LANCASHIRE TEACHING HOSPITAL NHS TRUST
WORKFORCE DIRECTORATE

JOB DESCRIPTION Quality Assurance Lead

JOB TITLE:	Quality Assurance Lead
DIRECTORATE:	Nursing Directorate
REPORTS TO:	Quality Assurance Matron
ACCOUNTABLE TO:	Associate Director of Quality and Experience
KEY RELATIONSHIPS:	Nursing, Midwifery and Allied Health Professional (NMAHP) Leads Ward and Department Managers Safety and Quality Directorate Safeguarding Team Infection Prevention and Control Team Continuous Improvement Team Corprate and Divisional Governance Teams Patient Experience and PALS Team
DIRECT REPORTS:	Quality Assurance Matron
HOURS:	37.5 hours (30 hours could be considered)
LOCATION:	LTHTR cross-site
BAND:	7

NB: **The Post holder may be required to work in other departments across the Trust including across Trust sites**

Quality Assurance Matron
Quality Assurance Lead

DBS (Criminal Record) Check Level required for role:

Please indicate the level of DBS Check required in this role	Standard	Enhanced without Barred List Checks	Enhanced with Child only Barred List Check	Enhanced with Adult only Barred List Check	Enhanced with Child and Adult Barred List Checks
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KSF Core Dimension Levels for Role

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
4	3	4	4	4	4

<u>Role Summary</u>

Our Safety Triangulation Accreditation Review (STAR) Quality Assurance Framework provides assurance on the standards of quality, safety and experience of care across Lancashire Teaching Hospitals. It empowers staff by providing a framework and clear standards to self-assess and peer review that will guide teams to continuously improve. The STAR Quality Assurance Framework is delivered in collaboration with peers to provide evidence that is credible, reliable, open and honest, allowing areas to benchmark and eliminate variation and provide a platform for continuous improvement.

The Quality Assurance Lead will support the Quality Assurance Matron and lead the Quality Assurance Team to ensure highly effective delivery of the STAR Quality Assurance Framework and leadership within associated safety and quality improvement workstreams.

The role of the Quality Assurance Lead requires strong, proven leadership to coordinate, organise and deliver the STAR quality assurance framework across the organisation. Outstanding leadership skills and a relentless drive to continuously improve standards are imperative. You will demonstrate highly effective data analysis skills to ensure themes and trends are identified and lessons learned and changes in practice take place to improve the services we deliver to patients. Tenacious drive and attention to detail are required to robustly follow up on improvement actions and drive progress in any emerging or ongoing themes for improvement.

The Quality Assurance Lead will engage, work collaboratively and establish links with nursing, midwifery and allied health professional leaders and all key partners and ensure our key core standards continuously improve within the quality assurance process. The Quality Assurance Lead will identify and address any learning from STAR to continuously drive standards and ensure any improvements are sustained.

The Quality Assurance Lead will analyse the STAR monthly and STAR accreditation visit data to produce high level safety and quality reports and understand themes and trends to drive improvements in safety and quality standards.

The Quality Assurance Lead will take the lead on key safety and quality improvements and support team members in their approach to project planning, robust governance and information management.

The Quality Assurance Lead will demonstrate highly visible leadership and be a strong role model, representing the Quality Assurance Team within the divisional always safety first forums and across all clinical areas. The Quality Assurance Lead will deputise for the Quality Assurance Matron, develop a strategic perspective of the quality assurance framework and complete monthly and annual STAR reports.

The Quality Assurance Lead will work collaboratively to facilitate the Quality Assurance Framework, and work closely with other teams including colleagues within the Safety and Quality Directorate, Corprate and Divisional Governance Teams, Medicines Safety Leads, Infection Prevention and Control, Safeguarding, Clinical Educators, Estates and Facilities Teams, Patient Experience and PALS.

Key Duties and Responsibilities:

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition all staff are expected to act in accordance with the values and behaviours of the Trust

Leadership Framework Profile for Role

Inspiring Others	Responsibility for the Team	Leading from the Front	Conscious Leadership	Delivering the Service
4	3	4	4	4

(**Level of capability required:** 0 – Not Required, 1 – Developing, 2 – Capable, 3 – Strong, 4 – Outstanding)

Leadership Behaviour Clusters Overview

INSPIRING OTHERS - Motivates staff by involving them in the planning process, utilising their strengths, providing support and delegating to empower others. Role modelling desired behaviours by showing passion, communicating the Trust vision with pride and behaving consistently with the Trust Values.

