

Job title:	Quality and Improvement Officer
Grade:	£21,282 - £27,671
Accountable to:	Patient Director
Location:	Here, 4th Floor, 177 Preston Road, Brighton

About us and our culture

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

Because of this:

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called 'Pirate Dave' which allows peer-to-peer conversations about development
- We have a staff-run 'Wellness Group' that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run 'Time & Spaces Group' who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

JOB PURPOSE

- Supports the Patient Director in patient leadership and engagement.
- Leads the co-ordination of Complaint and Incident management and learning.
- Supports leadership of the Patient Director in the development of the use of patient outcomes and evidence.
- Project manages specific quality and performance improvement initiatives.
- Supports the effective functioning of the integrated governance arrangements of the partnership.
- Leads on equality impact assessment process.

JOB SUMMARY

To co-ordinate the complaints and incidents process ensuring that all investigations are carried out in a timely way and lessons are learned and changes made in the service.

To support the development and organisation of patient engagement in the service.

To support the development and implementation of patient outcome measures ensuring improvements and lessons are made as a result.

To work collaboratively with key managers and clinicians in the Sussex MSK Service (including the specialist community services, GP Practices, voluntary sector organisations and supplier organisations) to deliver quality/performance improvement through a programme of projects and initiatives. This role will act as project manager and will facilitate and monitor progress.

To provide support to key groups within the partnerships integrated governance structure

To develop and maintain productive relationships, to assist the MSK service managers and Clinical Leads with improvements in the day to day running of the service and to achieve longer term strategic goals.

Principal Duties and Responsibilities

1. To be responsible for liaising with the Patient Director and relevant managers and coordinating incident, complaint and audit logging, investigation and reporting, ensuring that the appropriate actions are taken and learning shared within the service and across partner organisations where appropriate.
2. To support directors, managers and Clinical Leads to maintain, develop and implement systems and processes for the Integrated Clinical Governance Framework for the service. This includes ensuring that the meetings that form the governance structure are serviced and producing the reports for the meetings in liaison with the Performance and Information Team.
3. To support the development of the use of Patient Outcome measures working with clinical leaders in the service, clinicians and clinical support teams.
4. In conjunction with the Partnership and Improvement Manager and the IM+T Team, to agree the information and reports to be provided to the members of meetings and members of the Integrated Governance Structure.
5. Maintain Staff Handbook and shared drive and make additions where required in line with service developments
6. To provide and maintain the service evidence for Care Quality Commission registration.

7. To support the service managers to coordinate the service Equality Impact Assessments.
8. To maintain the Policy Matrix for use by clinicians and administrators across the service ensuring there is clarity and adherence to use of correct policies.

Patient Engagement

1. To provide full administrative and co-ordination support for the Patient, Carer and User Forum under the leadership of the Patient Director.
2. To support the Patient Director in the development of the Forum.
3. To provide support to individuals to attend and participate fully in the Forum.
4. Put in place mechanisms to seek the views and opinions of patients, carers, staff and other stakeholders and that appropriate consultation takes place in the detail of the service transformation.
5. To be the point of contact for patients, carers and user matters for the service.
6. To link with the clinical and clinical support teams ensuring they are kept involved and up to date with the forum's work.

Transformation

1. To support the set-up, monitoring and evaluation of improvement projects with supplier partners to achieve the new model requirements.
2. Coordinate, organise and propose changes to service policies and protocols so there is shared learning and make recommendations for new ways of working.
3. Support the service managers and Clinical Leads in developing and managing any changes or new processes and systems that need implementing.
4. Share learning and new ways of working by coordinating, organising and proposing changes, developing new processes as required, implementing relevant local and national policies.

General

1. Maintain high levels of quality of delivery in all areas of responsibility.
2. Undertake proactive learning and personal development
3. To carry out any other appropriate duties as determined by the Partnership and Improvement Manager.

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees
Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	James Smith
Date JD agreed:	19/06/2018
Brief description of reason for review (if applicable)	
Version number	2

Care Unbound Ltd (Company Number 6528491) registered in England and Wales. Registered offices at Fourth Floor, 177 Preston Road, Brighton, BN1 6AG

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