

JOB DESCRIPTION AND PERSON SPECIFICATION



Job Title:	Quality Improvement and Clinical Audit Facilitator
Band:	Band 5
Hours:	37.5
Base:	TBC
Reports to:	Deputy Head of Quality Improvement and Trust Clinical Audit Lead
Professionally Accountable to:	Head of Quality Improvement

Job Summary

The post holder is employed within the Trust's Quality Improvement & Clinical Audit Faculty, part of the wider Transformation Directorate which sits under the broader Medical Directorate. The clinical services of the Trust are organised into locality-based and specialist Delivery Units and the post holder will work closely with members of these units.

The post holder will be expected to support the continued development, delivery and promotion of the quality improvement implementation plan within the Delivery Units and lead the delivery of the Trust and National Clinical Audit programme.

- To act as a member of the Trust's internal Quality Improvement consultancy, offering subject matter expertise, advice, coaching and signposting services to the wider organisation.
- Assist in the development of improvement plans and associated documentation as appropriate and facilitate the implementation of specific improvement initiatives within the scope of the Quality Improvement implementation plan.
- To develop Audits and associated documentation as part of the trust and national clinical audit programme as delegated by the Deputy Head of Quality Improvement and Trust Clinical Audit Lead.
- Support the rollout and delivery of the Quality Service Improvement Redesign programme across the organisation, including participating in the delivery of teaching sessions, both face to face and virtually.

Description of the duties

1. Quality Improvement

- Support the development of detailed improvement plans for the delivery of specific projects within the broader Quality Improvement Implementation Plan, its associated initiatives and workstreams within locality-based and specialist Delivery Units.

- Support the Head of Quality Improvement and the Deputy Head of Quality Improvement and Trust Clinical Audit Lead in the delivery of the Quality Improvement Implementation Plan.
- Work with locality-based and specialist Delivery Unit Quality Improvement Leads to ensure specific initiatives are aligned with the governance and methodology set out in the Quality Improvement Implementation Plan.
- To provide advice on all matters relating to clinical audit and quality improvement within both Delivery Units and on behalf of corporate leads.
- Ensure that baselines are captured to illustrate and monitor specific change, including trajectories and benefits.
- Support improvement project groups as requested to ensure regular meetings are held and participants are held to account. This includes the maintenance of good governance, appropriate reports and escalation as required.
- Support the production of reports on Quality Improvement progress, issues and items for escalation.
- Represent the Trust and QI Faculty professionally both internally and externally as a champion of Quality Improvement.

2. Change Methodology

- Ensure that Quality Improvement initiatives and Clinical Audits are focused on Service Users and follow the principals of co-designed and production.
- Facilitate frontline staff to deliver continues improvement, enabling creativity, innovation and change in support of a culture focused on improvement.
- Support the broader change team to utilise quality improvement tools and techniques, providing coaching, mentoring and training.
- Assist in the Identification of appropriate benchmarks, develop surveys and collate both qualitative and quantitative data to support service delivery improvements, performance and quality.
- Work within the National and Local regulatory frameworks
- Use appropriate tools, software and techniques to manage, analyse and present data in a variety of formats.
- Advising staff of appropriate data extraction from existing systems to support measurement for improvement and Audit methodologies.
- To manage personal workload and determine priorities in the context of the Quality Improvement Implementation Plan, Delivery Unit clinical audit programme and Clinical Audit policy and strategy. The post holder will however be guided and advised by the Deputy Head of Quality Improvement and Trust Clinical Audit Lead and Faculty Leads.

- To ensure that all clinical audit activity and quality improvement activities are formally registered and meet the correct governance criteria prior to commencement.
- To provide appropriate support and advice on project design and methodology, data analysis, presentation and report writing to staff undertaking projects, liaising with the information department as appropriate.

