

Job Title:	Deputy Head of Quality
Reports to (job title):	Head of Quality & Clinical Risk
Line Manager to:	TBD
Salary	£55,690 - £68,631

Job purpose

The Deputy Head of Quality is a senior post, acting with a high degree of autonomy, providing clinical quality expertise and leadership. The post-holder will work closely with operational teams and corporate support functions to ensure high standards of care are demonstrated and assured. The role will be fundamental in helping to drive forward our quality agenda, helping ensure we maintain and exceed compliance and standards in line with our vision and strategy.

The role will be responsible at times for deputising for the Head of Quality & Clinical Risk, supporting sound decision-making and providing advice, guidance and support to colleagues across the organisation. The post-holder will advise and coach colleagues to empower them to execute their responsibilities for quality management and clinical governance activities.

A strong focus for this role will be embedding new ways of sharing learning, working with internal and external stakeholders to promote and respond to best practice and guidance, and adopt and spread improved ways of working to promote patient and colleague safety. There will be a shared responsibility as an additional Patient Safety Specialist for the organisation to help lead on safety initiatives and oversight of safety improvement plans and projects.

Base

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

This post is responsible for

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

- Using their detailed understanding of the HCRG Care Group vision, strategy and objectives to help drive forward standards of care, quality compliance, outcomes and performance

- Working with operational and functional colleagues, including subject matter experts, to gain assurance that quality and clinical governance systems and processes are maintained and operated effectively
- Helping to champion and foster collaborative relationships between functional and operational colleagues to ensure there is a shared commitment to quality, safety and improvement
- Pro-actively monitoring indicators of quality and safety, recognising themes and trends to ensure concerns are addressed promptly, develop organisation-wide learning and quality improvement initiatives
- Identifying opportunities to learn from and work with internal and external stakeholders and organisations to implement improved ways of working and share good practice
- Presenting often complex, sensitive or contentious information to large groups and senior colleagues where there may be professional challenge or barriers to acceptance

Key responsibilities

Quality

The post holder will:

- Ensure that quality and clinical governance systems are operated, regularly reviewed and developed to enable safe and effective management of colleague and patient safety
- Champion a culture of safe high quality care, excellence and constructive challenge
- Identify and share learning at every opportunity, seeking new ways to ensure learning is recognised, well understood in various contexts and opportunities for improvement are realised
- Proactively monitor and suggest improvements to performance metrics and dashboards to meet organisational reporting requirements, evidence compliance and demonstrate high standards
- Support the organisation's oversight of quality through triangulation of data, feedback, liaison with colleagues and observation of practice
- Provide training, coaching and support to our quality and clinical leaders to achieve successful operation, reporting against and further development of our quality systems
- Identify quality projects ensuring that external factors, such as NHS strategies or changing landscapes are considered, and support the implementation and reporting against the outcomes of such projects
- Assist the Head of Quality & Clinical Risk to provide assurance that services are mobilised safely and meet regulatory and best practice requirements
- Hold self and quality lead colleagues to account for delivering consistent, predictable, high quality outcomes
- Be an active member of the Clinical Governance Committee and other committees as required
- Provide reports to the relevant committees that evidence that services are safe and deliver quality
- Support the development of policies and procedures, professional competency frameworks (when appropriate), and advise on professional development needs
- Help facilitate communications with external organisations where required

- Support the Head of Quality & Clinical Risk with their accountability for organisational safety as an additional Patient Safety Specialist for the organisation

Regulation

The post holder will:

- Provide advice about all issues and risks relating to compliance with the Regulations and ensure that all new clinical services are registered with the CQC / Ofsted in order that they are licensed to operate.
- Support and advise new and current CQC Registered Managers in aspects of their role including, but not limited to:
 - statutory notifications
 - development of new CQC Registered Managers
 - support the CQC Registered Managers, Business Unit Heads and their teams in all matters relating to a CQC Inspection and preparation of the same (including completion of Internal Service Reviews)
- Ensure that all compliance issues are fed-back to Registered Managers and are addressed and rectified, which may require skilful negotiation with Business Unit Heads, Regional or Functional Directors and senior managers
- Support the regulatory compliance of new services or those undergoing transformation
- Support the maintenance of CQC registration and compliance, helping foster an environment to drive and achieve outstanding ratings

Leadership

The post holder will:

- Lead by example, motivate colleagues and nurture a culture of continuous improvement, openness and trust
- Contribute to and bring healthy challenge to the network of quality leads and various organisational committees
- Represent and promote the image of the organisation internally and externally
- Be a key player in a team that delivers organisational objectives and improves standards
- Approach challenging situations with an awareness of strengths and limitations, seeking help when needed
- Find ways around obstacles and navigate challenging dynamics with courage, confidence, sensitivity and maturity
- Support the review and development of organisation-wide policies and guidance, ensuring that all clinical/quality policies remain up to date

Budget Management

The post holder may:

- Advise on procurement of physical assets or supplies
- Contribute to and/or produce business cases as required

Business Development

The post holder will:

- Collectively input into bid responses and associated documentation, and assist with the identification and/or development of innovative and cost effective solutions to meet tender requirements
- Demonstrate our difference through various activities, including the production of case studies, the setting and attainment of outcomes, and involvement in research and external meetings/conferences

Human Resources

The post holder will:

- Ensure any direct reports have performance reviews and personal development opportunities in line with organisation policy
- Coach and mentor colleagues where this is identified as mutually appropriate and beneficial to all parties as agreed

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	Think	Do
<ul style="list-style-type: none">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• 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

- Registered practitioner (without conditions) educated to degree level
- At least 5 years as a practising clinician post-qualification with at least 3 years experience in primary or community care
- Leadership qualification or equivalent experience at senior level with demonstrable clinical leadership skills
- Excellent working knowledge of clinical governance and risk management systems, and ability to apply principles to different environments
- Understanding of the requirements of the governing, professional and regulatory bodies applicable to independent healthcare providers and working with external monitoring bodies such as the CQC
- Ability to predict trends by analysing and interpreting relevant information and using data to improve quality and performance
- High level of interpersonal and communication skills in written and verbal format, and ability to engage, negotiate, mediate and influence clinical teams with new initiatives
- Ability to communicate complex information when there may be barriers to understanding
- Able to motivate and influence behaviours of colleagues, a team player able to work in multidisciplinary teams
- Excellent organisational skills, self-motivated, able to meet tight deadlines and work in a pressurised environment with frequent interruption and changing priorities
- Evidence of an ability to prioritise workload for themselves and where appropriate, others
- High degree of self-awareness and ability to work flexibly
- Keyboard skills and ability to use software and systems required in the role

Desirable

- A good working knowledge of the organisation
- Experience of facilitating service improvement, change management and developing quality improvement plans
- Experience of designing and/or delivering training and education for healthcare professionals
- Experience of service mobilisation
- Experience of managing or leading teams in a healthcare environment

Job Description

- Experienced in outcome development and reporting, with broad knowledge of key health outcomes and outcome-based contracts
- Experience of professional networking at a high level

Other requirements:

- Able to drive/travel to services around the country on an occasional basis

Employee signature

Manager signature