RESPONSIBILITY FOR THE TEAM - Provides direction, feedback and understands the challenges faced by the team. Willing to pitch in and work as part of the team when necessary. Tackles conflict proactively and constructively. Demonstrates honest and trust.

LEADING FROM THE FRONT - Able to take charge when necessary, overcoming challenges caused by conflicting priorities, lack of resources, difficult or demanding situations in the internal and external environment. Displays determination and resilience to raise performance levels. Learns from mistakes and develops creative and innovative solutions.

CONSCIOUS LEADERSHIP - Self-awareness of who they are, what they stand for, what others need from them and their impact on others. Considers different perspectives, follows up on promises and works in line with the Values. Reflects on performance using information to identify what needs to be done differently.

DELIVERING THE SERVICE - Focuses on quality and service provided. Continually tries to identify the most effective way of making the service responsive to meet changing demands. Articulates the vision with clarity, keeping focus on improving services and inspiring others to be positively involved. Manages short and long-term priorities, balancing the big picture with detail to ensure the highest standards are achieved.

Our Values

Being Caring and Compassionate
Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.

Recognising Individuality
Appreciating differences, making staff and patients feel respected and valued.

Seeking to Involve
Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.

Building Team Spirit
Working together as one team with shared goals doing what it takes to provide the best possible service.

Taking Personal Responsibility
Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.

ROLE DUTIES	MEASURABLE OUTCOMES					
The role of quality assurance lead is an important position that will ensure excellent standards of care for all patients at LTHTR. • Lead and co-ordinate the STAR Quality Assurance Framework, demonstrating drive and a relentless focus on high quality care standards • Demonstrate strong, highly effective leadership, leading the Quality Assurance Team and supporting the Quality Assurance Matron. • Respond to the demands of the role including dealing with conflict, challenging practice to meet standards of safety and quality and demonstrating highly effective negotiation skills	• Constructive feedback is provided in a timely manner and NMAHP leaders report that they feel supported and confident in the advice being given. • Analysis and reporting of STAR data. • NMAHP leaders have up to date verbal and written reports following quality assurance visits that are balanced, timely and of a high standard. • To provide assurance to the Trust Board on a monthly basis using					

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- Provide timely constructive feedback and support to nursing, midwifery and allied health professional (NMAHP) leaders and colleagues regarding the STAR quality assurance framework and key core standards - Demonstrate tenacious drive and attention to detail, robustly follow up on improvement actions and drive progress in any emerging or ongoing themes for improvement. - Analyse STAR data to produce high standards of reports to improve the quality of care received by individuals using our services. - Collaborate with ward and department leaders for the ongoing development of the STAR quality assurance framework to drive improvements in care. - Develop effective and collaborative working with all colleagues including Governors and external partners. - Demonstrate a range of effective leadership approaches from collaborative to more directive, in response to any changing demands of the role.	matron/professional lead monthly audits.						
The Quality Assurance Lead will act as an expert resource and point of contact for all LTHTR staff and other professionals. - Engage and work collaboratively with all teams, colleagues and NMAHP leaders. - Lead in the review of quality assurance processes. - To provide support and advice regarding all elements of quality assurance and always safety first workstreams. - Review STAR improvement actions to ensure these are effective and completed - Ensure the quality assurance framework is up to date, relevant and responsive to relevant legislation, policy and CQC regulations. - Provide support and guidance to wards and departments who require additional support.	- NMAHP leader and colleague feedback is positive. - Quality Assurance reports are responsive and appropriate identification of themes and actions. - Quality assure the action plans produced by teams, guiding and developing the skills to do this. - Monitor evidence submitted for appropriateness. - Report into divisional always safety first meetings each month. - Review current guidelines and support mechanism for reporting compliance. Address any non-compliance.	💜	🔴	🟠	🔵	🟢	

Actively work with the appropriate service users, healthcare professionals, support staff and external agencies to support professional development and practice.	Feedback from staff and evidence in audits showing an increased understanding of roles and responsibilities.					

