

PERSON SPECIFICATION

(Supporting the Policy on Equal Opportunities in Employment)



Head of Quality and Clinical Governance

Department: Clinical Directorate

Status: As per contract

Reporting to: Clinical Director

Location: Head Office

Hours: As per contract

Band: 8b

FACTOR	ESSENTIAL	DESIRABLE
Qualifications & Experience	<ul style="list-style-type: none">• Educated to a Degree level or equivalent with senior management experience within the healthcare sector• Registration with a relevant Professional Body e.g. HCPC.• Significant leadership and management experience in quality, clinical governance, or patient safety• Audit experience• Strong understanding of regulatory frameworks (e.g. CQC)• Experience of digital health care records including their analysis to understand trends.	<ul style="list-style-type: none">• Experience of working with veterans or in trauma-informed care settings• Experience in the charity or voluntary sector
Previous Experience	<ul style="list-style-type: none">• Extensive experience of developing the quality and governance to ensure high quality clinical services within a mental health setting – private, NHS or third sector• Strong understanding of complexities involved in leading a dispersed team across a diverse workforce• Development of audit framework for clinical services delivery• Leadership of audits for clinical service delivery• Proven ability to produce innovative solutions to complex problems in a healthcare/mental health/ military environment• Significant experience of effective oral and written communication with internal and external audiences• In-depth experience of analysing data and audit findings to understand key areas for improvement	<ul style="list-style-type: none">• Experience of clinical governance across a dispersed organisation• Experience of clinical audit/effectiveness• Experience of mental health services delivery

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	<ul style="list-style-type: none"> • Considerable experience of working under pressure from a wide range of clinical and non-clinical sources to ensure that quality of services is maintained 	
Skills & Knowledge Range and level of skills	<ul style="list-style-type: none"> • Well established leadership skills that enable incumbent to lead dispersed teams and operate across the spectrum of management levels both internally and externally • Proven ability to work independently with minimum of supervision • Exceptional organisational skills enabling incumbent to manage a small team of staff across the UK • Significant communication skills that includes the ability to adapt innovative thinking into business plans • Ability to develop and manage relationships with user groups that are difficult and complex • Full understanding and appreciation of the charity's strategy to enable a full integration of services delivered by the incumbent's teams • Strong ability to influence the attitudes and behaviours of staff across the charity to ensure that its values and behaviours are being met • Knows how to develop and build relationships across the charity and with outside organisations ranging from statutory providers and other charities to members of the public • An understanding of the complaints function, supporting complainants, ensuring their concerns are investigated and dealt with in a timely fashion and that the organisation learns from mistakes that are made. 	<ul style="list-style-type: none"> • An understanding statutory and private delivery of mental health services • Awareness of the military sector
Personal Attributes	<ul style="list-style-type: none"> • Strong leadership qualities enabling the management of diverse teams delivering a wide variety of services 	

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<p>The personal qualities required e.g. exercising initiative, organising, problem solving</p>	<ul style="list-style-type: none">• Outstanding influencing and persuasion skills that enable incumbent to deliver high quality services• Able to use initiative to identify key problems and put forward workable solutions.• Readily takes accountability and responsibility for own performance and that of teams – able to juggle a variety of tasks of once.• High quality judgement skills that enable personal reflection together with upward referral when required• Strongly self-motivated that provides high level of commitment to role and charity	
<p>Other Requirements</p>	<ul style="list-style-type: none">• Enhanced DBS/Disclosure Scotland/PVG• Willingness to travel between sites• Commitment to veteran welfare, trauma-informed care and inclusion	