

## Head of Quality and Safety

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**Department:** Health and Community Services

**Division:** Group Medical Director

**Reports to:** Group Medical Director

**JE Ref:** HCS577

**Grade:** CS15

**JE Date:** 20/04/2020

### Job purpose

The role will provide strategic leadership on the development and implementation of a quality and safety strategy, which provides clarity on clinical governance, policy and procedural frameworks; enabling the organisation to promote, develop, measure and continually improve both clinical quality and controls assurance standards; as part of that framework enable/facilitate a positive risk management culture.

### Job specific outcomes

1. Lead on Incident Reporting for HCS when there have been serious untoward incidents and/or there have been serious adverse outcomes, ensuring a timely and appropriate response on behalf of the organisation including formal settings such as inquests and Coroner's Courts.
2. Responsible for reporting and providing briefing, based on reports and data to ensure that senior management are fully up to date on a range of issues (e.g. reported incidents, complaints, risk register to assess health care quality and clinical performance) and that there is an auditable evidence trail available.
3. Lead on the development and monitoring of long term strategic plans for Health and Community Services, to include: integrated governance, risk management and controls assurance with responsibility for corporate governance frameworks and policies to improve patient/client safety and consent and related matters.
4. Responsibility for the service delivery and professional development of direct reports and their respective teams to ensure the organisation is adequately prepared for any external accreditation.
5. Lead and develop an environment that is supportive and open where individuals, teams and the organisation are able to learn in order to continuously improve the care and services delivered to the people of Jersey.
6. Interpret UK policy and standards relating to health and social care governance and policy and procedural frameworks, assessing their relevance to Jersey and develop local goals and standards.
7. Lead on serious untoward incident reporting and management, including communicating with patients/clients and/or families and staff involved post adverse events and ensures

timely updates pre, during and post investigation periods including disclosure of reports to ensure compliance with Caldicott principles.

8. Ensure that the organisation is aware of their obligations regarding existing and emerging legislation and regulations affecting health and social care to ensure compliance with standards including financial probity, data protection and information management.
9. Lead and co-ordinate a training programme that delivers on human factors, investigator skills, multi professional learning, clinical audit and effectiveness, complaints handling and mandatory training requirements to ensure the workforce understands good practice and their obligations.

### Statutory responsibilities

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

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

### Services

- *Clinical Governance and Risk*

### 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>Must have a professional qualification in a health related discipline at Bachelor degree level.</p> <p>Must hold a Master's Degree level in a subject related to healthcare governance.</p> <p>Possession of an accredited management/leadership qualifications</p>	<p>An accredited risk management qualification is desirable</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>Knowledge of risk management in a healthcare setting.</p> <p>Extensive governance within a major healthcare setting.</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>Able to demonstrate confidence in their own judgement</p> <p>Possess a strong working knowledge of a range of IT applications</p> <p>Ability to analyse complex technical situations, including deaths and produce considered, balanced responses.</p> <p>Ability to acquire a deep understanding of the work of all healthcare settings and to understand care pathways and treatments.</p>	
<p><b>General Skills/Attributes</b></p>	<p>Proven ability of communication verbally and written, with a wide</p>	

<p><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>range of professional groups.</p> <p>Ability to negotiate and implement ethically robust solutions to complex procedural and organisational challenges.</p> <p>Ability to extract, analyse and synthesise complex information</p> <p>Ability to inspire confidence in a range of stakeholders whilst delivering complex and potentially difficult messages, including service users, their relatives, and senior management.</p>	
<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>Significant recent experience in a healthcare field, which must have been in a senior leadership/management capacity.</p> <p>Proven experience of leading and developing long terms strategic plans.</p> <p>Proven experience of developing imaginative options for future ways of working with service providers and service users.</p> <p>Proven experience of motivating, innovating and building effective relationships with key stakeholders.</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 to 3 core accountabilities, attributes and behaviour indicators.