

Job title:	Quality Manager
Base:	SELDOC Headquarters, but may be required to work at other areas
Accountable to:	Group Medical Director
Hours:	Fixed Term Maternity Cover (6-12 Months) with the possibility of a permanent role. Full Time, 37.5 hours per week. You may as part of your role, be required to work some hours during the OOH period.
Salary:	£33,000 - £39,000 per annum

Key working relationships: Group Medical Director, Deputy Medical Director, Quality Manager, Quality Administrator, Lead Pharmacist, Senior Management Team, Operations team, HR department and Finance.

JOB SUMMARY

The post holder will ensure that SELDOC has innovative and robust clinical governance systems to support the delivery of high patient quality care. This will include developing, implementing and maintaining effective patient participation strategies, providing effective and efficient handling of incident reporting systems and complaints that comply with the NHS and best practice standards. The successful applicant will develop the Patient and Public information and clinical governance systems to ensure Care Quality Commission (CQC) registration is maintained. The post holder will also provide administrative support to the Clinical Governance Committee to develop policies, maintain clinical databases, conduct quality audits and deliver against the annual operating plan. The post holder will be a member of the Clinical Governance Team.

KEY DUTIES AND RESPONSIBILITIES

Patient and Public Participation

- Maximise the opportunities for patient response/feedback and develop processes that support this.
- To develop and lead on a process that allows the organisation to engage and work with users or potential users of the services in the development of future services.
- To develop and maintain the web site and other relevant media to provide information that is useful, accessible and appropriate for staff, GP practice Members and the public, including receiving and publishing patient feedback.
- Work with local focus groups to enhance SELDOC's profile and understand the expectations of stakeholders.
- Develop a repository of patient information media to support effective communication with patients about health, self-care and appropriate access to services, for example, improve information for patients on when and how to use services.
- Link with GP practice Members to identify how to best meet the needs of their practice populations.

Complaints and significant incidents management

- To establish and maintain an effective process for obtaining patient feedback in line with commissioning and National quality requirements and to contribute towards overall improvement of services.
- To provide expert liaison and correspondence with patients, relatives and their representatives.
- To lead in the investigation and handling of complaints received ensuring that these are entered into a database and handled in accordance with the complaints procedure within agreed timescales.
- To prepare and issue timely, accurate, professional and sensitive correspondence in response to complaints.
- To maintain an effective database of all complaints, feedback and incidents, flagging SIs, undertaking communication of actions and lessons learned.
- Work with the Group Medical Director and their deputy to undertake Root Cause Analysis.
- To produce the Clinical Governance reports, Commissioners reports and Annual report for the Clinical Governance and Operations Committees. This should include details of all Clinical Governance activities including complaints, incidents, SI's, quality audit, patient engagement, safeguarding, medicines management and performance against NQRs. The reports should also include proposed actions and feedback on progress.
- To develop an effective method of feedback on compliments and complaints for duty doctors and operational staff that enables learning across the organisation.
- To provide other ad hoc reports as required for the Medical Director, Board and commissioners.

Performance Management

- To work closely with the Group Medical Director, their deputy and the management team to agree and enable regular quality audit process to ensure SELDOC provides a high quality service, meets the requirements of commissioners, quality standards (NQRs) and the CQC.
- To improve and implement a robust and useful system of regular feedback to staff on productivity and quality of their performance.
- To work in conjunction with the management team to implement and review performance management systems across the organisation.
- To review complaints, incidents, feedback, results of quality audit and provide feedback to relevant staff on their performance.
- To make recommendations for further training where this need is identified from the review process.

Medical Records Management

- To be responsible for medical records management, in accordance with Caldicott principles and information governance processes, including secure call sheet storage, patient's notes, patient's notes reviews, access to patients' records.

Database Management

- To be responsible for database management by overseeing and ensuring:
- Patient's notes reviews, including duplicated information/amalgamation.
- That all users are adhering to the requirements of summary care records, end of life care and special notes handling systems.
- Providing supervision, monitoring and assistance in the uploading of data such as the safeguarding database, special patient notes, as required.

- Uploading and maintaining any other patient information sharing system working collaboratively with service users and stakeholders to ensure that patients information is shared appropriately and according to IG principles.
- Checking Smartcard data.
- Review of duty doctors and operations staff Aadastra user maintenance and access rights.
- Ensure safe storage and disposal of patients records in line with NHS guidance.
- To maintain a database of all safety Alerts, ensuring onward communication of information received to duty doctors and operational staff, with the agreement of the pharmaceutical advisor, operations team, DMD or medical director as appropriate.
- To maintain duty doctor databases which will include performance data, relevant documents and correspondence.

Policy development and maintenance

- To review and develop policies as required by the clinical governance committee to meet the needs of the service and requirements of CQC.
- To support the Medical Director and their deputy in preparing policies relating to clinical governance work streams.

Quality Reporting

- To produce the Clinical Governance reports, Commissioners reports and Annual report for the Clinical Governance Team and Quality Committee. This should include details of all Clinical Governance activities including complaints, incidents, SI's, quality audit, patient engagement, safeguarding, medicines management and performance against NQRs. The reports should also include proposed actions and feedback on progress.
- To provide performance reports for GPs, call handlers and any other front-line staff.
- To produce board and committee reports in accordance with meetings timetable.
- To produce reports for commissioners in accordance with commissioners meetings timetable.
- To produce any additional reports required for the purpose of quality and patient safety.

