The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1.   Job Details

Job Title: Head of Quality Assurance and Clinical Effectiveness

Band: 8b

Directorate: Medical director

Base: RVI

Essential Requirements

- Degree or equivalent level qualification in health-related subject
- Extensive theoretical and practical experience of clinical governance, clinical audit and policy development in a range of settings to master's level or equivalent experience
- Experience in a senior corporate leadership role with responsibility for clinical effectiveness / audit / policy developments
- Extensive experience in managing staff and change management.
- Detailed awareness of fundamental national and local policies
- Excellent interpersonal and communication skills
- Organisation and planning skills
- Well established leadership and communication skills
- Negotiation, persuasion and problem-solving skills
- Highly developed Project management skills and knowledge
- Research and audit skills
- Broad IT skills
- Service improvement/change management skills
- Ability to work strategically.
- Well-developed report writing and analytical and presentation skills.
- Self-motivated
- Evidence of relevant continuous professional development including post graduate qualifications.
- Demonstrable knowledge of the development and delivery of Quality Improvement programmes across a large, complex healthcare organisation

Desirable Requirements

- (Experience of acting as Chairperson to corporate committees.
- Experience of presenting to Executive Committees and Board of Directors.
- Management and/or leadership development programme/qualification

2.   **Job Purpose**

- The post holder will have responsibility for leading, developing and coordinating systems   to provide on-going assurance of quality of care and clinical effectiveness, including:
    - The Quality Account
    - Integrated Quality Report
    - Clinical Effectiveness (not exhaustive list)
    - Clinical effectiveness dashboard
        - National and local audit
        - NCEPOD
        - NICE Guidelines
        - GIRFT
        - QSIS
        - Policies, guidelines and protocols
- The post holder will deputise for the Director of Quality and Effectiveness/Deputy Director Quality and Safety for all matters associated with care quality and clinical effectiveness.
- Coordination and quality assurance of evidence for Quality and Risk Management external assessments including the Care Quality Commission.
- The post holder will be a visible leader and role model within the organisation to engage staff and enable the delivery of improved quality of care for patients and carers.

3.   **Dimensions**

- The post holder will:
    - Undertake a key leadership role within the organisation, being visible and working closely with senior clinical leaders, managers and frontline staff in ward and team settings to develop and influence high quality care for patients.
    - Lead in the development, implementation and monitoring of practice through audit of National and local Trust policies, protocols and guidelines
    - Prepare reports for, and present to, Board as required to demonstrate assurance, progress and improvement in the provision of high standards of care.
    - Work closely with the Director of Quality and Effectiveness, Deputy Director Quality and Safety, Head of Patient Safety and Head of Risk, Compliance and Assurance to support external assessments relating to Clinical Governance, Quality and Safety.
    - Support Clinical Boards in achieving an effective quality governance structure.
    - Undertake line management of designated roles within CGARD, ensuring all staff are clear about their job role and expectations and have clear objectives. Ensure appraisals and development reviews are carried out in line with Trust policies.

4.   Organisational Arrangements

Reports to: Deputy Director of Quality & Safety

Accountable to: Quality Assurance and Clinical Effectiveness Team

5.   Knowledge, Training and Experience

- Please see Essential Requirements.

6.   Skills

Communication and Relationship
- Excellent communication and interpersonal skills demonstrating the ability to work with staff at all levels both internal and external to the organisation and with patients and members of the public.
- Provide Clinical Boards with specialist advice and guidance in relation to all aspects of quality assurance, clinical effectiveness, audit and policy development, this advice and guidance is highly complex, sensitive and could be contentious.
- Present issues to a variety of large Trust groups, including the Board of Directors
- Ability to listen and empathise with patients, carers or members of the public; there can be barriers to understanding which need to be addressed.
- Ability to deal with highly complex situations including overcoming any potential obstacles in discussions with Clinical Boards and Trust colleagues requiring analytical, negotiation, persuasion and decision-making skills.

Analytical and Judgement
- Problem-solving, interpreting and providing solutions from a range of highly complex facts which will influence Trust strategy.
- Analysis of both qualitative and quantitative data.
- Ability to proactively anticipate challenges which will impact on the Trust.
- Ability to liaise and influence work of other departments in undertaking gap analysis with National requirements e.g., NCEPOD reports, NICE guidance, National Audits included in the Quality Account and produce action plans accordingly.
- IT competence in essential packages including process evaluation skills.

Planning and Organisational
- Highly complex levels of planning and organisational skills to formulate, adjust, prioritise and deliver developments across a wide range of subject areas to agreed timescales.
    o Well-developed and demonstrable skills to plan, develop, deliver, co-ordinate and evaluate focused education in relation to clinical effectiveness and audit.
    o Vision to identify, prioritise, plan and develop own programme of work, and organise and manage staff.
    o Contribution to development of strategy or action plans in a broad range of Trust activity.
    o Development of clear action plans for implementation of key areas of work.
    o Flexibility and ability to respond quickly to changing priorities.

    o   Management of team and co-ordination of input from other departments to ensure development and delivery of key objectives.

Physical Dexterity
- Advanced keyboard skills - speed and accuracy required when word-processing, creating spreadsheets and database reports.
- Presentation skills

7.   Key Result Areas

Patient and Client Care
- To provide highly specialist clinical governance advice and practical support in eliciting the views of patients, carers and the public requiring key skills e.g., interviews, surveys, questionnaires and focus groups.
- To provide specialist advice in relation to the quality and safety of service provision.

