NHS Grampian

**Job Description**

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| JOB IDENTIFICATION |  |
| **Job Title:** | Quality Manager |
| **Department(s):** | Aberdeen Centre for Reproductive Medicine |
| **Base Location:** | Aberdeen Maternity Hospital |
| **Hours:** | 37.5 hours per week |
| **Grade:** | Band 7 |
| **Salary:** | £46,244 - £53,789 |

###### SECTION 2

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|  | **Job Purpose** - the reason why the post exists. This should be a **brief statement**. It should not list all the tasks.  The post holder will be expected to maintain and improve the Quality Management System (QMS) for the Aberdeen Centre for Reproductive Medicine (ACRM)  The QM post exists for two purposes:   * Compliance- by law, under the Human Embryology Fertilisation Act 1990, ACRM is required to implement a fit for purpose QMS. The same requirement applies to ACRM maintaining ISO certification. * Continual Improvement- ACRM strives to continually improve the quality of its service so that it is recognised for its service delivery excellence.   To be compliant, the QMS is subject to external assessment as follows:   * The Human Fertilisation and Embryology Authority (HFEA) grants ACRM a licence to operate under the Act and to this end assesses the QMS against requirements laid out in the HFEA Code of Practice. * British Standards Institute (BSI) certification against ISO 9001:2015 Quality Management Systems * United Kingdom Accreditation Service (UKAS) accreditation of the Andrology Laboratory against ISO 15189:2012 Medical laboratories: Requirements for quality and competence.   The role of the Quality Manager includes, but is not limited, to:   * Compliance- apply an understanding of quality management, the requirements of the HFEA Code of Practice and ISO standards to maintain a compliant QMS * Continual Improvement- apply an understanding of ‘total quality management’ ethos along with the wider ACRM management team, to actively promote a culture of ‘total quality’ within the unit * Provide the Business Manager with administrative support to investigate and when necessary, undertake root cause analysis for patient complaints and non-conformances * Maintaining the ACRM Risk Register in Datix * Leading on gathering, evaluating and acting on patient feedback * Co-ordinate and implement the Internal Audit programme * Be the lead for the implementation of the QPulse QMS software system * Drive the management of controlled documentation and records management * Report and communicate on quality management activities at various management and staff management meetings and through the Quality Newsletter. |
|  | **Organisational Chart**  This post fall under the line management of the ACRM Business Manager and has a line of accountability to the ACRM Person Responsible: |

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|  | **Communications and Relationships**  The post holder will be part of the ACRM management team and will help shape the overall quality and communications strategy for ACRM.  Excellent communication skills (oral & written) with proven ability to write reports and present complex data, key results and information.  Use of rational persuasion skills to encourage staff to adopt new ways of working- for example from the need to implement corrective actions from audits/inspections or in response to the introduction of new legislation.  Effective working relationships with a range of internal and external stakeholders are essential and include:  **Internal**:   * ACRM management team * Laboratory staff * Medical staff * Nursing staff * Admin support staff * Counsellors * Quality and Data Co-ordinator   **External:**   * HFEA assessors * Non HFEA third party assessors – BSI, UKAS * Patients and partners in context of administration of complaints/ eliciting feedback * Third party suppliers of critical services- for example IT services * NHSG Quality Forum * National Fertility Network * Quality Managers in other fertility centres across Scotland and the UK |

