



## Job Description

<b>Job Title</b>	Head of Quality and Governance
<b>Responsible to</b>	Chief Executive
<b>Responsible for</b>	NA
<b>Salary</b>	£45,229 - £50,930 depending on experience
<b>Hours</b>	37.5
<b>Location</b>	Blackburn

### Job Purpose

As the Head of Quality and Governance, you will champion a culture of excellence and collaboration throughout the organisation, particularly with the Clinical Service Director. Your primary focus will be to spearhead the advancement of governance and quality initiatives within the Hospice, ensuring meticulous implementation and monitoring of systems and processes to uphold the highest standards. This pivotal role entails driving compliance with regulatory requirements, fostering continuous quality improvement, and safeguarding the welfare of our patients and their families.

Your portfolio will include contributing to the senior leadership on-call rota and the occasional need to deputise for the Clinical Services Director. You will also be expected to represent the Hospice at external events.

### Key Performance Areas

#### Quality

- Develop and oversee robust systems to fulfil statutory obligations across all facets of quality and governance.
- Maintain systems ensuring ongoing compliance with Care Quality Commission (CQC) standards, utilising effective monitoring and self-assessment methodologies.
- Facilitate the collection of evidence for pre- and post-CQC assessments, collaborating with departmental leaders to ensure comprehensive documentation.
- Lead, motivate, and support staff to achieve optimal quality outcomes, emphasising adherence to best practices and regulatory standards.

- Direct the organisational audit program, providing support and guidance to drive sustained quality enhancement and ensuring meticulous documentation and reporting of findings.

## **Governance and Compliance**

- Act as the Organisational Safeguarding Lead, overseeing policy development, staff training, and coordination with external agencies to ensure the safety and well-being of all individuals under our care.
- Provide integral support to governance assurances, actively contributing to the organisation's risk management framework.
- Propel the quality improvement agenda by overseeing audit processes, thereby validating service quality and identifying avenues for enhancement.
- Collaborate with stakeholders to integrate risk and governance practices seamlessly into Hospice operations.
- Manage the risk assessment process, maintaining an up-to-date organisational risk register, analysing trends, and implementing mitigation strategies.
- Champion a culture of learning and accountability, ensuring critical incidents and near misses are thoroughly investigated, with lessons learned informing continuous improvement efforts.
- Cultivate a deep understanding of the governance framework among the leadership team, fostering compliance with regulatory standards and promoting a safety-centric environment.
- Uphold information governance policies and procedures to ensure adherence to regulatory requirements, providing guidance and support across the organisation.
- Actively engage in collaborative endeavours with external agencies and partners to advance shared objectives.

## **Professional Responsibilities**

- Collaborate closely with key stakeholders to ensure compliance with regulatory requirements and the delivery of high-quality services aligned with strategic objectives.
- Serve as the Information Governance Lead, ensuring adherence to legislative and best practice standards regarding patient information management.
- Demonstrate professionalism and uphold respectful relationships with colleagues while adhering to organisational policies and procedures.
- Manage time effectively, maintain punctuality and attendance, and utilise hospice resources responsibly.
- Serve as an ambassador for the East Lancashire Hospice, embodying its vision and values in all interactions.
- Deputise for the Clinical Services Director as needed.

## **Personal Development**

- Engage in mandatory training pertinent to the role and seize opportunities for personal growth through participation in the hospice appraisal system and relevant training initiatives.
- Contribute to the education and training of others as appropriate.

## **Managing Services**

- Prioritise safety by promptly addressing hazards, conducting risk assessments, investigating incidents, and implementing risk mitigation measures.
- Ensure efficient resource utilisation within allocated budgets.

## **Managing People**

- Participate in recruitment and induction processes in accordance with hospice policies.
- Contribute to staff development initiatives to enhance service delivery and monitor staff engagement with the performance review process.

**Statutory Duties**

- Maintain compliance with data protection regulations, health and safety protocols, and safeguarding policies.
- Uphold infection control measures and promote individual rights, diversity, and equality.

**Working Hours**

The post holder will work 37.5 hours across 5 days flexibly to meet the needs of the hospice.

**Notes**

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the PDR and may change as is deemed necessary.

**Equality and Diversity**

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

**ACCEPTANCE OF JOB DESCRIPTION**

I confirm I accept the duties contained in the above job description.

PRINT NAME: .....

SIGNED: ..... DATE: .....

**EAST LANCASHIRE HOSPICE**  
**Person Specification**

	Criteria	Assessed By
<b>Experience essential</b> -	<ul style="list-style-type: none"> <li>• Substantial experience in quality/governance roles.</li> <li>• Proficient in risk management.</li> <li>• Competent in clinical audit procedures.</li> <li>• Demonstrated aptitude in project management.</li> <li>• Proven track record of providing credible advice and support across departmental boundaries.</li> <li>• Experience in leading and facilitating role-related changes.</li> <li>• Skilled in conducting complex investigations, such as Root Cause Analysis (RCA) and handling serious incidents and complaints (as directed).</li> <li>• Ability to scope, interpret, and apply national and local policy and regulatory requirements.</li> </ul>	Application, Interview,
<b>Experience Desirable</b> -	<ul style="list-style-type: none"> <li>• Previous experience in a healthcare setting.</li> </ul>	Application, Interview,
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Possession of a professional qualification in a related field.</li> <li>• Qualification or equivalent experience in risk management.</li> <li>• Training in Root Cause Analysis (RCA) or serious incident investigation.</li> <li>• Evidence of ongoing professional development.</li> </ul>	Application Form and Certificates
<b>Qualifications-Desirable</b>	<ul style="list-style-type: none"> <li>• Training in Root Cause Analysis (RCA) , serious incident investigation or After-Action Reviews.</li> <li>• Professional qualifications in governance, quality, project management, or related fields.</li> <li>• Masters-level qualification or equivalent experience in a related field.</li> </ul>	Application Form and Certificates
<b>Knowledge Essential</b> -	<ul style="list-style-type: none"> <li>• In-depth understanding of the Patient Safety agenda.</li> <li>• Detailed knowledge of national and regulatory requirements related to quality, health and safety, and risk management.</li> <li>• Familiarity with the Care Quality Commission (CQC) regulatory framework.</li> <li>• Proficiency in Information Governance and GDPR compliance.</li> <li>• Understanding of change management processes to address quality and risk issues.</li> </ul>	Interview

<b>Skills- Essential</b>	<ul style="list-style-type: none"> <li>• Ability to analyse and report complex information into concise reports and effectively communicate with individuals and groups.</li> <li>• Proficiency in interpreting and applying national and local policies.</li> <li>• Excellent communication and interpersonal skills, with the ability to engage, negotiate, and influence for positive outcomes.</li> <li>• Strong organisational skills with the ability to prioritise and deliver work to the required standard within agreed deadlines.</li> <li>• Attention to detail with the capability to absorb a broad range of information quickly and make informed decisions/recommendations.</li> <li>• Proficiency in computer skills and working with various IT programs/packages.</li> <li>• Possession of a valid driver's license and access to a vehicle for work purposes.</li> </ul>	Interview
<b>Personal Attributes Essential</b>	<ul style="list-style-type: none"> <li>• Demonstrates personal integrity, trustworthiness, and respect for others.</li> <li>• Maintains a calm and professional demeanour, especially in challenging situations.</li> <li>• Punctual with a good attendance record.</li> <li>• Collaborative working style with the ability to engage and motivate others, proven mental agility and leadership skills</li> <li>• Capable of working both independently and as part of a team.</li> </ul>	Interview