3. Clinical Audit

- To maintain accurate and comprehensive records of local clinical audit activity on the Trust's Clinical Audit Database.
- To liaise with the Quality Improvement and Clinical Audit Manager, maintaining awareness of any clinical audit requirements contained in national audit/benchmarking which relate to the Delivery Units, and to ensure that these are brought to the attention of the Delivery Units.
- To organise and attend Delivery Unit and Trust meetings as required, and to make presentations at meetings, e.g. forward plans and annual reports, as and when required.
- To liaise with the Deputy Head of Quality Improvement and Trust Clinical Audit Lead, maintaining awareness of any clinical audit requirements contained in national audit/governance initiatives which relate to the Delivery Units, and to ensure that these are brought to the attention of the Delivery Unit Clinical Audit /Quality Group.
- To work collaboratively with staff in the audit department and the Delivery Unit Clinical Leads & Directors to maintain a structure for managing and facilitating clinical audit at Delivery Unit level. For example, this includes facilitating the production of an annual clinical audit work plan which reflects a range of competing demands, such as:
 1. NICE guidance
 2. Quality Schedule and Quality Accounts requirements
 3. MH Act legislation
 4. Care planning & clinical risk issues
- To assist project leads in producing final reports at the end of clinical audit and quality improvement projects; and on the occasions where this duty falls to the post holder, to produce such reports to a high standard, with the support of the project lead
- To support the Delivery Units to follow the Trust policy in relation to tracking and follow-up of any audit action plans.

4. Training and Development

- Support the rollout and delivery of the Quality Service Improvement Redesign programme across the organisation, including participating in the delivery of teaching sessions, both face to face and virtually. Support staff with training in clinical Audit skills as necessary.
- Support staff with training in Clinical Audit skills as necessary.

- To promote and encourage participation in clinical audit and other forms of quality improvement by all staff, and support and encourage clinically effective, evidence-based practice.
- To provide staff with guidance, as required, about principles of implementing change, ethical considerations when undertaking clinical audit, and the relationship between clinical audit and other strands of quality improvement, wider governance and assurance.
- Maintain personal skills' portfolio and ensure personal training needs are appropriate to meet the demands of the job are brought to the attention of the Clinical Audit & Improvement Manager.
- To participate in an annual appraisal with line manager and agree goals & objectives for the year
- Maintain currency and cutting edge understanding of new developments, tools and techniques through the attendance of regional/ national events as agreed with line manager.
- Develop networking opportunities and professional affiliations in order to maintain currency and optimise adoption of best practice.

5. Organising, Co-ordinating and Reporting

- To participate in Delivery Unit Quality and Standards group meetings/Q Hubs which will oversee progress with the Delivery Unit audit work plan (providing regular updates), as well as reviewing draft audit reports, and agreeing & reviewing action plans.
- To support the development of appropriate forums and networks for the presentation and discussion of clinical audit and quality improvement report findings, and to ensure reports are placed on the intranet to share findings.
- To manage personal workload and determine priorities in the context of the Clinical Audit programme/Clinical Audit policy and the QI strategy/programme. The post holder will however be guided and advised by the Deputy Head of Quality Improvement and Trust Clinical Audit Lead and the Head of Quality Improvement
- Ensuring oversight of project deadlines, milestones and where these are at risk, ensure timely escalation.
- To provide appropriate summary information for a range of corporate reporting requirements, e.g. quarterly and half-yearly progress updates for Quality and Standards Committee, Audit and NICE sub group, the Annual Quality Accounts, and Medicines Safety audit reporting schedule.
- To facilitate project/audit leads in producing final reports/posters/presentations at the end of clinical audit and quality improvement project cycles; and on the occasions where this duty falls to the post holder, to produce such reports to a high standard, with the support of the project lead.
- Produce a range of clear and concise formal and informal communication styles with and for a variety of individuals, teams and organisations. This may be technical/non-technical, highly complex, sensitive and potentially contentious at times.

6. Data Management and Analytical Skills

- To use appropriate software for data handling for projects e.g. auditing software, excel spread sheets, Reportzone and only other procured departmental systems
- Understanding, analysing and interrogating data, presenting it in a variety of formats such as bar charts, pie charts, and statistical process control charts (SPC)
- To advise staff on data extraction from manual or computerised records. Liaise with the information department (BI) in relation to options for data extraction for both audit sampling and reporting purposes as well as opportunities to feed data directly into SPC charts to support measurement for improvement.

