

## JOB DESCRIPTION

<b>Job title</b>	Quality & Governance Manager
<b>Department</b>	Substance Misuse
<b>Reports to</b>	Deputy Operations Manager
<b>Grade</b>	4

<b>Job purpose</b>	<p>To provide support across the service to ensure that service governance and compliance is effectively managed and that competent staff provide a high quality and high performing service.</p> <p>Audit service for full compliance, supporting as appropriate with any issues relating to systems and processes by working closely with:</p> <ul style="list-style-type: none"> <li>• Risk and Assurance departments to ensure regulatory and compliance issues are addressed in services and that quality systems are in place</li> <li>• Performance Lead to support NDTMS Data Quality work</li> <li>• Local Trainer and R&amp;A in relation to training and staff competence</li> <li>• Involvement Lead to monitor service user feedback themes</li> <li>• Management Team to embed clinical governance framework</li> </ul>
<b>Key accountabilities</b>	<p>Meeting attendance:</p> <ul style="list-style-type: none"> <li>• Clinical governance meeting</li> <li>• Managers meetings</li> <li>• CQC relationship meeting</li> <li>• Complex Case meeting</li> <li>• M&amp;M meeting</li> <li>• MARAC</li> </ul> <p>Service delivery oversight:</p> <ul style="list-style-type: none"> <li>• Datix– ensure it is reviewed in a timely manner and allocated to the appropriate manager and follow up Datix that need closing</li> <li>• Audit calendar – co-ordinate scheduling and activity</li> <li>• NDTMS Data Quality work – data reports for the service, support with auditing for quality work</li> <li>• Complex Case meetings – coordination including overseeing the referrals and minutes</li> </ul> <p>Compliance:</p> <ul style="list-style-type: none"> <li>• IQUAT – co-ordinate response across service</li> <li>• CQC – assist to co-ordinate preparation and information gathering for the PIR</li> <li>• Supervisions – oversight of the supervision tracker compliance and</li> </ul>

	<p>escalate any issues with supervision compliance</p> <ul style="list-style-type: none"> <li>• Staff files – work with (admin) to ensure docs that need to be in staff files are there and gaps are identified and populated</li> <li>• Help ensure compliance with internal and external standards and codes of conduct meeting all regulatory requirements</li> <li>• Complying with Turning Point’s Code of Conduct, policies and procedures</li> </ul> <p>Service death processes:</p> <ul style="list-style-type: none"> <li>• Attend and support M&amp;M death review meetings</li> <li>• Assist Operations Managers in review and administration of deaths within the service</li> <li>• Death Tracker – ensure all appropriate reports are completed by the reviewing managers, upload tracker and Datix</li> </ul> <p>To ensure a high quality service is delivered by:</p> <ul style="list-style-type: none"> <li>• Monitoring performance to ensure it meets expectations and agreed performance criteria</li> <li>• Reporting variances of expected quality and compliance to Operations Manager</li> <li>• Participating and utilising management information and data collection systems as appropriate</li> <li>• Participating in continuous improvement initiatives and support change</li> <li>• Addressing delivery or quality issues</li> <li>• To provide written reports as agreed to commissioners, internal departments or stakeholders as appropriate ensuring that information is presented in a way that informs decision making. Ensures data is presented accurately and clearly for non-expert audiences.</li> <li>• To ensure confidentiality, as required under Data Protection is strictly maintained, reporting any perceived breaches to the line manager</li> <li>• Ensuring all data and information relating to the service’s service users is accurate and shared in the appropriate way with the key stakeholders</li> </ul>
	<p>People Management</p> <ul style="list-style-type: none"> <li>• To participate in your own development</li> <li>• To offer support and direction to staff when required</li> <li>• To provide and training to staff</li> </ul>
	<p>Finance</p> <ul style="list-style-type: none"> <li>• To be responsible for ensuring personal expenditure is kept to an agreed level unless authorised to exceed</li> </ul>
	<p>Self-Development</p> <ul style="list-style-type: none"> <li>• Reflect on and develop own performance by:</li> <li>• Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives</li> </ul>

	<p>and reviewing these and overall performance against the competency framework.</p> <ul style="list-style-type: none"> <li>• Participating in training and development opportunities as agreed within the Performance Management process</li> <li>• Taking responsibility for own self development</li> <li>• To agree and work towards objectives to improve performance</li> </ul>
	<p>Organisational Values</p> <ul style="list-style-type: none"> <li>• To review own performance and development needs by actively participating in supervision and appraisal processes</li> <li>• To undertake training and other development activities to facilitate personal and professional development</li> <li>• To uphold Turning Points Key Values</li> </ul>
	<p>Other Duties</p> <ul style="list-style-type: none"> <li>• To undertake other responsibilities reasonably requested by the line manager as appropriate to the area of responsibility, including involvement in special projects</li> <li>• Ability to travel independently</li> </ul>

<b>Dimensions</b>	Direct reports	0
	Total staff overseen	N/A
	Internal contacts	Regional head of Operations, Operations Managers, Clinical Leads, Nurse Managers and Team managers, other Service Governance and Compliance Managers, Business Partners and central service staff.
	External contacts	PHE – Policy Leads, CQC – Regional inspectors, Specialist & Policy leads, i.e. Alcohol Concern, Alcohol Learning Resources, etc.
	Planning outlook	Supporting services to develop and track business planning cycles and ensure high quality of service delivery and safe data handling
	Problems solved	Staff competence, Service Governance including Governance audits, Safe assessment, Business planning, etc., Compliance and regulatory requirements, Data compliance
	Financial authority	<ul style="list-style-type: none"> <li>• Responsible for own personal daily expenditure</li> <li>• No direct financial responsibilities for TP budget as not the budget holder.</li> <li>• Working within TP Financial policies and procedures</li> </ul>

**PERSON SPECIFICATION**

<b>Job title</b>	Quality & Governance Manager
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<b>Personal effectiveness</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Commitment to Customer Service</li> <li>• Delivering Positive Outcomes</li> <li>• Showing Personal Leadership</li> <li>• Effective Communication</li> <li>• Building Relationships</li> <li>• Innovation &amp; Change</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of work in a similar setting within the Social Care sector</li> <li>• Experience of working to NTA, Public Health England reporting systems</li> <li>• Experience of working to Home office reporting systems</li> <li>• Business &amp; Financial Accumen</li> <li>• Applying Management Information</li> <li>• Leading People</li> </ul>

<b>Acquired experience &amp; qualifications</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Analytical and ability to interpret data</li> <li>• Proven experience in monitoring, auditing and improving quality of service</li> <li>• Relevant qualification in this field</li> <li>• Experience of computerised systems including advanced knowledge of software applications, inc Microsoft Office in particular</li> <li>• Excellent Working knowledge of databases</li> <li>• Excellent administrative skills</li> <li>• Ability to work as part of a team, demonstrating support to other team members and other teams</li> <li>• Customer focussed approach to both internal and external customers</li> <li>• Good organisational skills and ability to work on own initiative</li> <li>• Good report writing skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of work in a similar setting within the Social Care sector</li> <li>• Experience of working to NTA, Public Health England reporting systems</li> <li>• Experience of working to Home office reporting systems</li> </ul>