

Compliance and Assurance Manager

Department: Health and Community Services

Division: Quality and Safety

Reports to: Clinical Governance Manager

JE Ref: HCS1195

Grade: CS11

JE Date: 28/03/2023

Job purpose

Drive and lead the work with the Care Groups across HCS to prepare for inspection, supporting and facilitating the collection of evidence which demonstrates HCS compliance with national and local directives and regulation, specifically JCC, NICE guidance, National Audits etc.

Supporting the Head of Compliance and Assurance 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 Chief of Service, Lead Nurses, Allied Health Professionals and General Managers to ensure the triangulation of all governance and compliance matters in relation to inspection, patient safety; utilising evidence as necessary to inform the JCC Journey to Excellence agenda.
2. Co-ordinate and equip care groups to enable services to be adequately prepared for external accreditation, audit, regulation and inspection.
3. Ensure that the Care Group structure receives appropriate support from the Quality and Safety team, to enable them to prepare and comply with external inspection and regulation
4. Lead, develop and facilitate the compilation of evidence, demonstrating improvements in the quality of clinical care and clinical outcomes and learning from clinical risk matters and positive service changes/developments or quality improvements resulting from these
5. Engaging with and supporting regulators, inspectors and other enforcement authorities in relation to clinical governance, risk and quality compliance.
6. Manage and coordinate preparations for reviews by, and responses to, Comptroller and Auditor General.
7. Formulate and co-ordinate action plan progress following a JCC inspection visit including working with teams and Care Groups to complete this; report progress into the relevant senior meetings and HCS committees
8. Ensure JCC improvement plans are developed and delivered in line with the HCS vision.
9. Monitor implementation action plans based on arising recommendations, ensuring traction and progress of these actions, and provision of assurance to the senior leadership team.

10. To liaise with the Jersey Care Commission on Care Standards related to all areas of HCS.
11. Lead and/or co-ordinate development, delivery and evaluation of innovative practice across all Governance, Quality & Assurance areas of activity
12. 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.
13. Provide line management support to the Compliance and Assurance Officer and Administration Assistant. This includes recruiting & retaining staff, whilst supporting and developing individual skills to meet organisational objectives and the needs of the organisation.
14. To Deputise for the Head of Compliance and Assurance as required.
15. Cover any other additional duties at the request of the Head of Compliance and Assurance and the Associate Director 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



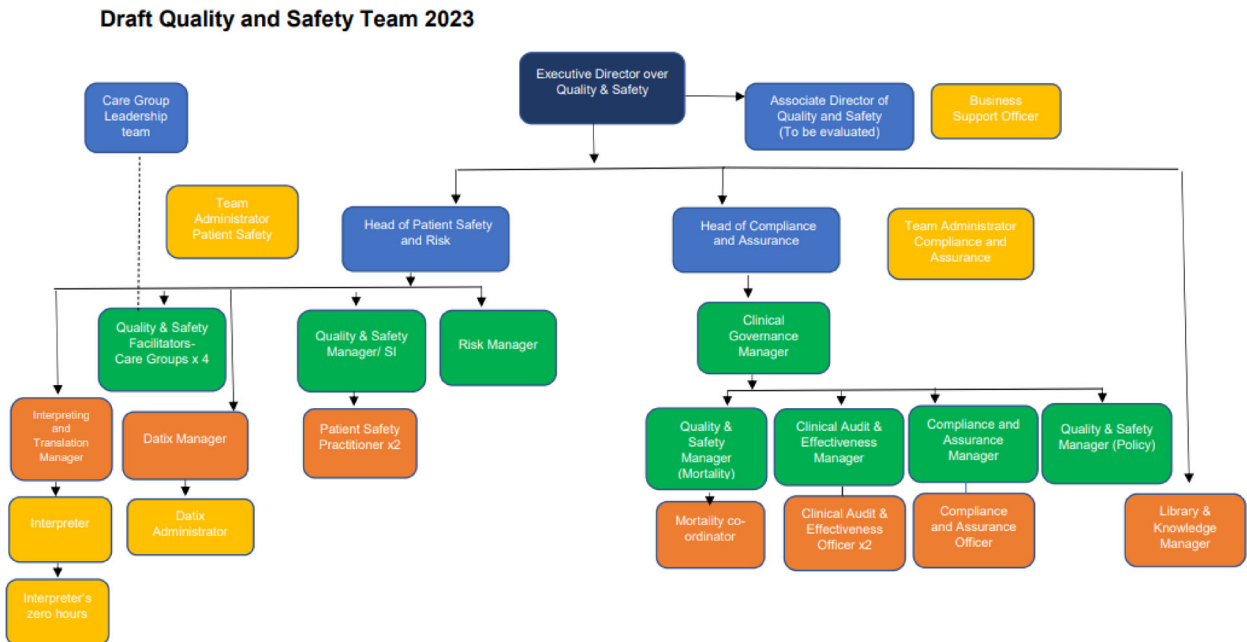
Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<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>
Knowledge	<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"> • Jersey Care Commission • Care Quality Commission (UK) • NHS Outcomes framework • NICE quality standard <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 Awareness of ways to work effectively with a diverse range of stakeholders, including through co-production</p>	
Technical / Work-based Skills	<p>Developed policy and strategic reasoning skills with evidence of working at pace in a complex multi-stakeholder environment.</p> <p>Good presentation and communication skills to communicate complex, sensitive or contentious information.</p>	<p>Experience of supporting and advising upon JCC/ CQC matters.</p>

<p>General Skills/Attributes</p>	<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>	
<p>Experience</p>	<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 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</p>	

Organisation chart



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.