**JOB DESCRIPTION**

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| **Job title** | Quality & Governance Manager | |
| **Service/Department** | Talking Therapies | |
| **Sector/Function** | Mental Health and Learning Disabilities | |
| **Reports to (Job title)** | Deputy Operations Manager | |
| **Grade** | 4 | |
| **Job purpose** | To provide direct support to the service to ensure that service governance and compliance is effectively managed and delivered.  To enable the service to implement TP’s best practice models to improve staff competence and improve the quality and performance of service.  To work closely with Risk and Assurance departments to ensure regulatory and compliance issues are addressed in services. Work closely with the central training team in relation to training and staff competence.  To ensure the sharing of good practice and development of new ways of working.  To support new developments within the service such as model development, new ventures and partnership management.  Audit service for full compliance, supporting as appropriate with any issues relating to systems and processes by working closely with:   * Risk and Assurance departments to ensure regulatory and compliance issues are addressed in services and that quality systems are in place * Performance Lead to support Minimum data set * Local Trainer and R&A in relation to training and staff competence * Involvement Lead to monitor service user feedback themes * Management Team to embed clinical governance framework | |
| **Key accountabilities** | Meeting attendance however not limited to:   * Clinical governance meeting * Managers meetings * H&S meetings * Staff meetings * M&M meeting * MARAC   Service delivery oversight:   * Datix– ensure it is reviewed in a timely manner and allocated to the appropriate manager and follow up Datix that need closing * Audit calendar – co-ordinate scheduling and activity * Ensure audits are completed * Acting as an expert in IAPT locally to provide guidance and hands on support to operational and strategic managers in relation to: * Regulatory and mandatory requirements of treatment and support, including CQC standards and Health & Safety matters * Internal (TP) reporting processes – assisting operational managers in scheduling and completing these tasks * National guidance, best practice and statute in the design and delivery of treatment and support. * Staff line management, competence, including training requirements, CPD requirements, audit processes and supervision/observation processes. * Working closely with Risk & Assurance, HR, and Learning and Development departments to ensure management and clinical governance issues are managed appropriately within services and staff are competent and confident to follow policies and procedures in relation to governance. * Facilitating occasional best practice developments forums, ensuring that learning is shared. * Supporting the service with accreditation through the Accreditation Programme for Psychological Therapies Service (APPTS) * Where required being the implementation manager for new services, representing the implementation project plan at steering group and ensuring that implementation and transformation plans are progressed with operational managers. * Ensure that governance processes are implemented and used in accordance with stated policies, procedures and regulations so that the service achieves its compliance obligations. * To act as an ‘internal consultant’ taking a supportive role when developing new approaches and innovation   Contribute to Turning Point’s information management strategy by;-   * Ensuring localised materials, intelligence and best practice are captured, communicated and shared within the service and with other services for the benefit of learning within the business unit. * Ensuring all data and information relating to the service’s service users is accurate and shared in the appropriate way. * Ensuring the inputting outcomes data and other information into corporate systems in the service in accordance with stated policies and procedures. * Ensure that governance processes are implemented and used in accordance with stated policies, procedures and regulations so that the service achieves its compliance obligations. * Ensure the effective flow of information within own the service, with other services and with external parties, representing Mental Health and TP corporate messages constructively and observing TP's internal communication policies and procedures. * Ensure the well-being of service users, employees and TP's business interests by maintaining and acting upon a service Risk Register and Business Continuity Plan, escalating wider risks to your Senior Operations Manager as appropriate.   Ensure the Service delivers high levels of performance through its people in a way that realises their potential, by;-   * Effective people planning, recruitment, induction, coaching, development, leadership, motivation and performance management of your direct reports. * Ensuring appropriate other staff within the service provide effective people leadership, management and development in accordance with TP’s People Strategy and policies, capitalising on the range of development opportunities provided by Turning Point in accordance with Skill Profiles. * Managing and developing staff so that their professional development and performance meet regulatory requirements and best practice principles within the delivery of contractual commitments.   Project the desired image of Turning Point by;-   * Understanding and promoting TP’s values and their application to Talking Therapy Services. * Being a role model of the values through own example while ensuring they are demonstrated by all staff in the service * Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager. | |
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| **Dimensions** | No. of direct reports | Up to 20 |
| Total staff overseen | Up to 20 |
| Internal contacts | **(Deputy) Operations Managers**: Daily/Weekly – regular dialogue to assist with improving governance systems and processes, quality issues, staff training and competency issues  **Clinical Leads**: Daily/Weekly - Regular contact to support service development and governance processes.  Regional Performance Manager – Daily/Weekly, regular dialogue and communication to disseminate performance related data  **Business Partners and central service staff: Monthly-** regular liaison on service priority areas and risks addressing identified issues.  **Other Service Governance and Compliance Managers**: weekly/monthly – Peer Support and sharing information and learning |
| Planning timescales | Supporting services to develop and track business planning cycles |
| Nature of problems solved | Staff competence  Service Governance including Governance Meetings, Audit, Safe Assessment, Business Planning, BCP etc.  Internal Quality Assessment Tool (IQUAT)  Compliance and regulatory requirement adherence  Policy implementation and monitoring – guidelines will frequently be readily available but how they are implemented or monitored is not always defined. |
| Financial authority limits | No direct financial responsibilities as not the budget holder. Working within TP Financial policies and procedures. |