Policy and Service Development Implementation
- Is responsible for the development and implementation of policy and service development in areas relating to quality assurance, clinical effectiveness and audit, through Directorate and Trust-based working groups.
- To support Clinical Boards in the evaluation of policy and service development through the audit process to ensure compliance against best practice.
- To be a member of a range of governance groups, including sub-groups of the Quality Committee.
- To lead on the development of the CGARD intranet site.
- To develop strategies and processes for CGARD.
- To support and assist developments relating to the achievement of Care Quality Commission standards across the Trust.
- To lead on project work as agreed by the Director of Quality and Effectiveness.
- To lead on the development and maintenance of information management systems relating to Quality.

Financial and Physical Resources
- To manage the budget allocation for staff related to quality assurance and clinical effectiveness.

Human Resources
Management and Leadership
- To line manage staff within area of responsibility. (Including appraisals; sickness absence; disciplinary meetings; grievances etc)
- To lead staff recruitment and selection processes within area of responsibility.
- To prioritise support in relation to project work undertaken by specialist staff in department.
- To supervise junior staff in relation to specific projects.
- To act as a senior member of the Department team, taking responsibility for specific aspects of day-to-day Department management as agreed with the Director of Quality & Effectiveness.
- To contribute as a senior manager to the maintenance and development of the service as required, and to deputise for the Director of Quality and Effectiveness/Deputy Director Quality and Safety.

Education
- To ensure Trust staffs are aware of requirements in relation to relevant regulatory standards.
- To provide appropriate training in all quality assurance systems and processes for staff within the Department

Information Resources
- To be responsible for the maintenance and strategic management of the Trust Policies and Clinical Audit databases
- To establish robust Information and Management Systems to support the development of clinical effectiveness and audit reporting and monitoring systems.
- To oversee the development of the Departmental website.
- To introduce an intranet page to enhance patients' understanding of the effectiveness of the Trust.

Research and Development
- To promote reporting arrangements for Clinical Boards' clinical audit and clinical governance annual reports.
- To ensure all members of the Quality Assurance & Clinical Effectiveness Team are abreast of clinical effectiveness and audit processes.
- To support the Trust Priority audit programme.
- To represent the Trust at local, regional and national meetings / conferences and disseminating information accordingly.
- To share good practice through publication in national journals and presenting results at appropriate forums both internally and externally.

8.   Freedom to Act

- The post holder has responsibility for the day-to-day management of the Quality Assurance & Clinical Effectiveness Team and maintenance of essential department and Trust systems.
- They will be responsible for planning, prioritising and delivering their own work and will co-ordinate their own personal activity, and that of their team, to ensure timely delivery of objectives set to ensure the Trust meets national and local standards and expectations related to the quality and effectiveness of clinical care.
- The post holder will deputise for the Director of Quality and Effectiveness/Deputy Director Quality and Safety on all matters related to Quality Assurance and Clinical Effectiveness.

9.   Effort and Environment

Physical Effort
- The post holder will be required to:
  - Carry light training / promotional materials.
  - Use IT equipment for prolonged periods.
  - Work with other departments cross site

Mental Effort
- The post holder is required to:

- o Deliver high quality work against agreed tight deadlines therefore frequent concentration is required as work pattern is unpredictable.
- o Prioritise and plan a range of work pressures for themselves and the team.
- o Analyse and interpret a wide range of statistical information.

Emotional Effort
- Occasionally distressing if dealing with staffing issues or when accessing patientsensitive information and outcomes.

Working Conditions
- The post holder will work in an open plan office with, day to day VDU andphotocopying usage.

Signed: …………………………….…..………….   **Date:** ……………………….
(Post holder)

Signed: …………………………..………….   **Date:** ……………………….
(Directorate Manager or equivalent)

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: Head of Quality Assurance and Clinical Effectiveness   **BAND:** 8b   **DIRECTORATE:** Medical Director

REQUIREMENT	ESSENTIAL Requirements necessary for safe and effective performance of the job	DESIRABLE Where available, elements that contribute to improved/immediate performance in the job	ASSESSMENT
Qualifications & Education	• Degree or equivalent level qualification in health-related subject • Evidence of relevant continuous professional development including post graduate qualifications.	• Management and/or leadership development programme/qualification	
Knowledge & Experience	• Extensive theoretical and practical experience of clinical governance, clinical audit and policy development in a range of settings to master's level or equivalent experience • Experience in a senior corporate leadership role with responsibility for clinical effectiveness / audit / policy developments • Extensive experience in managing staff and change management. • Detailed awareness of fundamental national and local policies • Demonstrable knowledge of the development and delivery of Quality Improvement programmes across a large, complex healthcare organisation	• Experience of acting as Chairperson to corporate committees. • Experience of presenting to Executive Committees and Board of Directors.	
Skills & Abilities	• Excellent interpersonal and communication skills • Organisation and planning skills • Well established leadership and communication skills • Negotiation, persuasion and problem-solving skills • Highly developed Project management skills and knowledge • Research and audit skills • Broad IT skills • Service improvement/change management skills • Ability to work strategically. • Well-developed report writing and analytical and presentation skills		
Values / Behavioural / Attitudes	• Self-motivated		

Core Behaviours	• Alignment to Trust Values and Core Behaviours
	• Take personal responsibility to:
	  o engage with the Trust's Climate Emergency Strategy and Sustainable Healthcare in Newcastle (SHINE) initiatives.
	  o assist in embedding our sustainability values into everyday practice; and
	  o help ensure such practice is applied consistently by you and your colleagues		

CANDIDATE: **REFERENCE NO:**

SIGNED BY: **DATE:**

DESIGNATION: