

<b>Job Description</b>			
<b>Job Title</b>	Quality Improvement Lead	<b>Job Family</b>	Healthcare – Regional & Quality team
<b>Reporting to</b>	Regional Associate Director of Nursing & Quality	<b>Job Code</b>	
<b>Location</b>	North Region	<b>Evaluation Date</b>	April 2024
<b>Job Purpose</b>			
<p>The post holder is responsible for providing assurance and support for clinical quality and safety for an identified number of sites. A responsive, flexible and proactive approach is required to support hospitals in meeting regulatory and company requirements and developing and continually improving the quality of the practice and services provided.</p>			
<b>Responsibilities</b>			
<ul style="list-style-type: none"> <li>• To ensure continuous quality and safety improvement in order to maintain a consistent, high quality of service delivery and service user experience.</li> <li>• Provide external scrutiny and support to sites with implementation of the Clinical Assurance Framework and service improvement.</li> <li>• Work intensively with sites, including pre or post regulatory inspection, 'watch' sites, and those sites with regulatory breaches.</li> <li>• Monitor adherence with policies and procedures to ensure continued compliance, through auditing and site visits.</li> <li>• Work with sites to ensure hospital governance and robust systems, tools and processes are in place and that compliance processes are implemented and audited effectively.</li> <li>• Work with sites to review their service improvement plans, and quality performance indicators and assist in sites having an agreed set of objectives with SMART measures. Ensure these plans are reviewed, escalating concerns where improvement isn't occurring in a timely way.</li> <li>• Ensure that work is collaborative and in accordance with company and divisional values and behaviours at all times.</li> <li>• Provide credible and visible quality improvement leadership, support and advice to sites.</li> <li>• Deliver coaching and training as necessary in relation to developing and improving quality and practice.</li> <li>• Provide analysis, thematic review and internal benchmarking in collaboration with colleagues and clinical networks.</li> <li>• To support a patient safety culture and promote learning from incidents and complaints making sure sites have clear arrangements for making this happen and share learning across the region, in line with the Divisional system.</li> <li>• Monitor patient experience across sites, review themes, and support the changes to practice and policy in response to this.</li> <li>• Act as an advocate for service users and carers in strategic business planning and service development as well as contributing to the overall company aims.</li> <li>• Act as a Regional Safeguarding Lead for a portfolio of services and engagement within the safeguarding governance structures (chairing Regional Safeguarding Meetings, providing supervision for Safeguarding leads at service-level and reporting into the Divisional</li> </ul>			

Committee via the Head of Safeguarding).

- Lead investigations and reviews, including serious incidents, thematic reviews, whistleblowing and providing reports within the given timescales and in accordance with policies.
- Contribute to Clinical Audit and Policy development and implementation; this includes sampling of work with sites to ensure application and embedding of learning, implementation of standards and that improvement is sustained.
- To be an active member of a specific Service Network, working with the professional and clinical leads, supporting the network strategy.
- Develop, manage and maintain strong working relationships with internal and external stakeholders.
- Undertake specific pieces of work, as agreed with the Associate Director of Nursing and Quality.

### **Leadership**

- Form collaborative and positive relationships with all leaders and all clinical staff at sites. Demonstrates leadership by inspiring, caring; describes the purpose of, and creates a compelling vision for service delivery, supported by their actions. Engages constructively with staff at sites, peers and other colleagues, maintain professional boundaries. Sets clear expectations, challenging poor performance or standards; gives balanced and fair feedback.

### **Budgets & Equipment**

- Understands the budget model in the division and at site; ensures efficient use of resources. Acts if identifies concerns about equipment, environment and budget

### **Information**

- Shared responsibility for the confidentiality, security and accuracy of records, data and information. Ensuring good quality documentation, which meets the regulatory guidelines and statutory requirements.

### **Knowledge / Education / Skills**

- Relevant Clinical and /or professional qualification
- IT literate and able to work with Microsoft programmes, and IT systems to collate and use data to support clinical practice and outcomes.
- Trained as a 'Safeguarding Lead' in accordance with the Organisational Safeguarding Training Matrix.
- Full operational understanding of the standards pertaining to regulation, including CQC, and Welsh and Scottish equivalents; MHA; DOLS; MCA.
- To understand the measures of clinical effectiveness including NICE standards, related evidence, clinical assessment and outcome measurement; patient and carer feedback.
- Ability to prioritise own workload, completes work within agreed timescales.
- Acts as a role model, showing commitment, belief and aspiration for the services.
- Looks for opportunities to develop self and others.

### **Experience**

- Experience of working at a senior level within a relevant service for a minimum of 2 years.
- Proven track record or service improvement and commitment to quality.
- Strong background within leadership and people management and able to work successfully in a matrix environment.
- Experience of implementing and reviewing quality initiatives in a related environment.

- Project management in clinical/healthcare settings where change is required.
- At least 5 years post registration experience in clinical operational services.
- Demonstrates coaching skills with familiarity and confidence, using recognised coaching tools.

### Communication

- Excellent verbal and non-verbal communication skills including awareness of impact of communication on desired audience; can adapt communications style dependant on situation and audience.
- Demonstrates emotional intelligence.
- Motivating and consistent in their communication.
- Able to prepare reports and written communication that is clear, concise, and factually based.
- Uses a variety of approaches to increase impact, listening and responding to differing views.
- Responds and communicates poor performance in a prompt and timely fashion to line manager.
- Actively seeks and responds to feedback.

### Working Environment

- The post holder is required to regularly travel to sites within their region, and elsewhere within the division and group, including overnight stays away from home as required.
- The post is considered 'remote' so must adhere to relevant policies and procedures relating to this.
- Generally working in a pleasant and stable working environment although challenging situations may arise, or the post holder may receive information that could be upsetting.
- Current full UK driving licence, covered for business use on own motor vehicle.

### Safeguarding

All Priory colleagues have a responsibility to safeguard the individuals we care for, these may be adults and children or individuals connected to the people Priory supports. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition who to contact within the Local Authority Safeguarding Team for further advice.

All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas.

### Upholding Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
<b>Putting people first</b> - we put the needs of our service users above all else	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to our patients, clients and residents and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
<b>Being supportive</b> - we support our colleagues, our service users and their families when they need us most	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
<b>Acting with integrity</b> - we are honest, transparent and decent. We treat each other with respect	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
<p><b>Striving for excellence</b> - for over 140 years, we have been trusted by our service users with their care. We take this trust seriously and constantly strive to improve the services we provide</p>	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Shares and encourages innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>
<p><b>Being supportive</b> - we support our colleagues, our service users and their families when they need us most</p>	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>