

# Quality & Governance Manager

(Salary as advertised)

North London & Bedford

37.5 hours per week

Fixed Term

## 1. Main purpose of the role

The **Quality and Governance Manager** is a key role in the management of our local services, which includes the following elements:

- ▶ **Quality and compliance:** maintaining high standards in the service(s) by overseeing systems that support best practice. Ensuring the safeguarding requirements, investigation process and reporting of incidents are all executed accurately and to a high quality. Monitoring and improving the use of case management systems and ensuring data quality is kept to a high level.
- ▶ **Service development:** support the development and continuous improvement of the services, using evidence-based analysis and using project management to deliver on objectives and key results.

## 2. Reporting and working relationships

### Reporting relationships:

- ▶ **Reports to** Service Manager



**Working relationships:**

- ▶ Service Managers
- ▶ Staff
- ▶ Service Users
- ▶ Consultant Psychiatrist
- ▶ Stakeholders
- ▶ Partners



### 3. Role-specific responsibilities

**3.1 Quality and effectiveness**

- ▶ Support Service Managers by providing governance and leadership and across the services.
- ▶ Oversee and manage all safeguarding requirements for the services, for example audits and maintaining the safeguarding trackers.
- ▶ Work closely with the local leadership teams with the incident reporting tool (Datix), Risk Register and Service Development Plans.
- ▶ Analyse the data received through incident reporting, including exploring trends and patterns.
- ▶ Support the maintenance of service’s Risk Registers and ensure they are responsive and covering all the risks the organisation is managing.
- ▶ Undertake investigations as directed by the Operations Manager
- ▶ Contribute to the safety of all staff and service users by continuing to review and implement processes concerning the monitoring and maintenance of health, safety and wellbeing across working environments.
- ▶ Ensure effective case management and coordination covering all areas of compliance and risk.
- ▶ Ensure that the services are recording case notes and statistical data to a high standard.
- ▶ Ensure that all reports provided to external stakeholders are maintained to a high standard.

	<ul style="list-style-type: none"> <li>▶ Work with the Local Leadership Teams to ensure that the services are working to CQC standards.</li> </ul>
3.2	<p><b>Service transformation</b></p> <ul style="list-style-type: none"> <li>▶ Increase the quality of incident reporting in the services.</li> <li>▶ Contribute to a learning culture and ensure lessons learnt from incidents are shared widely across the service and organisation and that any changes required as a result are implemented in the services.</li> <li>▶ Evaluate the impact of any changes that are made.</li> <li>▶ Ensure that service users are involved in service development/improvement including when the service is audited.</li> <li>▶ Develop networks to promote learning to improve outcomes to service users in the across the local areas.</li> <li>▶ Ensure that interventions are regularly reviewed and audited to maintain best practice standards.</li> <li>▶ Work with the Local Leadership Teams to ensure effective observed practice, coaching, and the delivery of bespoke training.</li> <li>▶ Create, develop and support the implementation of Standard Operating Procedures.</li> </ul>
3.3	<p><b>Contributing to the promotion and success of the Capital Card® scheme</b></p> <ul style="list-style-type: none"> <li>▶ Actively promote the scheme, the Companion App and local spend partner opportunities to service users at every opportunity.</li> <li>▶ Attend relevant training as required.</li> </ul>
3.4	<p><b>General accountabilities</b></p> <ul style="list-style-type: none"> <li>▶ To be an active and positive member of the team</li> <li>▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation</li> <li>▶ To comply with WDP's policies and procedures</li> <li>▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable.</li> <li>▶ To comply with Infection Prevention and Control policies</li> <li>▶ To observe professional integrity in relationships with all stakeholders</li> <li>▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.</li> </ul>
<p><b>4. WDP's commitment to you</b></p>	
<p><i>WDP works within the following framework and requires all employees to do the same.</i></p>	
4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>

4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>
<p><b>5. Your commitment to WDP</b></p>	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health &amp; Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p>

	Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	

## Person specification

E/D Measured by

Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).

**Please note** - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.

1. Education, knowledge and experience		E/D	Measured by
1.1	Experience of working and managing people in clinical services and substance misuse / social care sectors.	E	A/I
1.2	Possession of, or working towards a recognised qualification, with a quality management element within it.	D	A
1.3	Knowledge of clinical interventions and the regulatory frameworks within which WDP operates	E	A/I
1.4	Working knowledge of Datix.	E	A/I
1.5	A good understanding of effective governance and quality management.	E	A/I
1.6	Experience of working in partnership with a range of stakeholders including external and internal partners.	E	A/I
1.7	Experience of auditing a service	E	A/I

1.8	Experience of holding a risk register.	D	A/I
1.9	Understanding of a services responsibility in regard to safeguarding.	E	A/I
1.10	Understand and can apply the principle of continuous improvement.	D	A/I
<b>2.</b>	<b>Abilities and skills</b>		
2.1	Ability to manage and deliver projects to increase effectiveness of a service.	E	A/I
2.2	Ability to manage effective change.	E	A/I
2.3	Strong communication skills with the ability to persuade and motivate staff.	E	A/I
2.4	Good problem-solving skills.	E	A/I
2.5	Ability to analyse data and information to inform evidence-based approach to service improvement.	E	A/I
<b>3.</b>	<b>Working within WDP's framework of commitments to employees</b>		
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
<b>4</b>	<b>Equality, diversity, vision, mission and values</b>		
4.1	An empathy for and understanding of our mission, vision and values.	E	A/I

4.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
4.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
4.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I
<b>5.</b>	<b>Circumstances</b>		
5.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I
5.2	A flexible approach to workload.	E	A/I



			Authors		
	Version number	Date	Initials	Initials	Initials
	1.0	03/06/19	CM		
	0.1	14/05/19	CM		
	0.2	15/07/19	AW		