Key Working Relationships:

Head of Quality Improvement
Deputy Head of Quality Improvement and Trust Clinical Audit Lead
Other Quality Improvement & Clinical Audit Faculty Leads
Clinical Audit and Quality Improvement Administrator
Delivery Unit Clinical Leads, Delivery Unit Quality Improvement Leads
Medical Directorate, Medical Education Directorate
Nursing and Quality Directorate
Business Intelligence Team

General information for all employees

Below is the section of the Job Description with general information for all employees and the requirements on all employees to behave in accordance with AWP values and to support and comply with Policy and Legislation. Some policies are highlighted and must be read by all employees – all AWP policies are available on the intranet to employees or you can ask your manager for the policy. Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

Values and behaviours

AWP has a set of values. Your behaviours should reflect AWP **PRIDE** values:

Passion: Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

Respect: Listening, understanding and valuing what you tell me

I show compassion and kindness at all times

I am a team player and support my colleagues

I listen carefully and communicate clearly

I respond positively to differences of opinion

Integrity: Being open, honest, straightforward and reliable

I encourage and value feedback from others to help me develop

I try to always do what I say I will do

I am open and honest about when things have not gone well

I raise concerns and report incidents that arise

Diversity: Relating to everyone as an individual

I try to listen without judging

I respect other people's culture, beliefs and abilities

I actively take account of the needs and views of others

I understand and support the benefits that diversity brings to my team

Excellence: Striving to provide the highest quality support

I set high standards for my work and personal conduct

I plan my workload and deliver on my commitments

I make best use of available resources

I put forward ideas to improve the quality of services

AWP Recovery Statement

AWP places recovery and reablement at the heart of our service. Therefore we all demonstrate the recovery principles of:

- Hope.
- Partnership.
- Maximising opportunities every day, in all that we do.

Service User Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly AWP's motto of 'You matter, we care'. Your goal must be to provide for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with AWP.

Other Information

CONFIDENTIALITY

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with relevant legislation, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act.

VALUING DIVERSITY & HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. AWP has an **Equality Policy** and it is for each employee to contribute to its success.

INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees. Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

NO SMOKING

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed. All staff who contribute to patients' care records are expected to be familiar with, and adhere to the **Information Governance Policy**. Staff should be aware that patients' care records will be subject to regular audit.

RISK MANAGEMENT

All AWP employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the **Risk Management Policy** and emergency procedures and attendance at training as required.

SAFEGUARDING & DUTY OF CANDOUR

AWP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policy** and Procedures, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to AWP's safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient.

STANDARDS OF BUSINESS CONDUCT AND 'BOUNDARIES'

You are required to adhere to all corporate policies, including AWP **Standing Orders and Standing Financial Instructions**. This includes not accepting gifts or hospitality in the course of your duties, not acting fraudulently and maintaining appropriate behavioural 'boundaries' regarding your interactions with service users, staff and stakeholders.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within AWP as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager, which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

PERSON SPECIFICATION

JOB TITLE Quality Improvement and Clinical Audit Faculty Lead (Band 6)

Requirements	Essential	Desirable
Education and Qualification	<p>Educated to degree level - preferably in a health related field or equivalent relevant training in clinical audit and quality improvement</p> <p>High degree of accuracy and ability to use MS packages. ECDL or equivalent i.e. a good working knowledge and experience in using of Excel, Word & PowerPoint</p>	<p>Knowledge of health standards & current best practice e.g. CQC, NICE, NCAPOP</p> <p>Knowledge of data protection / GDPR/ethical and confidentiality issues</p> <p>Quality Improvement Qualification</p> <p>Knowledge or Qualification in Change Management/Project Management</p>
Experience and Knowledge	<p>Experience in Health /Social care related fields (preferably in mental health)</p> <p>Interest and some degree of experience in Clinical Audit, Quality Improvement or Clinical Quality Assurance</p> <p>Evidence of effective report writing skills e.g. audit reports, quality improvement reports, thesis</p>	<p>Experience of using auditing /survey software</p> <p>Experience with Users/Carers organisations</p> <p>Experience of working with Survey/Consumer satisfaction work</p>
Skills and Abilities	<p>Excellent standard of numeracy, literacy and attention to detail</p> <p>Excellent communication skills</p> <p>Project planning and Organisational skills - ability to use initiative to plan and manage projects with minimal supervision</p> <p>Good Team working and persuasion /</p>	<p>Coaching/Facilitation skills</p> <p>Training/Teaching skills</p>

	negotiation across all staff levels Ability to travel Trust wide/ access to transport or Car owner with current driving licence	
Other Requirements	Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.	

Date Job Description and Person Specification agreed: [Click or tap to enter a date.](#)