Actively work with the appropriate service users, healthcare professionals, support staff and external agencies to support professional development and practice.

- Promote best practice throughout the Trust by role modelling and enabling NMAHP colleagues and others to fulfil their defined roles and responsibilities.
- Work closely with the NMAHP leaders and educators with regards to continually improving services for patients.
- Demonstrates strong leadership, role modelling strong leadership behaviours with high levels of performance and conduct at all times and sets clear expectations of others to do the same

- Feedback from staff and evidence in audits showing an increased understanding of roles and responsibilities.
- To identify training needs in relation to auctioning planning and quality assurance and improvement.
- Colleagues are able to articulate clear expectations of the standards to achieve.

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Professional Development and Management

- Lead and support the Quality Assurance Team to deliver a highly effective quality assurance framework.
- Undertake routine audits into practice across LTHTR to ensure understanding and embedding of good practice.
- Review of Datix incidents, complaints and compliments identifying themes and trends and triangulate information to identify across service provision and help make recommendations to improve the level of service and reduce risks.
- Produce the monthly reports required for board and governance committees.
- Demonstrate compassionate leadership skills to support staff by communicating highly sensitive, contentious and complex information.
- Undertake continuous monitoring and analysis of quality standards.
- Demonstrate proactive leadership and self-motivation towards professional development

- Quality Assurance Team give positive feedback with their team engagement and developmental needs
- Evidence of audits which show improvements across the organisation.
- Feedback from staff that they are supported by the post hold holder. Evidence of communication methods clearly demonstrated.
- Participation in training sessions
- Monitoring and analysis undertaken and that feedback from partner agencies is positive.
- Feedback from staff and the quality assurance of presentation skills.
- Attend relevant training and ensure compliance with new regulations are maintained within your own portfolio.

Occupational hazards or exposures relevant to this job (please tick)			
Physical			
Patient moving & handling	☐	Regular DSE work	x☐
Regular equipment / material moving & handling > 10kg	☐	Climbing ladders and / or working at height	☐
Noise (LEP,d > 80)	☐	Hand Arm Vibration	☐
Hot or cold conditions	☐	Exposure to Ionising Radiations	☐
Entry into confined spaces	☐	Other potential ergonomic problems	☐
Driving on Trust business	☐	Vocational driving (C1,D1, LGV, PCV)	☐
Chemical			
Exposure to known respiratory irritants or sensitisers	☐	Exposure to known skin irritants or sensitisers (including latex)	☐
Exposure to asbestos (non-licenced work)	☐	Exposure to any other chemicals	☐
Biological			
Exposure-prone procedures	☐	Laboratory exposure to pathogens	☐
Other			
Night work	☐	On-call duties/ lone working	☐

Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:
- Health and safety regulations
- All policies and procedures approved by the Trust
- Trust Standing Financial Instructions
- Working within the Data Protection act 1984, Health & Safety at work Act 1974, Maintain confidentiality at all times, as required by legislation and Trust Policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
  - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
  - Concerns about the professional or clinical practice or competence of staff
  - The treatment of other staff, including suspected harassment, discrimination or victimisation
  - Health, safety and environment issues
  - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
  - Employment standards and/or working practices
  - Criminal offences or miscarriages of justice
  - Failure to comply with any other legal obligation
  - Deliberate concealment of any of the above

Information Governance
- To be fully aware of and committed to all Policies, Procedures and Initiatives relating to Information Governance - this will include, but not limited to, Data Quality improvements, Confidentiality and Information Security
- To take personal responsibility for safeguarding and ensuring the quality of information.

Behaviour

The post holder will be expected to:
- Support the aims and vision of the Trust

- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- set an example and encourage openness and honesty (particularly in reporting incidents and near misses) and will actively foster a culture of learning and improvement
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder: Date:

Signature of Manager: Date:

PERSON SPECIFICATION

POST: Quality Assurance Lead   **Band: 7**   **DIRECTORATE / DIVISION: Safety and Quality Directorate**

