

## JOB DESCRIPTION

**JOB TITLE:** IUCS Quality Improvement Manager  
**PAY BAND:** Band 7  
**LOCATION:** IUCS Hub St Leonards  
**ACCOUNTABLE TO:** IUCS Quality & Governance Lead  
**LINE MANAGER:** IUCS Quality & Governance Lead

**KEY RELATIONSHIPS:** Professionals, Service Managers, patients and service users, and the wider public

**HOURS OF WORK:** This is a full-time post of 37.5 hours per week. The post holder may be required to work flexibly to meet the needs of the service. The post holder may be required to support an on-call rota.

**JOB SUMMARY:** The postholder will be responsible for the oversight of IUCS audit functions and for maximising the learning potential from audit and compliant/incident reviews to improve processes and services provided by the Dorset Integrated Urgent Care Service.

Dorset Integrated Urgent Care Services (DIUCS) provides a streamlined urgent care pathway across the county, to help patients access the advice or treatment they need more quickly and make better use of local NHS resources.

DIUCS brings together NHS 111, a clinical assessment & treatment service, and a single point of access for professionals. Integrating these elements, presents the opportunity for more people to receive seamless urgent advice and/or care, and reduce the strain on primary care, our EDs and the 999 service. OOH Treatment Centres located in Dorchester and Shaftesbury, Urgent Treatment Centre in Weymouth and Dorset Minor Injury Units complete the IUCS treatment model.

The post holder will work with the IUCS Quality & Governance Lead to ensure:

- Ensure all potential learning from audit is shared as individual learning with colleagues and themed learning is shared across IUCS teams.
- Develop new ways to streamline shared learning opportunities across IUCS.
- Oversee recommendations from complaints to inform the shared learning opportunity to improve services provided to patients.
- Provide direct line management within the Quality & Governance Team.
- Develop ways to evaluate continuous improvement through future audit monitoring.
- Deputise for the IUCS Quality and Governance Lead.

## **SECTION A: MAIN DUTIES AND RESPONSIBILITIES**

### **1. RESPONSIBILITIES**

- 1.1 Line Management responsibility within the IUCS Quality team.
- 1.2 Oversight and analysis of IUCS Audit results to identify continuous improvement actions.
- 1.3 Facilitate learning from audit results and complaint/incident reviews to improve processes and services provided by the Dorset Integrated Urgent Care Service.
- 1.4 Represent the Quality & Governance Team at IUCS meetings. Post holder may also be required to represent the Quality team or IUCS at external meetings.
- 1.5 Plan, implement and review health improvement programmes in a range of settings.
- 1.6 Recognise, assess and manage risk across the immediate and wider working environment and make appropriate decision autonomously ensuring statutory requirements are met.
- 1.7 Evaluate care, taking appropriate action leading to improvement in quality standards through clinical audit, root cause analysis and dealing with complaints.
- 1.8 Undertake root cause analysis and patient safety reviews as required.

### **2. MANAGERIAL RESPONSIBILITIES**

- 2.1 To inspire teams and demonstrate leadership qualities through delivery of a specialist service, working with others, demonstrating personal qualities, continuous service improvement, and setting direction.
- 2.2 Support the management of change through strategic thinking, use of negotiating skills, self-awareness, and communication.
- 2.3 Act as a role model and promote the Trust Behaviours of being proactive, positive, respectful, supportive, reliable, and trustworthy.

### **3. RESPONSIBILITY FOR HUMAN RESOURCES/WORKFORCE**

- 3.1 To provide peer support to and receive peer support from other colleagues.
- 3.2 To provide regular advice/guidance/support to more junior staff.
- 3.3 To be responsible for teaching and assessing in specialist area.
- 3.4 To participate in the development and delivery of specialist training.
- 3.5 To provide supervision and mentor members of the team.
- 3.6 To be responsible for day-to-day management for staff applying HR knowledge and skill to include performance management, sickness and absence management, and compliance with organisational targets. Undertake appraisals for direct reports.
- 3.7 Contribute to performance management developments across IUCS.

**4. RESPONSIBILITY FOR FINANCE/RESOURCES**

- 4.1 Responsible for equipment issued to undertake role and following Trust IT policy.

**5. RESEARCH AND DEVELOPMENT**

- 5.1 Participate in surveys, regular audits, and clinical trials relevant to role as required
- 5.2 To take responsibility for keeping abreast of service developments and research relevant to specialist area of development and the profession.

**6. POLICY & SERVICE DEVELOPMENT**

- 6.1 Working closely with the IUCS Quality & Governance Lead responsibility for current standard operating procedure reviews and development of new procedures.
- 6.2 Lead responsibility for ensuring learning identified from thematic reviews is used to inform future policy and procedure development.

**7. RESPONSIBILITY FOR INFORMATION/DATA**

- 7.1 To maintain and ensure the highest quality of recording of patient data into the relevant record system in line with professional guidance and Trust Policy.
- 7.2 Analyse data and provide high quality reports relevant to role using Trust record systems using Microsoft Office components such as Word and Excel.

