Compliance Officer

## Job details

|  |  |
| --- | --- |
| 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

|  |  |  |
| --- | --- | --- |
|  | **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

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

|  |  |  |
| --- | --- | --- |
| 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 |
|  |  |  |