



## Job Description

<b>Job Title</b>	Quality Support Officer
<b>Band</b>	AfC Band 6
<b>Department/Directorate</b>	Quality Directorate
<b>Location</b>	Trust Headquarters but expected to work Trust Wide within Sectors.
<b>Reporting to</b>	Quality Governance Assurance Manager

### Job Purpose

- The post holder will be part of the Quality Directorate and will support the Head of Quality and Assurance Systems to maintain the oversight, delivery and administration of key responsibilities pertaining to the Trust Quality Agenda, strategic goals and priorities.
- To support and assist the Quality directorate with integration of robust quality governance and assurance systems and processes.
- It is essential that the post holder is an ambassador for the LAS and role models the Trust core values of Care, Clinical Excellence and Commitment at all times.

Head of Quality & Assurance Systems



Quality, Governance and Assurance Manager



Quality Support Officer

## Key Result Areas & Performance Indicators

- In accordance with associated Quality Key Performance indicators
- Health Assure
- Station Accreditation
- Datix Incident Management
- Risk Management
- Complaint Oversight
- My Assure audits

## Key Relationships & Stakeholders

- Head of Quality & Assurance Systems
- Quality Governance and Assurance Managers
- Locality Group Managers
- Station Support Managers
- Clinical Team Manager
- Senior Sector Clinical Lead
- Stakeholder Engagement Manager
- Operational staff
- Clinical Audit and Research Unit
- Health and Safety Business Partners
- Safeguarding Business Partners
- Central Quality Team / Datix support
- Central Governance Team
- Quality Improvement & Learning Teams
- Frequent Caller Team
- Trust Risk Manager
- PED Business Partner
- MH , EOLC and Maternity Business Partners

## Roles and Responsibilities

To support to the Quality Governance Assurance Manager management and delivery of key responsibilities pertaining to the Trust Quality Agenda, and constituent goals and priorities; and the insurance of robust, quality governance and assurance systems and processes, by:

- Working with QGAM, local managers and departmental business partners, to achieve the highest possible standards of quality and care, in accordance with the Care Quality Commission's regulatory framework; ensuring that we are safe, effective, caring,

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responsive and well-led; by reviewing progress against quality related goals and targets, focusing on the quality of care and patient experience. Ensuring that we continue to learn, make improvements where needed, and sustain improvements already achieved.

- Supporting local delivery of the Trust quality agenda, and constituent goals and priorities; contributing to the formulation, adjustment and updating of various complex quality improvement plans and strategies; working with local managers, and departmental business partners, to obtain updates and assurance as required.
- Working with local management teams and departmental business partners; employing persuasive, motivational, negotiating, training, and empathic or reassurance skills as required, to obtain agreement or cooperation, where there are barriers to understanding.
- Managing administration of Serious Incidents (SI) by: Review and referral of appropriate cases to the Serious Incident Group for consideration; communication of SIG outcomes to QGAM and local managers; tracking completion of actions arising from investigations; scheduling of supervision; Next Of Kin and staff meetings as required; assisting at interviews by taking notes; drafting and sending of notification letters and communications to staff / families / NOK; updating of Datix reports; compilation, binding and distribution of final reports, and any other related tasks.
- Undertaking Serious Incident investigations as may be required. Including dealing with patients / relatives as a result of a serious incident; and making judgements involving complex facts or situations, requiring the analysis, interpretation and comparison of a range evidence / information and options, the provision of advice in relation to the care of patients, and proposal of policy or service changes as relevant.
- Managing compliance with Duty of Candour regulations, by ensuring all cases of patient related moderate harm are highlighted to the QGAM, contacting and advising patients and relatives of incidents involving problems with care, resulting in harm or death as required; drafting and sending of timely DOC notification letters, arrangement of calls and meetings with staff / patients and next of kin as required, and updating of incident reports with details of compliance. Involves providing and receiving complex, highly sensitive or highly contentious information where there may be significant barriers to acceptance, which need to be overcome; using a high level of interpersonal and communication skills, the frequent (weekly) exposure to distressing or emotional circumstances i.e. imparting of unwelcome news to patients, staff or relatives.
- Manage complaints, by working with Patient Experience Department business partner and local managers to ensure oversight, drive the prompt receipt / return of staff accounts, sharing of outcome letters, and completion of actions arising. Additionally work with Patient Experience Business partner to ensure the identification of trends / themes, and formulation of improvement plans.
- Manage oversight and administration of incident reporting, by screening of daily Datix notifications, ensuring that cases of serious and moderate patient harm, are highlighted to the QGAM, and local management teams for action. Manage oversight and reporting of overdue incidents; liaising with responsible managers and departments, to obtain updates as necessary, and drive timely completion of high-quality review and investigations.
- Lead on the assurance of effective medicines management, by reviewing relevant incident reports, identifying patterns, and working with local managers, Medicines Safety Officer, and Trust Pharmacy team; to ensure the completion of prompt and effective investigations, with use of related Trust systems as appropriate. (MedMan, Perfect Ward, CCTV etc).
- Manage oversight and administration of the sector / service Locality Risk Address Register, by highlighting new abuse reports to QGAM, monitoring those pending a

decision; and assisting with the completion and administration of reviews and decisions as required. Also the liaising with partner agencies (Police, GP, and Mental Health), drafting of associated letters, and updating of Datix records with actions and evidence. (Includes the review and handling of highly sensitive / personal records and data; and making judgements involving complex facts or situations, which require the analysis, interpretation and comparison of a range of options).

