Compliance Officer

## Job details

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| Job title: | Compliance Officer |
| Department: | Governance |
| Location: | Remote |
| Reporting to:  (job title only) | Quality, Compliance & DPO Manager |
| Direct reports:  (job title only) |  |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | To provide support to the Governance Team with regards to the following activities across VHG.  Monitoring and reporting compliance with quality protocols and procedures including but not exclusive to:   * + Audits including managing the central schedule and register   + Document control including management of the register and supporting folders   + Complaints process and associated reporting – this will include provision of reports to the Head of Governance monthly   + Incident and serious incident process and associated reporting – this will include provision of reports to the Head of Governance monthly   + Records archiving   + Managing subject access requests   + Other ad hoc compliance duties |
| Role and Responsibilities: | **Clinical and non-clinical audit**   * + Record and report on compliance of all clinical and non-clinical audits across the business. Clinical relates to all clinical environments for both MSK and MH.   + In conjunction with Service Leads/line managers, implement improvement plans with SMART objectives where compliance is not achieved and follow through until compliance has been met to ensure loop closure.   **Complaints, incidents, serious incidents and near misses**   * + Process complaints and incidents as reported, allocating them and liaising with the investigator to ensure SLA’s are met and appropriate actions have been taken to close these off.   + Ensure investigations and responses are appropriate, checked and sent out within SLA’s.   + Process serious incidents as reported, ensuring immediate actions where appropriate and allocating them to an investigator. This may involve telephone escalation.   + Ensure Critical Incident Reports / Non-Conformances are investigated and actions are checked and completed within SLA’s.   + In conjunction with Service Leads, implement improvement plans with SMART objectives where compliance is not achieved and follow through until compliance has been met to ensure loop closure.   **Compliance**   * + Produce monthly report for the Leadership Team incorporating complaints, / Serious Incidents / Non Conformances and other compliance activities.   + Carry out ad-hoc audits as requested.   + Maintain a document control register.   + Support the Head of Governance with preparation for the GQRC meetings monthly. This will include assisting with agenda items, actions and taking minutes.   **Subject Access Requests / Information Governance**   * + Take responsibility for Subject Access Requests, governance of clinical information and archiving   + Extract, synthesise and distribute PSQ and other data from the voice recording and other systems as applicable   + Feed into any VHG groups who require compliance information/support as agreed by your line manager   **Governance Support**   * + Support your line manager and wider Governance Team in maintaining accreditations e.g. ISO 9001 Quality Management System   + Any other reasonable request |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| **Experience** | * + Use of Microsoft and other e-systems including excel spreadsheets. | * + Experience in a compliance role |
| **Skills/knowledge** | * Understand the importance of SLA, KPI’s and meeting deadlines. * IT literate – intermediate level minimum |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Evidence of values that are consistent with the NHS constitution. * Interpersonal skills to engage and develop working alliances with colleagues and patients. * Evidence of an openness to learning new knowledge and skills. * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work under pressure * An awareness of and commitment to supporting and facilitating diversity and inclusion * Excellent time management skills |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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