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
Qualifications & Education	• Registered health or social care professional. • Degree in health, social care or related subject • Evidence of a well- developed portfolio of continuous professional development.	• Masters Degree or working towards a Masters in health, social care or related subject. • Leadership skills training	• Application form • Interview • Portfolio
Knowledge & Experience	• Experience of ward accreditation frameworks and quality improvement • Proven extensive experience of team leadership and team development • Extensive experience of being a strong leader, role modelling strong leadership behaviours. • Experience of dealing with conflict, challenging practice to meet standards of safety and quality and highly effective negotiation skills • Experience of using quality improvement techniques and methodology • Experience of leading effective meetings, delivering presentations and educational training sessions. • Knowledge of CQC standards and regulations • Knowledge of Clinical Governance and the relevance to practice • Evidence of leading others in change management, able to demonstrate sustained improvements	• Significant experience in an acute hospital setting or relevant setting • Demonstrable data collection, analysis and evaluation skills • Working with a range of professionals across differing organisations and boundaries • Awareness of recent developments within acute hospital practice • Knowledge of policies, risk assessment and evidence based interventions to improve patient experience, safety and effectiveness.	• Application form • Interview • Presentation • Focus Group
Skills & Abilities	• Ability to produce concise and informative reports for use internally and externally to the Trust	• Ability to develop effective communication systems	• Application form • Interview Assessment

	• Ability to demonstrate high level communication, interpersonal skills and negotiation skills • Ability to organize and schedule workload, and be flexible and responsive to prioritise workloads • Skilled with conflict resolution, ability to create an environment where conflict is managed, resolved and a way forward is found	• Good IT and presentation skills such as Excel and Power Point • Teaching skills/Qualification • People management skills • Conflict resolution skills	• Presentation
Values & Behaviours	• Good knowledge and understanding of the Trust values, underpinning quality services and initiatives • Ability to remain calm and manage conflict • Self-motivated • Committed to person centered approaches • Caring & compassionate leadership • Able to work well within a team and to be able to lead and motivate a team		• Application form • Interview
Leadership Framework Behaviours	**INSPIRING OTHERS** • Motivates a wide range of individuals, actively encourages and supports their colleagues to work to the best of their ability • Encourages staff to take ownership for their own development. • Demonstrates high levels of personal performance and conduct at all times, makes clear to staff that they are expected to do the same. **RESPONSIBILITY FOR THE TEAM** • Clearly communicates key performance priorities and objectives to their teams eliminating ambiguity. • Exhibits foresight to identify and defuse conflict before it occurs. Creates an environment where conflict is managed, resolved and a way forward is found. • Encourages multi-way feedback environment, e.g. openly between team members; uses feedback as a motivational tool. **LEADING FROM THE FRONT** • Is confident taking charge, and is able to effectively deal with and influence more challenging individuals. • Shows optimism and resilience under the most stressful circumstances. Inspires others, keeps the positive message going even when others have ceased to believe.		• Application form • Interview

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- Is prepared to be held accountable for agreed goals. Sets targets for performance, providing staff with clarity of purpose and direction.
- Sees through conflicting or complex information to find a solution that tackles the problem at source. Requires staff to propose solutions when raising problems. Delivers solutions that have a positive and far reaching impact, influencing future direction of the Trust.

CONSCIOUS LEADERSHIP
- Uses talents to the full by participating in a variety of events to build strengths. Is dedicated to continuous learning and self-improvement, undertakes activities to enrich knowledge build new skills and hone existing skills.
- Acknowledges and respects others' diverse perspectives. Takes the time to get to know individual team members, willing to listen non-judgementally to others' opinions and contributions regardless of whether they agree to them.
- Recognises the impact their behaviour has on others and seeks to regulate behaviour to have a positive outcome.
- Is known to support and apply a high set of ethical and moral principles. Stays true to personal/Trust values regardless of internal and external pressures.

DELIVERING THE SERVICE
- Designs, implements and drives forward improvement initiatives, can measure the impact process improvements have at all levels (e.g. patient, team, department). Takes a proactive approach, bringing about improvements before being asked.
- Maintains an overview of team progress, taking steps to ensure that targets are attained and staff make the best use of their time. the progress being made and predicts potential failures, developing contingency plans in advance.
- Has a long term vision that sets out stretching goals, using them to motivate their team to improve service standards.
- Creates an environment where poor performance or conduct is tackled promptly and directly, empowering staff members to challenge poor performance in one another.