Quality and Compliance Manager

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| Job title: | Quality and Compliance Manager |
| Department: | Governance |
| Location: | Remote (with site travel) |
| Reporting to:  (job title only) | Quality and Compliance Lead |
| Direct reports:  (job title only) | Yes - Seniors Officers and Officers within the Quality and Compliance Pillar / Governance Team. |
| Accountable to:  (where applicable) | Director of Governance and Quality |
| Responsible to:  (where applicable) |  |
| Job purpose: | As part of Vita Health Group’s Governance and Quality Team and due to a team restructure, we are looking for an enthusiastic, innovative, and knowledgeable individual to undertake the role of Quality and Compliance Manager. The role will report to the Quality and Compliance Lead and will be key in ensuring VHG supports the delivery of high-quality care and compliant service throughout the organisation.  In collaboration with, and under the direction of the Quality and Compliance Lead, the role will be responsible for the ongoing development, review and implementation of our Quality agenda including but not limited to policies, procedures, quality improvement, quality reports, statutory and workforce compliance.  The role will work in collaboration with other key members of the Governance and Quality team, and other key stakeholders to ensure delivery of Quality and Compliance objectives. |
| Role and Responsibilities: | Monitoring and reporting compliance with quality protocols and procedures and ensuring the other three pillars (Experience and Feedback, Safety and Risk, Information Governance) are supported as directed by the Quality and Compliance Lead. This will include but not be exclusive to:   * Audits including performing audits, reporting, and follow up actions. * Quality improvement project management. * Developing and/or assisting with the development of policies, procedures, and compliance with document control. * Supporting and sharing learning from complaint and incident investigation, management, and responses. Signing off investigations / responses. * Incident and serious incident process and associated reporting; root cause analysis and deep dives as required. * Risk management – supporting development and maintenance of risk registers alongside side service leads/clinical leads. * Working in line with Professional and Regulatory bodies relevant to the clinical profession e.g. CSP, HCPC, NMC and embedding NICE standards for quality benchmarking. * Assist in maintaining CQC registration alongside Nominated Individual and Registered Managers and relevant Service / Clinical Leads. * Supporting clinical leads, service leads and National Clinical Leads with various compliance activities. * Support in Quality reports ensuring customer satisfaction. * Oversee compliance activities for assurance throughout the organisation.   **Clinical and non-clinical audit**   * Record and report on compliance of all audits across the business working in conjunction with the ISO 9001 Manager and Administrator. * Monitor improvement plans and ensure they are completed in a timely manner and have SMART objectives. Where compliance is not achieved, follow through until compliance has been met to ensure loop closure.   **Complaints, incidents, serious incidents and near misses**   * Process complaints and incidents as required to support wider Governance and Quality Team, allocating them, and liaising with the investigator to ensure SLAs are met and appropriate actions have been taken to close these off. * Perform root cause analysis for high level incidents and complaints as relevant to role to support wider team. * Ensure Critical Incident Reports / Non-Conformances are investigated, and actions are checked and completed within SLA’s. * In conjunction with Governance 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 reports for the appropriate compliance groups within your remit as directed by the Quality and Compliance Lead. * Conduct ad-hoc audits as requested. * Assisting in maintain and monitoring document control registers. * Support the Director of Governance and Quality with preparation for the Quality and Board meetings monthly. This will include assisting with agenda items, actions and taking minutes.   **Subject Access Requests / Information Governance**   * Take responsibility for Subject Access Requests support as required. * Support maintenance of ISO 9001 accreditation and Quality Management Systems * 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. |
| Training and supervision: | Appropriate support and guidance will be provided by the Quality and Compliance Lead and wider Governance and Quality Team.  Training provided as required |
| Additional information: | Part time (based on job share) and full-time applications considered |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Clinical Professional BSc Hons Degree or equivalent * 3+ years post registration |  |
| **Experience** | * Experience of Quality and Compliance related activities * Experience in Root Cause Analysis * Use of Microsoft and other E-Systems * Use of e-risk management system (e.g. Radar or similar) * 1+ years of working in a role requiring governance / compliance related activities. * Managing governance input to operational teams in terms of communication and approach |  |
| **Skills/knowledge** | * Good IT literacy * Complaints handling and investigating or prepared to work towards this. * Incidents handling and investigating or prepared to work towards this. * Report writing. * Audit implementation, action planning and loop closure. * Ability to disseminate learning across professional boundaries. * Familiarity with CQC requirements / inspections or prepared to work towards this. * Ability to analyse quality data and identify themes and patterns of learning. * Excellent communication skills * Due diligence activities * Managing compliance activities and reporting non-compliance appropriately | * Risk Management * Medicines Management * Serious Complaints/Incidents handling * Quality improvement methodology * Audit development cycles. * Ability to collate quality reports for customers. |
| **Specialist training** | * N/A | * N/A |
| **Personal competencies and qualities** | * Self - Driven * Able to work towards targets. * Able to achieve deadlines. * Good communicator * Team Player * Professionally curious / inquisitive * Able to manage ‘difficult’ conversations. |  |

# Version Control

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| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
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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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