

# Quality Assurance Manager

To support the Rochdale and Oldham (ROAR) management team and the wider organization to embed a learning culture and effectively manage quality assurance systems and processes.



## WHAT I AM ACCOUNTABLE FOR:

- Management of Quality Assurance system implementation for ROAR
- Lead and deliver clinical and non clinical audits
- Collate responses to and hold the action plan for the Internal Quality Assurance Tool
- Manage collation of information that will assist in evidencing practice aligned to Care Quality Commission (CQC) lines of enquiry
- Maintain the service mortality tracker ensuring that all reports are of a high quality and submitted in a timely manner
- Writing and supporting others to write Coroners reports and contributions to other multi-agency review processes (EG Safeguarding Adults Reviews, Homicide Reviews and Internal Management Review)
- Conducting and writing 60 day reviews following an SIR / unexpected deaths and supporting others to do so.
- Produce reports on quality and mortality to commissioners.
- Deliver learning events and produce learning 'briefs' for managers and staff following reviews and audits
- Track learning and actions into service delivery and review.
- Support the Senior Operations Manager and senior management team in conduct of Clinical Governance and Mortality and Morbidity Meetings.
- Maintain oversight of incidents, identifying patterns and working alongside managers to deliver improvements

## HOW I OPERATE:

### Values Led Leadership

- A belief in quality assurance as a means to drive service improvement
- A focus on service users experience and safety being at the centre of care.
- A commitment to organisational learning.
- Lead through example and support others to learn in a non-judgemental approach.
- Keep up to date with regulatory/specialist/external changes and implement industry best practice as appropriate

## WHAT I NEED:

### Skills/Knowledge

- Understanding of quality assurance frameworks in health and social care (Desirable as they relate to substance misuse)
- Ability to present clear, objective written reports within timescales
- Ability to analyse large amounts of information and data and organise these in a coherent way
- Ability to present findings in a clear and concise format to a range of audiences internal and external.
- Experience of driving quality improvements in health or social care settings.
- Understanding of the wider context of substance misuse services
- Understanding of risk management in health and social care