- Manage sector / service risk register, monitoring and recommending new risks for review; liaising with local management teams, other departments, and Trust Risk Manager; to ensure regular reviews and updates of existing risks, in accordance with the Trust risk review schedule / risk management policy.
- Lead planning and administration of sector / service quality meetings, by scheduling of monthly meetings, distribution of agenda and associated reports / items; taking and transcribing of formal minutes, and management of action log.
- Manage oversight of sector / service quality dashboard, and quality compliance report, ensuring receipt, provision, and accuracy of data; and liaising with departmental business partners as required, to ensure prompt provision of supporting reports & information.
- Manage oversight of Health Assure system, including provision of status / query reports, and liaison with local management teams, to ensure their timely completion of reviews, uploading of evidence / information, and completion of actions.
- Lead on collation and sharing of learning from experience, by requesting, receiving, and uploading evidence of learning from incidents as required. Reviewing such evidence to ensure it meets the appropriate standard. For example, written reflective accounts, individual action plans, or other evidence of formal / informal learning.
- Supporting with the implementation of the station / service accreditation program, assisting with site visits and audits, as necessary; and working with managers to formulate local action plans.
- Lead on preparation of presentations and drafting / compilation of ancillary reports as required. And the provision of QGAM general diary management, including scheduling of meetings calls and appointments.
- Briefing the QGAM prior to meetings and events on relevant background, content of papers and the purpose of meetings; and all relevant information required to aid debate and decision making.
- Carry out, evaluate and report on periodic audits of Quality performance against policy and standards, and report findings and recommendations to the Quality Governance Manager.
- Any other activities commensurate with the role.

### Additional Responsibilities

- Regular requirement to use computer systems to develop or create statistical or query reports, & responsibility for maintenance of information systems, as a significant job responsibility ( e.g. Datix, Health Assure, Locality Alert & Risk Registers).
- Be aware of the confidential nature of the work of the Trust respecting confidentiality. Comply with the Trust's Policy on Confidentiality and the Data Protection Act 2018.
- Maintain a constant awareness of quality issues affecting yourself, your colleagues, patients and visitors and to report any issues accordingly.

- Take responsibility for and participate in maintenance of personal Statutory and Mandatory Training compliance as well as continuing professional development

## Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

## Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

## Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

## Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

## **Equality and Diversity**

The Trust recognises the need for a diverse workforce and is committed to Equal opportunities in employments and seeks to eliminate unlawful discrimination. To promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff) must at all times fulfil their responsibility with regards to the Trust Equality and Diversity policy and the Equality Act of 2010. All individuals have responsibility to highlight any potential discriminatory practice

## **Health and Safety at work**

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

## **Disclosure and Barring Service (DBS)**

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

## Person Specification

Knowledge Training & Experience	Essential	Evidence
<b>Knowledge</b>		
Specialist and demonstrable knowledge across the range of work procedures and practices underpinned by theoretical knowledge or relevant practical experience, including:	✓	A/I
Demonstrable knowledge of LAS operational policies & procedures, CQC regulatory framework, and JRCALC clinical guidelines.	✓	A/I
Knowledge of NHS Serious Incident Framework	✓	A/I
Knowledge of Duty of Candour regulations (Regulation 20)	✓	A/I
<b>Training</b>		
Educated to degree / Honours degree level, or Vocational Qualifications level 6, or equivalent level of knowledge i.e. diploma level qualification, plus significant relevant experience and or training.	✓	A/I
Excellent report writing skills (May include experience of dissertations etc).	✓	A/I
Advanced keyboard skills, i.e. being able to type with speed and accuracy.	✓	A/I
Trained in RCA / Serious Incident Investigation methodology, or commitment to obtain upon appointment (and within 6 months).	Desirable	A/I
Trained in Quality Service Improvement / Redesign Methodology, or commitment to obtain upon appointment (and within 6 months).	Desirable	A/I
HCPC Registered Paramedic.	Desirable	A/I
<b>Experience</b>		
Experience of working with and interpreting data to formulate reports and action plans.	✓	A/I
Experience of writing reports to a high standard.	✓	A/I
Managing effective relationships with managers, colleagues, and staff at all levels.	✓	A/I
Experience (confident & practiced) working with Microsoft Office programs, including Word, Excel, Power Point, Outlook, and calendar.	✓	A/I
Experience of conveying difficult, sensitive or unwanted messages to colleagues, staff or patients / service users.	✓	A/I
Knowledge of experienced in use of Datix system including incident investigations.	✓	A/I



<b>Personal Abilities</b>		
High levels of personal integrity, discretion, and personal / professional standards.	√	<b>A/I</b>
Excellent written and verbal communication skills; being practiced in the use and composition of email. □	√	<b>A/I</b>
High levels of self-drive, motivation and personal initiative; being able to act under own direction, and make decisions autonomously, and refer when required.	√	<b>A/I</b>
Able to organise / prioritising workload, and work under own initiative; having excellent planning, organisational and time management skills.	√	<b>A/I</b>
Ability to network effectively, build professional relationships, and influence others.	√	<b>A/I</b>
Able to be flexible and adaptable when required, to meet deadlines and get the job done.	√	<b>A/I</b>
Ability to problem solve.	√	<b>A/I</b>
Ability to absorb complex information, and handle restricted information sensitively and securely.	√	<b>A/I</b>
High level of interpersonal skills and diplomacy.	√	<b>A/I</b>
Ability to communicate effectively across a range of mediums, in a highly professional manner, and adaptable style, as appropriate to the message and recipients.	√	<b>A/I</b>
Willing and able to and having conversations with managers, staff and third parties about emotive, difficult, or sensitive matters.	√	<b>A/I</b>
Able to employ effective persuading, influencing, and negotiating skills to achieve beneficial outcomes.	√	<b>A/I</b>
Having a passion for the delivery of quality services, governance, and professional standards.	√	<b>A/I</b>

**Key:**

(A = application, T = test, I = interview)

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