

Role Profile

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| Job Title: Health Quality Assurance and Manager | Role Profile Number: SBC_11865 |
| Grade: | Date Prepared: October 2023 |
| Directorate/Group: Child & Family Health Services | Reporting to: Head of Service |
| Structure Chart attached: | No |

Job Purpose

- To lead on implementing the quality assurance framework, (and the processes associated with it), that relates to services for children and families in Swindon Borough Council (SBC).
- To use quality assurance to ensure that service a Safe, Effective, Well Led, Responsive and Caring in line with CQC regulations.
- To be responsible for ensuring that audit processes are carried out; that they are effective; that they capture relevant information to support analysis of the quality of practice in our services; and that learning from audit significantly contributes to service improvement.
- To be responsible for managing a clinical incident system that improves safety and promotes a learning culture.
- To provide regular high-quality reports to managers, leaders, and strategic and performance boards; to share knowledge and expertise about the good practice in our services; and to significantly contribute to service self-assessment and evaluation.
- To be responsive to concerns about the quality of practice; holding colleagues to account where services need to improve; and to work alongside colleagues providing effective scrutiny and challenge.
- To be responsible for ensuring the efficacy and effectiveness of the quality assurance framework, and review it regularly to ensure that it reflects service needs, guidance and national best practice.
- To identify the learning, development, and improvement needs of the children and families workforce and to work closely with colleagues to ensure that these needs are met. This will include providing learning and development to colleagues in relation to auditing and quality assurance.
- To ensure that quality assurance arrangements meet the requirements of regulation and inspection.
- To take responsibility for the development and implementation of the Annual Audit Plan and support other managers when planning and delivering audit activity.
- To ensure that children, young people and families are able, and are supported, to share their experience

of services; that their views are highly valued; and that any learning from this leads to service improvement.

Key Accountabilities

- ensure that the Quality Assurance Framework is effective in providing a 'window into practice'.
- To champion clinical and safeguarding best practice and uphold high standards in service delivery.
- To manage a clinical incident system which improves the safety of the service.
- To develop effective working relationships with colleagues and service leaders within SBC and with partners, whereby an environment of high support and high challenge is supported.
- To be responsive to changing service needs and able to adapt quality assurance activity accordingly.
- To support all of the workforce in their audit practice, providing expertise and challenge to the process.
- To represent Swindon Borough Council in relevant local, regional, and national forums.
- To ensure that intelligence is gathered, analysed and recommendation created ready for Quality Assurance and Performance Board.
- To work with colleagues in the creation of processes such as Standard Operating Procedures which drive quality improvements
- To create reports for internal quality assurance and partners, including commisioners.
- Line management responsibilities for Business Support Team, acting as role model and mentor.
- Representation of service local and national meetings, conferences and events, providing expertise and feeding into the wider system partnerships.
- Provide highly specialised advice regarding PSIRV, working with senior managers to implement structures and systems to support legislation and best practice.
- To work closely with senior leaders to ensure CQC requirements can be evidenced, identifying gaps in current practice and working with operational staff to design robust action plans as required.
- To work closely with senior leaders on the implementation of the new strategy, balanced scorescards and reporting systems to evidence continuous improvement.

Supplementary Accountabilities

- To manage relevant staff when required.
- To support the effective functioning of quality assurance meetings when required.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Significant experience of using quality assurance methods to improve quality in health services.
- Significant experience of the management of health services.
- Experience of preparing for inspection.
- Knowledge and understanding of national and local performance indicators and targets, and experience of managing performance, quality, and business change within service delivery.
- Detailed knowledge of the legislation, statutory guidance, policy, procedures, practice frameworks, and best practice relevant to the work of Children’s Community Health Services.
- Knowledge and experience of managing clinical incident systems to ensure service are safe and learn from incidents
- Knowledge and experience of using research and best practice guidance, and in disseminating it effectively to enhance the quality of services.
- Knowledge and understanding about the impact of diversity on children and families, and the workforce, and evidence of commitment to meet diverse needs.
- Use own initiative, working without direct supervision to effectively manage priorities, time and develop work programmes for self and wider safeguarding team.
- Experience of working with staff to drive quality improvement.

Qualifications

- Degree-level qualification in relevant discipline (or equivalent experience)
- Registered health or social care professional or good experience working with and leading teams of registered health professionals
- Educated to Master’s level (Desirable)
- Leadership/Management qualification or willingness to obtain

Decision Making

- To know when to escalate significant concerns about the quality of practice.
- To be able to make evidenced judgments about the quality of practice under scrutiny.
- To decide on priority areas for service improvement based on the outcome of quality assurance activity.
- To be able to re-direct the activity of self and others according to service needs and priorities.

Creativity and Innovation

- To be able to resolve complex problems and areas of dispute sensitively and with empathy.
- To use the findings from quality assurance activity and construct the most efficient way to improve practice.
- To survey the national best practice landscape and be able to identify what will work well to meet the best interests of children and families in Swindon.

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- To work as part with the Senior Leadership team to ensure that all health service a Safe, Effective, Well led, Responsive and Caring.
- To work alongside professional leads and support their personal and team development in relation to best practice and learning from audit.
- To advise and report to leaders in SBC, the Safeguarding Partnership and other partners, and undertake tasks at their request.
- To facilitate partnerships with children and their families that use our services so that they can influence service improvement.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

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| Employee Signature: | Print Name: |
| Date: | |
| Line Managers Signature: | Print Name: |
| Date: | |