Compliance Officer

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| Job title: | Compliance Officer |
| Department: | Governance |
| Location: | Remote |
| Reporting to: (job title only) | NHS Compliance Manager |
| Direct reports: (job title only) | N/A |
| Accountable to: (where applicable) |  |
| Responsible to:(where applicable) |  |
| Job purpose: | To provide support to predetermined NHS services 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 monthly reports.
* Records archiving
* Managing subject access requests
* Other ad hoc compliance duties
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| 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
* Support your line manager and wider Governance Team in maintaining accreditation e.g. ISO 9001 Quality Management System
* Any other reasonable request

**Equality Diversity & Inclusion (EDI)*** We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.
* Be aware of the impact of your behaviour on others
* Ensure that others are treated with fairness, dignity and respect
* Maintain and develop your knowledge about what EDI is and why it is important
* Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team
* Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice
* Be prepared to speak up for others if you witness bias, discrimination or prejudice
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| 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
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| **Skills/knowledge** | * Understand the importance of SLA, KPI’s and meeting deadlines.
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| **Specialist training** |  |  |
| **Personal competencies and qualities** |  |  |

# 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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