Training & Educational meetings

- To organise educational meetings for members, duty doctors and staff, as required and in conjunction with the Clinical Governance team.
- To arrange resuscitation training and maintain a database of staff who have attended training.
- To coordinate and implement any new training programmes as agreed with the Medical Director.
- To undertake training of operational staff and duty doctors as agreed with the Medical Director or deputy.
- To be responsible for coordinating and contributing to the clinical newsletter ensuring regular production according to timelines agreed with the Medical Director and clinical governance team.

New Business Opportunities

- To assist, as required with the co-ordination of developing new business and contracts including the production of PQQs, tender submissions and business cases, ensuring that deadlines for submission are met.
- To provide support for projects as directed by the Group Medical Director.

Corporate responsibilities

- To work as part of the day time management team to ensure a positive and productive team environment is developed and maintained at all times.
- To attend internal and external meetings as requested.
- To produce written and verbal reports with appropriate data to support such meetings.
- To support colleagues in ensuring operational and management cover is available across all work streams.

Objectives and Personal Development

- Agree annual objectives and review progress during the year with the Group Medical Director.
- Agree a PDP with the Group Medical Director.

Other duties

- Any other duties, as agreed, to meet the needs of the organisation.
- The role may span across services operated by both SELDOC Ltd, and SELDOC Healthcare services.

This job description is not definitive or restrictive in any way. It will be regularly reviewed and may be amended in the light of changing circumstances following consultation with the post holder.

Person Specification - Clinical Quality Manager

A= Application form, I= Interview, SD= Supporting Documentation, R= References

Person Specification	Essential	Desirable	Assessment
Education/Qualifications			
Educated to degree level or equivalent	x		A, SD
Clinical background or registered healthcare professional	x		A, SD
Evidence of Information Governance training (within last year)		x	A, SD
Project management qualification		x	A, SD
Postgraduate qualification in management or leadership		x	A, SD
Experience & Knowledge			
Experience of working in an organisation or team with a strong patient-centred focus	x		A, I
Significant and proven experience of leading a complaints department		x	A, I, R
Significant and proven experience of Patient Engagement in a with the ability to demonstrate a thorough and tested knowledge of the requisite legislation		x	A, I, R
Experience in conducting root cause analysis (RCA)		x	A, I, R
Training in RCA		x	A, I, SD
In depth knowledge of NHS complaints handling procedure, Clinical Governance frameworks, legislative frameworks, relevant patient safety guidance and frameworks, NQRs	x		A, I, R
Experience of successfully and proactively handling sensitive and difficult situations	x		A, I, R
Experience of managing projects and coordinating multiple work streams under tight deadlines	x		A, I, R
Experience of using Adastra		x	A, I
Experience of working with IT databases and systems, and in using Microsoft Office to produce reports and presentations	x		A, I
Significant knowledge of methods, systems and processes for obtaining patient feedback		x	A, I, R
Experience of policy and procedure formation, implementation and monitoring		x	A, I
Quality improvement experience or expertise		x	A, I, R
Experience in working in OOH		x	A, I
Experience as a line manager		x	A, I
Experience of being a mentor or coach		x	A, I
Experience in communications and media		x	A, I
Proven ability to deliver national, local and organizational targets and performance measures		x	A, I, R
Experience of working on health projects with a joint provider and developing partnerships with other organizations'		x	A, I
Experience of improving performance within a health care delivery team	x		A, I, R
Experience of leading a team through organisational change		x	A, I
Experience of preparing bids for healthcare service contracts		x	A, I

Experience of developing new services, or innovative solutions to service delivery		x	A, I
Experience of managing a staff training programme		x	A, I
Experience of being a budget holder, and delivery of services within budget		x	A, I
Proven experience of championing patient feedback and learning from incidents and complaints throughout the organisation		x	A, I
Proven experience of responding to complainants and staff in a sensitive and understanding manner that demonstrates empathy		x	A, I
Skills and Qualities			
Excellent verbal & written communication	x		A, I, R
Excellent IT literacy, organisation skills, presentation skills, including ability to manage of group/team meetings effectively	x		A, I
Evidence of commitment in face of challenges	x		A, I
Understanding of the meaning of equality and diversity within the workplace	x		A, I, SD
Ability to work with complex and difficult to resolve situations, and work with a variety of interpersonal styles	x		A, I
Strong negotiation and influencing skills with ability to motivate and engage individuals and teams	x		A, I
Proven ability to gather, analyse, interpret and prepare concise reports on complex data and to be able to use such data to assess performance, identify trends and themes and provide suggestions for service improvement	x		A, I
Ability to build strong working relationships across a complex range of services and functions, with clinical and non-clinical staff, as well as with external stakeholders	x		A, I
Build and maintain constructive relationships based on shared understanding of issues with colleagues, partners and stakeholders	x		A, I
Demonstrate a high level of work organisation, self-motivation, drive and outcomes focus	x		A, I, R
Passionate, positive and enthusiastic about delivering high quality care for patients	x		A, I, R
Ability to be discrete and recognise the sensitivity of the work required	x		A, I, R
Willing to increase knowledge and skills in Clinical Governance, Quality and patient safety that will add a positive contribution to the department and organisation	x		A, I, R