

## Quality and Safety Manager (Policy and Quality Improvement)

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**Department:** Health and Community Services

**Division:** Quality and Safety

**Reports to:** Head of Quality and Safety

**JE Ref:** HCS1137

**Grade:** CS12

**JE Date:** 02/08/2022

### Job purpose

Responsible for leading and promoting the policy framework across Health and Community Services, working with key stakeholders to support, embed, monitor and review policies, strategies procedures and clinical guidelines in every service.

Supporting directors and managers to implement and monitor policies and strategies, managing relevant Quality Improvement Projects linked to policy formation.

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.

### Job specific outcomes

Develop a policy planning framework(s) within HCS and ensure this remains effective and relevant by pro-actively identifying when action is needed. Work closely with key stakeholders, partner departments including the Jersey Care Commission and Law Officers' Department, to ensure HCS policies are appropriate, robust and achieve the intended outcomes.

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 National Institute for Health and Care Excellence (NICE), professional colleges and bodies, local quality improvement activities, patient and user experience/ feedback, external and internal reviews and regulation.

Under guidance, apply a structured and engaged process – including policy research, evidence-informed analysis, and public and stakeholder consultation – to ensure that the resulting frameworks are robust and future orientated.

Monitor policy / strategy, during implementation, cascading and embedding policies and gathering insight to enable continuous improvement. Contribute to long-term planning and foresight projects, to inform policy and strategy formation, and to achieve consistency and best practice.

Deliver work in a timely, effective manner, and work in partnership with all relevant stakeholders to test the feasibility of policy and strategy options, and plan implementation.

Co-ordinate and equip care groups to enable services to be adequately prepared for external accreditation, audit, regulation and inspection.

Work as a member of the Quality and Safety Team. Provide cross cover, guidance and direction to managers and clinicians at all levels of the organisation on key aspects of the quality and safety strategy 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.

Manage a number of quality improvement projects relating to clinical risk and other clinical governance priorities to facilitate patient safety across the organisation.

Improve the quality of care within the organisation by working to share learning and best practices, to ensure that the organisation learns and makes sustainable changes as a result.

Cover any other additional duties at the request of the Head of Quality and Safety in pursuance of learning and development service requirements in a timely, efficient and effective manner.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <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 Educated to degree level</p> <p>A recognised management qualification or equivalent experience gained during a management role.</p> <p>Extensive experience working in a Health Care and/or a Community Care environment in a senior position</p> <p>Relevant teaching/coaching qualification</p>	<p>Project management qualification</p> <p>Post graduate certificate/qualification in a related subject, such as: Patient Safety; Human factors or Quality Improvement</p>
<p><b>Knowledge</b></p>	<p>Understanding of the challenges that face HCS for the future (alongside the policy and governance requirements)</p> <p>Knowledge of :</p> <ul style="list-style-type: none"> <li>• Care Quality Commission (UK)</li> <li>• NHS Outcomes framework</li> <li>• NICE quality standard</li> </ul> <p>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>Awareness of ways to work effectively with a diverse range of stakeholders, including through co-production</p>	<p>Working knowledge of corporate policies such as Data Protection, Freedom of Information, Financial Directions</p> <p>Working knowledge of Root Cause Analysis and/or other frameworks for investigation</p> <p>Experience or demonstrable knowledge of quality improvement/ clinical audit methodologies</p>
<p><b>Technical / Work-based Skills</b></p>	<p>Developed policy and strategic reasoning skills with evidence of working at pace in a complex multi-stakeholder environment to effect policy/plan development.</p> <p>Good presentation and communication skills to communicate complex, sensitive or contentious information.</p>	<p>Understanding of a range of policy production techniques.</p>

	<p>Excellent writing skills; ability to create documents, communications materials and supporting government publications, which explain complex issues clearly and simply.</p> <p>High level of knowledge and proficiency in the use of IT applications</p>	
<b>General Skills/Attributes</b>	<p>Credible with a diverse range of stakeholders.</p> <p>Resilient, maintaining effectiveness under pressure.</p> <p>Ability to work independently and autonomously.</p> <p>Well organised; able to deal with multiple competing priorities and a high workload.</p>	
<b>Experience</b>	<p>Minimum of 5 years post relevant professional qualification with evidence of continuing professional development relevant to the area of speciality</p> <p>Experience of successfully leading specific areas of policy and/or large-scale planning, leading engagement with a range of stakeholders.</p> <p>Understanding of current safety thinking and improvement methodologies</p> <p>Previous experience within Quality/Safety/Governance Evidence of designing and implementing Quality and safety strategies</p> <p>Understanding of the theory and practice of quality and safety in health &amp; social care settings</p>	<p>Understanding of the multi-disciplinary nature of quality and safety within health and social care services</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.