

Care Group Quality & Safety Governance Manager

Department: Health & Community Services

Division: Quality & Safety

Reports to: Head of Quality & Safety

JE Reference: HCS1014

Grade: Grade 12 (AfC H)

JE Date 8/2/2021

Job purpose

Responsible for leading and promoting the clinical governance agenda across the Care Group, working within an integrated system of care groups to support, embed, monitor and review the delivery of safe and effective care in every service.

Work closely with, direct and educate staff, to enable the development and embedding of effective quality & safety governance systems and processes. Developing governance champions across care groups; supporting directors and managers to implement and monitor the quality & safety strategy.

Drive and lead, in collaboration with other governance heads/leads, managers and facilitators, a consistent and rigorous approach to operational and strategic alignment of the quality and safety strategy; enabling a culture of continuous learning and development. Create and implement a whole system approach to quality & safety and the standardisation of care group governance processes.

Job specific outcomes

1. Develop and implement a range of governance processes within specific care groups and across HCS, to drive and embed the Quality & Safety Strategy; support the development of skills, knowledge and experience of the staff, people who use services and the wider community, to consistently improve quality, safety and care outcomes.
2. Provide guidance and direction to managers and clinicians at all levels of the organisation on key aspects of the quality and safety strategy and supporting documents e.g. Clinical Audit, Effectiveness and Quality Improvement Strategy, Duty of Candour Policy, Safety Event Learning Policy, Serious Event Framework; to ensure the achievement of care group and organisational quality and safety governance objectives; alongside clear monitoring and assurance reporting within a culture of openness and civility.
3. Drive and lead on an effective and proactive quality and safety governance culture within HCS, utilising a range of communication and engagement techniques and design processes which raise awareness and encourage involvement; ensuring systems thinking, human factors and just culture principles are embedded in all safety activity.
4. Analyse qualitative and quantitative data resulting from quality and safety governance processes, present findings of reviews and data synthesis to facilitate learning, within and across care groups; enable the development of an environment within which high quality health & social care can be delivered.
5. Enhance cross organisational learning and facilitate the integration of data from quality and safety management systems, to improve existing skills and the knowledge base across HCS, enabling

better ways of working together; creating an interconnected, shared vision for a safe, high quality, person centred care and experience across services.

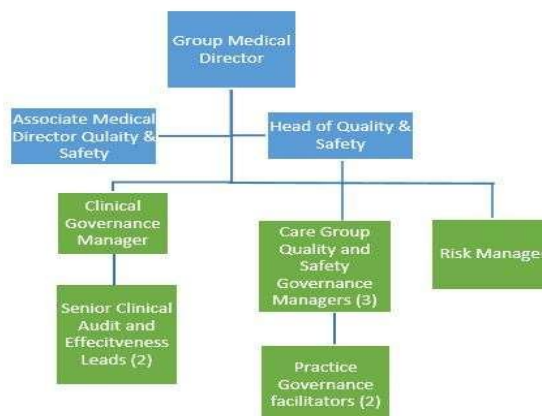
6. Drive, facilitate and monitor the development and implementation of up to date HCS policies, procedures and good practice guidelines, based on a range of evidence from sources such as NICE, professional colleges and bodies, local quality improvement activities, patient and user experience/ feedback, external and internal reviews and regulation.
7. Provide assurance and exception reports to promote the dissemination of findings from local and National audit; quality improvement initiatives, including reviews and investigations and where required, escalate areas requiring immediate remedial action; where appropriate produce implementation plans.
8. Maintain a working knowledge and keep up to date with HCS wide and National information pertaining to quality and safety; disseminate information across care groups to support an effective safety culture. Network within National quality and safety forums.
9. Provide expertise to support care group managers/service leads to review all moderate and severe harm events to ensure they have been graded correctly, support and train staff to undertake investigations, up to and including, round table and serious Incident reviews; identify and monitor key areas where safety can be improved.
10. Co-ordinate and equip care groups to enable services to be adequately prepared for external accreditation, audit, regulation and inspection.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time such as Health and Safety Legislation, care Commission Regulation of care, public Finances Manual and Legal requirements.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Professional Health and/or Social Care Qualification</p> <p>Educated to degree level</p> <p>Registered nurse on the NMC register/ Paramedic on the HPC register/ ODP on the HPC register</p> <p>Extensive experience working in a Health Care and/or a Community Care environment in a senior position</p> <p>Relevant management qualification</p> <p>Relevant teaching/coaching qualification</p>	<p>Post graduate certificate/qualification in a related subject, such as: Patient Safety; Human factors or Quality Improvement</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of essential safety procedures, including reporting, safety alerts and regulatory requirements</p> <p>Evidence of the ability to undertake investigations (including RCA methodology), prepare and deliver reports and monitor performance and action plans</p> <p>Evidence of ability to constructively challenge processes and behaviours in relation to Quality and Safety Governance and Risk</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Substantial experience in quality and safety governance and assurance</p> <p>A critical understanding of Patient Safety and Risk Management</p> <p>High level of knowledge and proficiency in the use of IT applications</p> <p>Project management qualification</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to act on own initiative and be both self-directed and motivated in the work environment</p> <p>Excellent communication skills, demonstrating assertiveness together with both negotiation and persuasion skills.</p> <p>Commitment to deliver high quality care.</p>	

	<p>High resilience to cope in difficult emotional traumatic situations and provide peer support.</p> <p>Effective team manager with the ability to inspire.</p> <p>Ability to work flexibly, under pressure and to tight deadlines, at times under extreme pressure is essential.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism.</i> <i>This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Minimum of 5 years post relevant professional qualification with evidence of continuing professional development relevant to the area of speciality</p> <p>Understanding of current safety thinking and improvement methodologies</p> <p>Understanding of the multi-disciplinary nature of quality and safety within health and social care services</p> <p>Previous experience within Quality/Safety/Governance</p> <p>Evidence of designing and implementing Quality and safety strategies</p> <p>Understanding of the theory and practice of quality and safety in health & social care settings</p>	
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>		

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.