



JOB DESCRIPTION

TITLE:	Associate Director of Quality and Compliance
REPORTS TO:	Director of Nursing & Quality
REMUNERATION TERMS AND CONDITIONS:	
LOCATION:	Trust Headquarters (Crawley HQ). Flexibility is required and the post holder may be required to work out of any Trust site or other location to meet the business needs of the organisation

KEY RELATIONSHIPS:	Chief Executive Executive Directors & Trust Secretary Trust Chair & Non-Executive Directors Trust Board Council of Governors Senior Management Team Staff Side Representatives and Trade Unions (Local and National) Clinical Commissioning Groups Local authority Other Ambulance Trusts NHS Improvement Care Quality Commission HSE The Department of Health & NHSE Voluntary and Community Organisations Care UK Managers and Directors (111 partnership) Patients, their carers and the public
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JOB SUMMARY

To support the Director of Nursing & Quality in designing, implementing, monitoring and co-ordinating the Trust's Quality Governance and assurance functions. The post-holder will ensure that systems and processes are in place for continuous improvement, compliance monitoring and response.

In particular, the post-holder will be the lead for

- Care Quality Commission
- Information Governance
- Health & Safety Executive

The post-holder will also act as a subject matter expert in Duty of Candour and ensure the Trust is compliant with Duty of Candour legal obligations and will work closely with colleagues to influence a culture of patient engagement and involvement across the service.

Working in collaboration with the operational leadership teams and ensuring that operational and corporate systems are well established, properly aligned and effective.

Key responsibilities will include providing professional and expert compliance and assurance advice at all levels and ensuring that dynamic and effective escalation systems are in place, including the production and co-ordinating of a range of assurance reports.

The post-holder will coordinate a system of compliance monitoring which will include both observational and documentation reviews and will have overall awareness of breaches in compliance and the actions being taken. The post-holder will be responsible for briefing the Director of Nursing & Quality and the wider executive team on compliance issues.

The post-holder has responsibility for the management of a number of individuals to support Information Governance, Quality Governance and Health & Safety Compliance.

MAIN DUTIES AND RESPONSIBILITIES

GENERAL RESPONSIBILITIES

The post holder will:

- Bring together the cross directorate functions of compliance, health & safety and information governance to ensure seamless and collaborative working.
- Lead the strategic development of systems and processes in the areas of compliance, information governance and health and safety for the (the Trust). This will support the delivery of the Trust's strategic vision, corporate objectives, statutory requirements and other key deliverables ensuring compliance with legislation.
- Support staff in realising a culture of positive and proactive compliance and learning.
- Provide and receiving highly complex information and possessing effective persuasive and motivational skills to communicate information where there may be barriers to understanding.
- Provide expertise in the compliance of Information, Quality and Health & Safety and the necessary assurance required for a complex healthcare provider.
- Undertake the role of subject matter expert, and advice on compliance, best practice and have a sound understanding of modern approaches to quality compliance.
- Advise and coordinate the development of appropriate organisational policy, strategy and procedures.
- Co-ordinate any planned inspections or compliance visits and the associated information requests.
- Work with the Medical Director to ensure clinical audit has oversight on appropriate compliance monitoring.
- Provide a support function to the operational teams and corporate functions, delivering flexibility that supports their requirements and deliver quality outcomes.
- Demonstrate extremely high levels of professionalism, integrity and positivity with the ability to foster excellent relationships with key stakeholders, both internally and externally.
- Be able to be effective in multi-disciplinary teams, successfully influencing stakeholders to achieve objectives.
- Be able to produce, analyse and present complex data and information to various committees and the Trust Board, using a number of different approaches and media.
- Develop and undertake a range of related training sessions and workshops.
- Act as the Trust Lead for Compliance and advise the Executive lead in Care Quality Commission, HSE, IG and Duty of Candour compliance.
- Be expected to chair meetings.

OPERATIONAL RESPONSIBILITIES

The post holder will:

- Ensure the operational staff are updated, informed and engaged in the compliance and clinical quality portfolio.
- Identify associated risks and ensure these are captured and managed on the Trust's risk management systems.
- Provide expert advice on compliance to the operational and corporate teams.
- Undertake high level risk assessment with the applicable subject matter expert, and provide support to staff to undertake risk assessment and action response plans.
- Support divisions and managers to develop the appropriate risk profiles and associated reports.
- Produce and provide a range of compliance & performance reports.
- Ensure that the associated policies are regularly reviewed, updated and disseminated to all staff.
- Ensure the Trust has a system of monitoring professional re-validation for those professions requiring revalidation.
- Work closely with subject matter expert groups in risk identification, review and escalation, such as the Medical Equipment, Health & Safety, Medicine Management, Duty of Candour, Information Governance.
- Responsibilities for human resources such as supervision or management of staff recruitment, appraisal, training and development etc.
- Responsibilities for information resources and/or systems.
- Responsibilities for establishing and maintaining communication and relationship both internally and externally.
- Use of physical skills in carrying out roles and responsibilities.
- Use of analytical and judgmental skills.
- Provide inspirational leadership, empowering team members and recognising team development and progression.
- Actively contribute to the successful team working of the Nursing and Quality, directorate team.
- Act as an advocate for the Trust, internally and externally, promoting a positive culture for patients, staff and external contractors.
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- Fulfil the function of Data Protection Officer to support the information governance lead.
- Undertake a minimum of one operational or EOC shift per month to maintain clinical skills and credibility
- Be part of the strategic on call rota if required

