

## **JOB DESCRIPTION**

### Head of Quality & Clinical Governance

<b>Job title:</b>	Head of Quality & Clinical Governance
<b>Directorate:</b>	Clinical Directorate
<b>Location:</b>	Head Office
<b>Reporting to:</b>	Clinical Director
<b>Direct reports:</b>	Quality and Risk Management System Coordinator
<b>Pay grade:</b>	Band 8b, £65,241 - £75,441, per annum, would consider band 8c, (up to £78,450 per annum), dependent on experience
<b>Type:</b>	Permanent 37.5hrs

## **VALUES FRAMEWORK**

All staff are expected to know and understand the values of the organisation and uphold these values whilst at work.

- Together
- Focused
- Bold
- Personal

## **GENERAL OVERVIEW OF ROLE**

The Head of Quality & Clinical Governance is responsible for defining, leading, and embedding a robust quality & safety governance framework across all clinical service delivery. This role ensures that the charity delivers safe, effective, outcomes-focused mental health care to veterans, meeting all regulatory, legal, and ethical standards. They will drive continuous improvement, ensure compliance, manage risk, and liaise with clinical service delivery teams, and other stakeholder teams within the charity.

## **MAIN DUTIES AND KEY RESPONSIBILITIES**

- Advise, support and assure compliance with relevant healthcare regulators (CQC, RQIA, CI etc.).
- Advise support and assure compliance with other external quality standards including the Royal College of Psychiatrists Quality Network for Veterans Mental Health Services (QNVMHS).
- Create, monitor, and analyse clinical and service quality metrics (outcomes, feedback, incidents, complaints).
- Create and lead the implementation of a thematic audit framework.
- Lead continuous quality improvement initiatives, embedding best practice and evidence-based care.

- Ensure quality and safety risks are identified, mitigated, escalated appropriately within the charity and country risk registers.
- Oversee incident management including Serious Incident investigations and root cause analysis.
- Provide regular reports to senior leadership, Board of Trustees, and regulatory bodies on quality, safety, and compliance.
- Promote a culture of quality, safety, learning, transparency and accountability across the organisation.
- Oversee coroner inquest reporting and attendance and provide briefing internally
- Provide leadership, mentorship, and support to the quality team.

October 2025

Signature of postholder

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Print name

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Date

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