

Job Title:	Quality Governance Facilitator
Reports to (job title):	Head of Quality & Risk
Line Manager to:	No direct reports

Job purpose

The post holder shall have a good working knowledge and understanding of quality governance within healthcare, and its application in an independent provider of NHS-funded health and care.

As an integral member of the Corporate Quality Team, the Quality Governance Facilitator will support members of the team to instil sound governance systems and processes across the breadth of the organisation's services and gain assurance of adherence to relevant standards, regulation, and other requirements.

The post holder will assist members of the team by analysing and presenting information and data relating to quality and safety in preparation for discussion at key meetings.

Base

The role will predominantly be executed remotely, with the need for occasional travel to sites across the UK as required.

This post is responsible for

Providing support to the Corporate Quality Team and facilitating quality governance activities across the organisation, including but not limited to:

- Overseeing audit activity and ensuring submissions are received from relevant services and teams, in order to analyse findings to draw out themes and trends.
- Collating and preparing information and data in readiness to present to key committees and audiences as part of the organisation's governance framework.
- Support with the identification and delivery of quality improvement initiatives in order to continuously improve quality of services and standards of care.

Key responsibilities

- Monitor and ensure that clinical governance systems and processes are embedded across the organisation.

- Monitoring of and reporting on the organisation's clinical audit programme, and working with subject matter experts to ensure the correct allocation of audits and submissions by relevant services and teams.
- Consider any impact arising from recommendations made by national guidance/strategy, best practice or agreed standards and any relevant reports or inquiries to and support the organisation to embed changes in practice and demonstrate compliance.
- Assist the Corporate Quality Team in gaining assurance of compliance with policies, procedures, organisational and national guidance and directives.
- Monitor actions and gain assurance in response to patient safety alerts, following up with the relevant key governance colleagues across the organisation where required.
- To work within organisational policies, procedures and guidelines and where appropriate, assist with the development of these documents in line with changes to legislation or best practice.
- Monitor trends and analyse themes across a number of quality measures, outcomes and performance indicators.
- Assist the Corporate Quality Team by preparing complex data as high-level reports to support the interpretation of data relating to quality and safety at relevant committee meetings and other discussions.
- Make recommendations for Quality Improvement initiatives after analysing and reviewing data and proposing a range of options to improve quality.
- To assist in the review of reports and information and raise concerns around safety issues and related risks.
- To have the communication skills to receive a range of highly complex information, some of which will require triangulation with other data.
- To have highly developed communication skills to act as a facilitator and gain the respect of peers to enable effective support to be provided and assurance to be gained.
- Be responsible for own personal development to ensure the achievement of own objectives and that of the organisation.
- To manage personal time effectively to ensure milestones and objectives are met.

Proposed job plan

The post holder will work flexibly across the week (a total of 37.5 hours), as necessary based on work-life balance and prior arrangements with their line manager, ensuring that weekly tasks and deliverables are achieved satisfactorily. The post holder will be a self-motivated individual who prioritises their time effectively, managing their own workload and seeking support where required. Tasks will be agreed with their line manager, and regular informal and supportive discussions will be held, ensuring performance against agreed objectives is consistent with organisational values, behaviours, and priorities.

Outline of Provisional Job Schedule:

37.5 hours per week, Monday to Friday, no weekend or unsocial working. Flexibility and hybrid working opportunities can be agreed between the post holder and line manager.

The post holder will be a Display Screen Equipment (DSE) user, and the role is likely to require prolonged periods of sitting down and (where required) driving to other sites for meetings and/or training.

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
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- 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

- Good understanding of the NHS patient safety agenda & strategies with an understanding of the compliance and governance requirements within healthcare.
- Knowledge of governance processes, procedures and best practice.
- Excellent communication (verbal and written) and interpersonal skills to maintain relationships with a variety of colleagues and stakeholders.
- Ability to work unsupervised and prioritise workload around competing demands.
- Ability to produce high quality work with attention to detail.
- Good presentation skills to produce detailed written reports, communication materials and presentations
- Experience of application of audit findings and evidence-based practice within the healthcare setting.

Desirable

- A sound understanding of legislation, regulation and directives specific to independent healthcare providers
- Recognised study in the area of quality, risk or governance or willingness to undertake further development in this area.
- Evidence of involvement in implementation of new processes, ways of working or systems.

Other requirements:

- Enthusiastic and self-motivated with the ability to work both alone or as part of a team
- Able to cope under pressure whilst retaining the ability to achieve tight deadlines

Job Description

- Able to act independently on own initiative and use own judgement within agreed boundaries
- Attention to detail with a thorough and systematic approach to tasks and high standards of accuracy and execution
- 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
- An understanding and commitment to equality, diversity, inclusion and equity
- Polite, professional, friendly approach and a commitment to uphold the organisation's values and behaviours at all times
- An expectation that the post-holder will work flexibly as required

Employee signature

Manager signature