**8. PROFESSIONAL RESPONSIBILITIES**

- 8.1 Ensure that personal performance meets job requirements, Professional Codes and standards, Trust and post competency standards at all times.
- 8.2 Ensure the required level of IT competence required for the role to process, record, evaluate, analyse and report data.
- 8.3 Demonstrate commitment to the role and to service improvement through developing relationships with Commissioners, innovative thinking and small scale project management.
- 8.4 Challenge poor practice and take appropriate action making full use of current support systems.
- 8.5 Provide a positive, compassionate role model to junior staff and colleagues to ensure the delivery of people centred care and the key components of compassionate care
- 8.6 Create effective team work across professional boundaries using team building skills, creating common goals, and through engagement.
- 8.7 Respect and apply the requirements of equality and diversity, promoting and role modelling these across the multi-disciplinary team.

## 10. ENVIRONMENTAL FACTORS

- 10.1 The post holder may be required to participate in the prevention and management of violence and aggression (PMVA) where required and following relevant training.
- 10.2 The role will require highly developed physical skills where accuracy is important e.g. for patient interventions and specialist therapy appropriate to profession and area of specialism such as use of specialist equipment and fine tools; manual, sensory and cognitive assessment and treatments, intravenous injections, insertion of catheters, removal of sutures; use of diagnostic equipment such as audiometers....

## SECTION D: CHANGES

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.

## PERSON SPECIFICATION

1.	KNOWLEDGE, SKILLS AND TRAINING	ESSENTIAL	DESIRABLE
1.1	Masters level or relevant previous experience in a Governance or Quality Management role	Yes	
1.2	Membership of professional body (i.e. NMC/RCN)		Yes
1.3	Patient Safety Incident Response Framework (PSIRF) training or root cause analysis training, or relevant previous experience	Yes	
1.4	Evidence of recent professional development in an up to date portfolio	Yes	
1.5	NHS Pathways trained with demonstrable experience		Yes
1.6	Knowledge and understanding of Trust Strategy relevant to role		Yes
2.	<b>JOB SPECIFIC EXPERIENCE</b>		
2.1	Previous Management experience	Yes	
2.2	Experience of specialist working in Audit or Improvement specialist area	Yes	
2.3	Recent previous experience within a comparable role		Yes
2.4	Experience of leading service improvements	Yes	
2.5	Previous experience in a Governance role and/or Audit function	Yes	
2.6	Experience within a clinical role		Yes
3.	<b>MANAGERIAL/SUPERVISORY EXPERIENCE</b>		
3.1	Experience of providing line management to staff	Yes	
4.	<b>FINANCE/RESOURCES</b>		
4.1	Able to effectively manage available resources in the pursuit of quality service provision ensuring a safe environment	Yes	
5.	<b>INFORMATION TECHNOLOGY/RESOURCES</b>		
5.1	Able to analyse data and produce reports using Microsoft Excel and Word	Yes	
5.2	Experience of using electronic patient / service user record systems	Yes	
6.	<b>PERSONAL QUALITIES/ATTRIBUTES</b>		
6.1	Evidence of demonstrating the Trust's values and behaviours.	Yes	
6.2	Able to communicate effectively at different levels of the organisation and with staff, patient/service users, visitors or external organisations both verbally and in writing in the exchange of highly complex, sensitive or contentious information which may require the use of negotiating and/or persuasive skills.	Yes	
6.3	Able to overcome barriers to understanding where there are physical or mental disabilities.	Yes	
6.4	Able to analyse and assess situations and to interpret potentially conflicting situations and determine appropriate action, where there is a range of options and judgement is required.	Yes	
6.5	Experience of planning and organising complex activities, e.g. organise own time and that of junior staff and learners, planning off duty rotas and undertaking discharge planning involving co-ordination with other agencies.	Yes	
6.6	Ability to use own initiative within sphere of authority	Yes	
6.7	Demonstrable ability of using tact and diplomacy	Yes	
6.8	Demonstrable ability to analyse situations and provide a resolution	Yes	
6.9	Knowledge and understanding of legislation relevant to practice	Yes	
6.10	Ability to evaluate care leading to improvement in quality standards and service improvement	Yes	
6.11	Demonstrable leadership qualities and the ability to perform as a role model	Yes	
6.12	Willingness to advance own non-clinical or clinical knowledge, skill and competence based on current evidence	Yes	
7.	<b>BUSINESS TRAVEL</b>		

7.1	Subject to the provisions of the equality act, able to travel using own vehicle on trust business.	Level 1/2/	
8.	<b>ADDITIONAL REQUIREMENTS</b>		
8.1	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes	

Level 1 – (Essential)post holder is required to:

- Travel an average of more than 3,500 miles a year;
- Or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50%of their time on such travel; including duties performed during the visits;
- Or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 – (Desirable)non-essential car users who may exceptionally be required to travel on trust business where such journeys could also be reasonably made by public transport.