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that

clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

Qualifications

- Degree Level Education

Knowledge & Skills

- A detailed knowledge of professional regulation and evidence based practice
- Excellent communication skills, written and verbal, with ability to demonstrate fluency, clarity and effectiveness.
- Excellent organisational skills
- High standards of written presentation
- Excellent interpersonal skills
- Ability to prioritise and organise work effectively
- Able to work to deadlines.
- Excellent time management
- High levels of credibility with senior teams, able to influence and effect change
- Facilitation skills
- Coaching skills
- Mature influencing; a team player able to work in multidisciplinary teams
- Self-motivated and a completer finisher
- Experience of undertaking patient safety investigations action planning and embedding lessons learned

Change Management Experiences

- A clear demonstration of a successful service mobilisation and/or change management project
- Understanding of the principles of evidence-based healthcare

Experience of clinical guideline development

- Experience of working with multidisciplinary groups
- Experience in healthcare clinical effectiveness

- Experience of quantitative and qualitative data audits /analysis for benchmarking and performance monitoring processes.

Personal Attributes

- Self-motivated
- Able to work alone or as part of a team
- Sound decision making skills
- Good negotiator
- Customer orientated.
- Ability to achieve tight deadlines
- Able to cope under pressure
- Able to act independently on own initiative and use own judgment within agreed boundaries
- Attention to detail with a thorough and systematic approach to tasks and high standards of accuracy
- Commitment to keep up to date with developments in own specialist area and to ensure that work reflects current knowledge
- Willingness to learn and develop further in key areas of the job
- Commitment to health and safety policies and procedures
- An understanding and commitment to equality and diversity
- Polite, professional and friendly approach to work
- Enthusiastic and motivated
- Ability to demonstrate discretion and diplomacy
- An expectation that the post-holder will work flexibly and undertake to work the hours required to fulfill the role.

Desirable

Qualification

- Relevant clinical qualification
- Health Care Registered Professional
- Registered and revalidated / have a licence to practise
- Educated to Masters level or equivalent experience

Experience

- Minimum of 5 years post registration experience working in a health or social care environment
- Experience in a corporate leadership role
- Experience in Committee work
- Experience with outcome measures
- Experience of working in a Caldicott Guardian role.
- Experience of undertaking clinical safety assessments in line with DCB0160

Knowledge & Skills

- Knowledge and understanding of the legislation relating to Safeguarding adults and children, The Hygiene code, Controlled drugs, Health and Safety and CQC key lines of enquiry.
- Understanding and experience of change methodology with a track record of delivering major change programme to transform clinical services.
- A good working knowledge of HCRG Care Group.
- Good understanding of the NHS.
- Completion of the NHS Digital Clinical Safety Foundation Course (CSO training)
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Employee signature

Manager signature