POLICY, SERVICE, ORGANISATIONAL AND PROFESSIONAL RESPONSIBILITIES

The post-holder will

- Responsible for informal and formal communication with internal and external stakeholders.
- Ensure corporate policies, process, practice and evidence are in place to meet the requirements of the CQC, HSE and ICO outcomes and regulations
- Proactively work with Heads of Service, Service Managers and other stakeholders to ensure that the Trust's compliance processes allow the business requirements of the organisation to continue effectively and safely.
- Work closely with colleagues in similar posts in partner organisations and nationally to ensure the delivery of best practice across all organisations.
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- Responsible for management and supervision of staff including appraisals.
- Ability to plan and organise competing priorities.
- Provide leadership in assurance across the organisation.
- Develop and lead the organisational approach to assurance testing and maintain evidence portfolios. Prepare for and work with external visitors to deliver effective announced and unannounced visits.
- Receive formal feedback from assurance testing and work with clinical teams to devise and manage action plans and improvement planning.

Corporate Governance: Provide strong leadership to managers and all staff within directorate. Contribute to the development of corporate policy and decision making activity. Actively contribute to the successful team working of the Trust Board and executive team. Maintain good corporate and clinical governance arrangements, including risk management. Embrace high standards of quality, safety and clinical governance in accordance with the “Managers’ Code of Conduct”. Promote the vision, values and goals of the organisation. Support the Trust by providing as requested, a media presence and informed comment to journalists.

Performance Management: Actively manage the allocated budget, ensure financial balance and provide the Chief Executive with monthly reports on financial activity. Anticipate and take early actions to mitigate any financial imbalance. Ensure that the Trust’s funds are properly used, represent value for money and can withstand public scrutiny. Develop and agree budgets with direct reports and monitor expenditure against those budgets. Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security: Manage health, safety and security issues in own area of responsibility. Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision making processes and the “culture” of own area of responsibility. Promote, monitor and maintain best practice in health, safety and security. All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust’s health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of other persons who may be affected by their acts or omissions. In addition managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation.

Policies: The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time. Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECAMB policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Values: The Director of Nursing will be required to demonstrate compassionate care in their daily work and adopt the 6 C’s – NHS values essential to compassionate care i.e. Care, Compassion, Competence, Communication, Courage and Commitment. Post-holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

Equality and Diversity/Equal Opportunities: Promote equality of opportunity and diversity in own area of responsibility. Ensure compliance with equality and diversity legislation and develop active commitment to the need to ensure equality of opportunity and the benefits of diversity. Indicate

an acceptance of commitment to and promotion of the principles underlying the Trust's Equal Opportunities Policy. The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful discrimination, to promote equality of opportunity and good relations between staff and clients of differing groups. Individuals (including volunteers, contractors and temporary works) must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and Equality laws. Similarly all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associates.

Confidentiality / Data Protection / Freedom of Information: Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure. In addition managers have specific responsibilities to ensure that their staff maintain the confidentiality, and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldecott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

NOTES

- This job description reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service. The post holder is required to be highly flexible in terms of their current and future portfolio of work
- The post holder is expected to work with the minimum of supervision and may be expected to deal with other duties appropriate to their level and post
- This is an outline of the post holder's duties and responsibilities. It is not intended to be an exhaustive list and may change from time to time to meet the changing needs of the Directorate and Trust
- Other tasks reasonably and normally incidental to the job are set out in training, operational and health and safety instructions, service policies, Trust standing orders and in general information circulars
- The post holder is required to comply with the Trust's Code of Business Conduct and the NHS Manager's Code of Conduct

PERSON SPECIFICATION	
Person Attributes required on the basis of the Job Description	Essential (E) or Desirable (D)
Qualification and Experience	
Registered Professional	E
Educated to Masters degree level or equivalent through knowledge & experience	E
Strong evidence of continuing personal and professional development	E
Successful track record of leading high performing teams.	E
Experience in quality compliance, information governance and HSE compliance	E
Knowledge and Skills	
Excellent knowledge and understanding of the pre-hospital and community care operating environment and wider NHS health economy.	E
Experience of leading a team of subject experts	E
Experience of working with partnership organisations	E
Significant experience of leading and implementing major change programmes	E
Has business planning, objective setting and performance management experience	E
Highly driven and able to engage others	E
High degree of integrity with an understanding of and commitment to compassionate care	E
Effective negotiating and influencing skills	E
Able to communicate across wide demographic boundaries and to a wide variety of stakeholders in an appropriate manner	E
Significant experience of Care Quality Commission inspections and developing subsequent action plans	E