

## EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

**Job Title:** Head of Quality and Governance

**Accountable to:** CEO

### JOB PURPOSE

With enthusiasm and a positive approach, working closely with colleagues across the organisation, especially the Clinical Service Director, the post holder will take a lead role in delivering and driving forward the Governance and Quality agenda for the Hospice. They will be responsible for ensuring systems and processes are implemented and monitored to the highest standards in order to achieve governance assurance and quality objectives across the Hospice.

Working with minimal supervision they will be responsible for putting in place systems and processes to deliver CQC compliance, providing guidance, advice and support in all aspects of the governance and risk agenda. This will include co-ordination of governance arrangements to ensure delivery of CQC standards, self-assessment, risk management, information governance, clinical and organisational audits, local and national guidance, directives and legislation.

### KEY PERFORMANCE AREAS

#### Quality

- Establish and lead on systems that fulfil the Hospices statutory obligations across the entire range of quality, governance and related issues
- Manage and maintain systems to ensure evidence of continued compliance with CQC standards in line with the 5 key lines of enquiry, identified through effective monitoring and self-assessment.
- Support the collation of evidence in support of the pre and post CQC assessment processes. Working with departmental leads to ensure that there is up to date evidence to support real-time assessment of services and activities
- Work closely and in collaboration with key people in the organisation to ensure completion of any actions identified as part of quality improvement, self-assessment and audit, which are responded to in a timely manner and monitored to completion.
- Lead and motivate staff to attain the highest level of quality and compliance with best practice, local, national and statutory obligations. Always striving to achieve the best quality outcomes possible for our patients and their families.
- Lead on the organisational audit programme, offering guidance and support to deliver sustained quality improvement. Adopting and maintaining a systematic approach to routine and regular audit processes.
- Produce and present quality reports at Board, Leadership and governance levels, evidencing good practice and quality outcomes as well as improvement actions identified as part of the process.

#### Governance and Compliance

- Support effective governance assurances, playing an integral part of the Hospice's governance and risk management programme
- Drive through the quality improvement agenda across the organisation, with delivery and reporting of the audit processes to effectively demonstrate the quality of services provided and enable identification and escalation of improvement actions arising
- Work with other leads to ensure that risk and governance activities are integrated and embedded into Hospice activities
- Lead and manage systems for the risk assessment process to ensure that the organisational risk register is effectively maintained, to analyse and identify trends and actions arising, and to monitor on a regular basis that risks are minimised and controlled via the governance structure.

- Ensure systems are in place to identify, learn from and take remedial actions for critical incidents and ‘near misses’. Taking a lead role in supporting a culture of no blame, learning from mistakes and ensuring best practice is promoted
- Implement systems that evidence and support lessons learned from incidents, complaints and claims
- Work with the Hospice leadership team, enable a culture that recognises and understands the governance framework, including the Care Quality Commission, regulatory compliance and risk management systems that underpin patient, staff and organisational safety
- Maintain information governance policies and operation procedures to ensure full compliance with the Data Security and Protection Toolkit (DSP), GDPR, DPA and all other IG related regulatory activities, offering guidance, advice and support across the organisation
- Take a proactive and enthusiastic role in partnership working and collaboration both internally and with external and partner agencies and bodies

### **PROFESSIONAL RESPONSIBILITIES**

- Effectively collaborate with key leaders, providing advice and support in order to achieve compliance and meet regulatory requirements (including but not confined to those of the CQC, Institute of Fundraising Code of Practice and Gambling Commission), reduce risk and deliver high quality services in line with best practice and strategic objectives
- As Information Governance Lead, work with the designated Caldicott Guardian to ensure compliance with legislation, best practice guidance and Caldicott principles in regard to the management of patient information
- Through own behaviour and leadership, maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death

### **PERSONAL DEVELOPMENT**

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Participate in the education and training of others as appropriate to the role

### **MANAGING SERVICES**

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure effective use of all resources within allocated budget

### **MANAGING PEOPLE**

- Contribute to the recruitment of staff and volunteers in accordance with hospice policy and procedures
- Contribute to the induction of new staff and volunteers in accordance with hospice policy and procedures to ensure they have the appropriate information and training to carry out their role
- Contribute to annual PDR process and the monitoring of engagement with this process
- Contribute to staff development to enhance service delivery

### **STATUTORY DUTIES**

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice ‘no smoking’ policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)

- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people’s individuality, rights and diversity to ensure equality

**WORKING HOURS**

The post holder will work their hours flexibly. These will be worked according to a rota of up to any 5 days of a 7 day working week.

**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 annual PDR and may change as is deemed necessary.

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**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**

Date	Post	Recruiting Manager		
		Essential	Desirable	Tested By
<b>Experience</b>	E1 Substantial experience within a quality/ governance role E2 Risk management E3 Clinical audit E4 Project Management E5 Provision of credible advice and support related to role for staff across departmental boundaries E6 Leading and facilitating role related change E7 Complex investigations for example RCA, serious incidents E8 Scoping, interpreting and applying national and local policy and regulatory requirements E9 Experience within a health care setting	E1 E2 E3 E4 E5 E6 E7 E8	E9	Application, Interview,
<b>Qualifications</b>	Q1 Professional Qualification in a related field Q2 First degree or equivalent experience/ qualification Q3 Risk Management Qualification / equivalent Q4 Root cause analysis /serious incident investigation training Q5 Evidence of continued professional Development Q6 Professional qualifications(s) in governance, quality, project management/related field Q7 Masters Level qualification / experience in related field	Q1 Q2 Q3 Q5	Q4 Q6 Q7	Application Form and Certificates
<b>Knowledge</b>	K1 Patient Safety agenda K2 Detailed working knowledge of national and regulatory requirements related to quality, health and safety, risk management K3 CQC Regulatory framework K4 Information Governance and GDPR	K1 K2 K3 K4		Interview
<b>Skills</b>	S1 Ability to analyse and condense highly complex information in order to produce concise informative reports and effectively communicate to individuals and groups S2 Ability to interpret and apply national and local policy S3 Well developed communication, and interpersonal skills with the ability to engage, negotiate and influence for positive outcomes S4 Excellent organisational skills with ability to Prioritise/reprioritise to deliver work to the required standard by agreed deadlines S5 Attention to detail with ability to absorb a broad range of information quickly and make decisions/recommendations	S1 S2 S3 S4 S5		

	S6 Well developed computer skills and ability to work with a range of IT programmes/ packages S7 Car driver with access to a vehicle for work Purposes	S6 S7		
<b>Personal Attributes</b>	PA1 Demonstrates personal integrity, trust and respect for others PA2 Calm and professional and can remain so in challenging situations PA3 Punctual with a good attendance record PA4 Collaborative working style with ability to engage and motivate others PA5 Team player with ability to work alone	PA1 PA2 PA3 PA4 PA5		