JOB DESCRIPTION

Quality Improvement Co-ordinator

1. JOB DETAILS

Job Title: Quality Improvement Co-ordinator

Department: Medical Directorate

Location: **UK wide**
Status: Permanent

Hours: 37.5
Reporting to: Quality and Risk Management System Co-ordinator

2. Job Summary

The post holder will work with the Head of Quality and Clinical Governance, Quality and Risk Management System Co-ordinator, and Regional Hub Managers in the areas of clinical quality, patient safety and risk management to ensure compliance with relevant regulations and legislation to maintain robust quality and clinical governance processes within the organisation.

3. KEY RESPONSIBILITIES

Audit, Effectiveness and Research

- The management and co-ordination of clinical audit programme. Provide advice and practical support and audit training to staff and to support the implementation of outcomes arising from audit
- Develop and facilitate clinicians/healthcare professionals to research, define and establish evidence-based standards for selected topics
- Retrieving clinical information required for audits from health care records, clinical systems and patient or staff questionnaires
- Analysing the data and writing complex reports summarising clinical audit findings making appropriate recommendations
- To train clinical staff in clinical audit techniques and questionnaire design

Incident and Risk management

- Support all staff in the reporting, handling and final approval of DATIX incidents and feedback ensuring KPI's are met
- Training staff in DATIX entry and management
- Establish and maintain the development of processes and systems for recording and management of incidents, feedback and risk across the charity and escalating same when required
- Provide management support to lead investigators for the investigation of serious incidents, including the process of completing an RCA
- Co-ordinate incident investigations and compliance with duty of candour requirements – supporting RCA process as required in relation to incidents and complaints
- Establish and maintain effective systems of documentation management for all serious incidents.
- Follow up and monitor the delivery of learning arising from incidents and feedback and ensure that learning is published and disseminated to all staff.
- Manage, coordinate and support meetings and produce a range of planned and unplanned reports on incident and complaint themes and trends for the Serious Incident Review Group (SIRG).
- Produce regular reports for Groups and committees and external stakeholders.

Veteran experience and involvement

- Manage and coordinate complaints investigations to lead robust investigations into complaints, ensuring investigations are recorded appropriately, learning outcomes are identified, and effective action plans and outcomes are documented on Datix
- To develop the active engagement of veterans by the development and introduction of processes whereby veterans' experiences of using our services are captured through the use of surveys, feedback forms and recording compliments
- Collate themes and trends in veterans' experience for Clinical and Operations Management meetings

Compliance

- Work with the registered managers to demonstrate compliance in line with national regulations.
- Offer information and guidance to staff on applying and evidencing CQC/CI/RQIA standards providing assurance of compliance and escalating any anticipated breaches in a timely manner
- Collection and co-ordination of data for submission towards the CQC, CI and RQIA inspections
- Internal mock inspection of services, interpret and analyse information gathered in order to complete internal assessments of the quality of services against national requirements and KPI's
- To research, maintain and review clinical policies and SOP's
- Responsible for receiving, recording and dissemination of Central Alerting System (CAS) alerts and notices with the relevant department and ensure that responses are provided and actioned in a timely manner

General

- Deputise for Quality and Risk Management System Co-ordinator
- Responsible for department intranet site
- Maintain compliance with the GDPR and Caldicott principles maintaining confidentiality of all information obtained.
- To maintain accurate records and databases, checking entries and advising where gaps occur.
- Submission of regular and ad-hoc reports for local management meetings and external commissioners
- Ability to work independently and act as the first point of contact within the charity for all governance related matters and escalate same appropriately
- Develop and deliver induction training sessions for all staff in aspects of quality and clinical governance and in the use of Datix
- Dealing with numerous concurrent tasks of complex nature and content often working to tight and conflicting deadlines and within challenging timescales
- Advanced Microsoft skills in Excel, Outlook, and MS Teams
- The post holder may be asked to undertake ad hoc projects when they are required, commensurate with the role
- To be an approachable and visible role model, engaging staff in clinical governance processes that support staff to be bold, focussed, together and personal.
- Line management of junior staff.

4. RISK MANAGEMENT

As an employee of the Combat Stress, you are required to be risk aware, readily able to identify risks faced by you and by the Charity in the course of your day-to-day employment. Where a new risk is identified it is to be reported through your line manager. Strong emphasis on safeguarding and IPC management.

This job description is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties as required.

We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.

Signature – Job Holder Date

Signature – Head of Quality and Clinical Governance Date

Reviewed: March 2022
Next review date: xxxxxxxxxxxx