

## Head of Compliance and Assurance

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**Department:** Health and Community Services

**Division:** Quality and Safety

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

**JE Ref:** HCS1190

**Grade:** CS14

**JE Date:** 13/03/2023

### Job purpose

Supporting the Director of Quality and Safety in the delivery and oversight of strategic level and service management for all compliance and assurance work streams including Jersey Care Commission (JCC), specialist compliance requirements and any external assurance matters for compliance.

Leading HCS in the preparation and response to the Jersey Care Commission (JCC) inspections ensuring that robust systems are in place for the collection and monitoring of evidence and taking responsibility for reporting progress to the Executive Team and the Board.

### Job specific outcomes

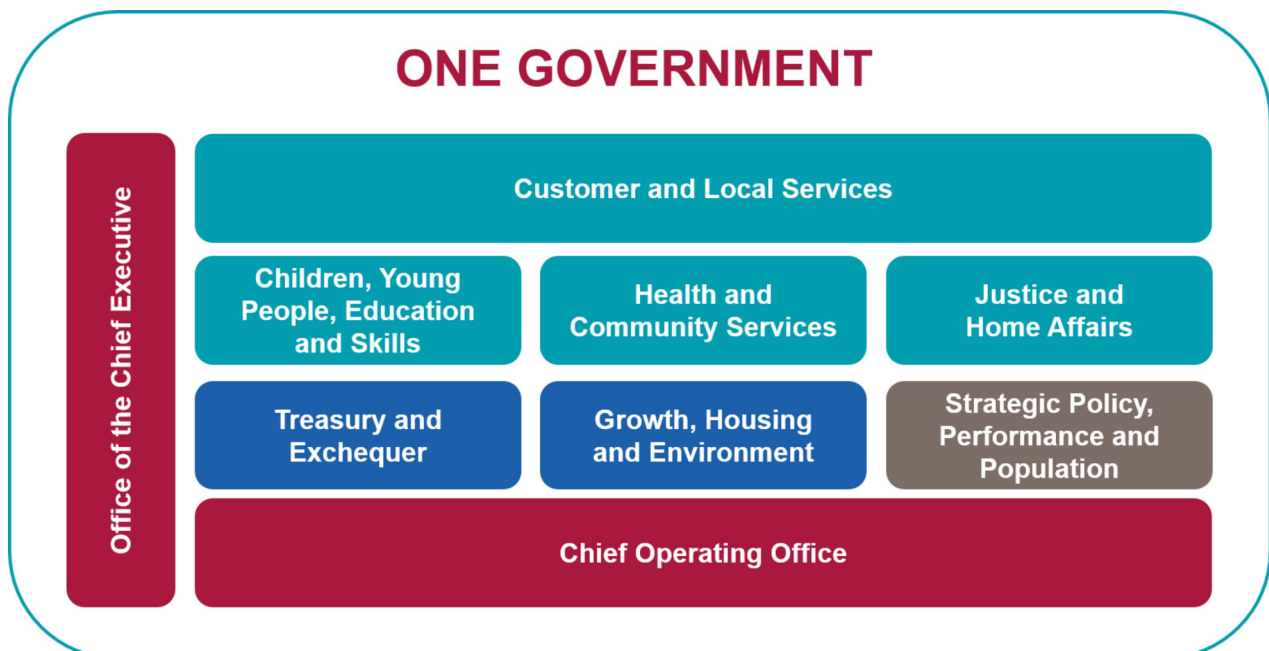
1. To work alongside the Patient Safety Specialist and Head of Patient Experience to ensure the triangulation of all governance and compliance matters to provide assurance to the Director of Quality and Safety and wider organisation in relation to patient safety; utilising evidence as necessary to inform the JCC Journey to Excellence agenda.
2. Ensuring that HCS meets its requirements under the Jersey Care Commission's fundamental standards and regulations and other quality regulators ensuring that there is a robust framework in place to monitor performance against the regulatory requirements.
3. To undertake and co-ordinate 'walkabouts' as part of preparation for inspection providing robust reports to detail findings, supporting teams and Board members to prepare for inspection and improve.
4. Identify gaps in assurance in relation to quality and ensure the necessary action is taken.
5. Working closely with the Executive Team, senior managers and care group leadership teams and liaising with external stakeholders and agencies where appropriate.
6. Ensure all parties HCS wide understand their responsibilities in terms of the JCC standards/ regulations.
7. The monitoring of HCS's overall JCC action plan and regulatory requirements including the Journey to Excellence plan.
8. To promote and develop the culture of a learning organisation committed to high quality of care, innovation and continuous improvement.
9. Communicate with staff within the organisation to ensure compliance with all governance and JCC requirements, ensuring robust systems of assurance.

10. Work with all relevant parties across HCS to review and strengthen systems for delivery as appropriate.
11. Taking the lead on behalf of HCS where participation in other external inspections of partner agencies is required and co-ordinate any action required by HCS pre-inspection, during and post inspection.
12. To support a high-quality transparent governance culture ensuring systems and processes are fit for purpose for staff to deliver a timely, reliable, safety focused service.
13. To line manage the Compliance and Assurance Team, Clinical Governance Manager and oversee the Effectiveness portfolio including Clinical Audit and Effectiveness and Policy and Quality Improvement.
14. To deputise as required.
15. To support the Associate Director and Director of Quality and Safety in the formulation, implementation and monitoring of strategies HCS wide.

### 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>MSc level qualification or demonstrable equivalent experience working at a senior level in specialist area.</p> <p>Professional nursing qualification and current registration with the Nursing and Midwifery Council (NMC) or professional qualification with registration with the appropriate body. Such as the Health and Care Professions Council (HCPC)</p> <p>Evidence of continued professional development to support the delivery of a senior leadership role</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Experience in the monitoring and measurement of actions ensuring that any gaps identified are addressed in a timely manner.</p> <p>Liaison at a senior level with external providers.</p> <p>Formulation, implementation of complex strategies and realistic plans.</p> <p>Demonstrable record of achieving challenging targets.</p>	<p>Experience of supporting and advising upon JCC/ CQC matters.</p>

	<p>Experience of Governance and Incident reporting systems and triangulation</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Knowledge of JCC/ CQC regulatory framework, underpinned by theory and experience.</p> <p>Ability to interpret national policy, research, guidance and standards relevant to integrated governance and compliance to ensure relevant integration and application.</p> <p>Excellent presentation skills; be able to confidently deliver to any staff group both internal and external to the organisation.</p> <p>Detailed understanding of current healthcare policy and the implications of this across HCS</p>	
<p><b>General Skills/Attributes</b> <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>Compassionate leader</p> <p>An inclusive and proactive leadership style promoting broad engagement and transformational leadership with personal and professional credibility.</p> <p>Excellent organisational, interpersonal and negotiation skills</p> <p>Ability to provide, receive, convey, discuss and present highly complex, sensitive and/or contentious information to large groups</p> <p>Excellent listening and engagement skills</p>	

	Able to communicate effectively with staff at all levels and professions across the organisation.	
<p><b>Experience</b>  <i>This is the proven record of experience and achievement in a field, profession or specialism. 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>5 years post qualifying experience</p> <p>Experience of having worked in a Governance field for at least two years</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 1-3 core accountabilities attributes and behaviour indicators.