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|  | Knowledge, training and experience The post holder will be required to maintain the ACRM quality system in line with requirements laid out in the HFEA Code of Practice and ISO standards. Therefore, a solid understanding of key QMS areas include:   * Planning and executing an Internal Audit schedule * Maintaining quality documentation and records * Implementing a formal QMS corrective and preventive action (CAPA) process * Eliciting client feedback and dealing with complaints * Maintaining a Risk Register * Administrating the formal annual QMS management review * Eliciting patient feedback.   Additionally, the post holder will be required to have:   * Strong MS Word, PowerPoint and Excel skills- the post holder will be expected to generate QMS documents in Word, undertake analysis in Excel and create presentations in PowerPoint * The ability to learn new IT systems- with training the post holder will be expected to become an expert user of QPulse, Fertility Consent Platform and IDEAS patient record system. |
|  | Analytical and judgemental skills ACRM provides a complex multi-disciplinary clinical service where outcomes are tracked as key performance indicators (KPIs). The KPI dashboard is detailed and is directly influenced by inputs to the patient pathway of nursing, medical and laboratory staff. The post holder will be expected to support the collation and analysis of data, interpretation of findings and identification of agreed improvement actions. Tact and diplomacy will be required to maintain a team focus on the evidence base.  In addition, the post holder will be expected to:   * Manage the lifecycle of patient complaints and Datix entries- facilitating objective, evidence-based analysis of complaints and other issues; assessment of effectiveness of remedial, corrective or preventive actions and documenting in the QMS. * Lead on patient feedback- planning, executing and collating patient feedback, including presenting the analysis of feedback in standard industry recognised formats such as Net Promoter Scores * Prepare documents for accreditation inspections, co-ordinate departmental responses and, where necessary, verify completion of corrective actions * Attainment of standards and processes consistent with periodic, regular and unannounced external inspections by BSI, UKAS or HFEA. * Dealing with the complexity of changes in legislation, professional, national and international guidelines for fertility services, ensuring that practice meets all standards required. * Provide solutions to issues that arise, with a steer from the Centre Manager and HFEA PR. However, the solutions would be identified and raised by the post holder. |
|  | Planning and organisational skills The post holder will be expected to:   * Facilitate the development by the management team of annual business unit objectives and translation of these into a business unit implementation plan; provide ongoing administration of the implementation plan and present back at management meetings overall progress against that plan * Support the Business manager in ongoing planning of the relocation of the ACRM to the Baird Family Hospital * Overall coordination of the business unit improvement plan- this is made up of remedial, corrective and preventive actions arising from complaints, issues, staff feedback and audit * Plan and implement a schedule of Internal Audit which meets the requirements of HFEA guidelines and ISO standards * By virtue of attaining expert user status, be a key player in the implementation and improvement of the deployment of the QPulse system across all departments * Maintain an overview of QMS documentation (SOPs, forms etc) so that content is standardised across all departments * To prepare departments for accreditation inspections, co-ordinate departmental responses and where necessary verify completion of corrective actions * Interacting with quality management processes in associated NHS Clinics (e.g., NHS-Orkney, NHS-Shetland, NHS- Highland) as appropriate also as directed by the Business Manager or HFEA PR. |
|  | Physical Skills Standard Keyboard skills and knowledge of computer programs are essential |
|  | Responsibilities for patient/client care The post holder willsupport the department in the investigation of incidents and service complaints and ensure effective, immediate and follow up actions are taken in accordance with Centre processes and NHSG policies.  Ensure that standards in HFEA Code of Practice and ISO standards are met to ensure safe and high-quality patient care. |
|  | Responsibilities for policy and service development implementation The post holder is responsible for ensuring ACRM implements an annual management review of the QMS. This requires the post holder to:   * Plan the review- this includes a review of the adequacy quality policy and where appropriate, implementation of an improved policy * Review ACRM performance against annual business objectives against quality policy * Identification of new annual business objectives in line with quality policy and business unit needs * Identify areas for service improvement and development. |
|  | Responsibilities for information resources With training, the post holder will be expected to be an expert user and administrator of the QPulse system with a specific focus on document control, audit, supplier management, asset management and issue management.  In addition, the post holder will be/ become with training expert in:   * Fertility Consent platform overseeing the administration of ACRM specific content * IDEAS patient record system * Word, PowerPoint and Excel * NHSG Datix system. |
|  | **Freedom to act**  The post holder is free to organise day to day priorities according to business unit priorities; there is a need to balance medium- and long-term objectives with the ability to deal with day-to-day issues including supporting resolution of urgent operational issues. |
|  | Physical effort Periods of sitting whilst entering data, adapting quality system and writing up minutes of meetings. |
|  | Mental effort The ability to manage multiple competing priorities maintaining a laser focus on the most pressing issues allied with the ability to fully execute planned tasks. Personality preference favours a ‘completer/ finisher’ who can manage multiple demanding workstreams at once.  The post will require the ability to assimilate large amounts of information to distil into key issues- for example interpretation of information/ data related to KPIs or complaints.  High levels of accuracy for written and oral reports. |
|  | Emotional effort Meeting timescales and deadlines and resilience for dealing with challenge. |
|  | Working conditions Exposure to unpleasant conditions is rare.  Extended laptop or computer use.  Exposure to clinical environment in outpatient, day ward and laboratory settings. |

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| **NHS GRAMPIAN**  PERSON SPECIFICATION |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Short listed candidates **MUST** possess all the essential components as detailed below. |

**POST/GRADE: QUALITY MANAGER/BAND 7**

**LOCATION/HOSPITALS: ABERDEEN CENTRE FOR REPRODUCTIVE MEDICINE, ABERDEEN MATERNITY HOSPITAL, FORESTERHILL HEALTH CAMPUS, NHS GRAMPIAN**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | Educated to Degree level, MSc or equivalent  A recognised quality management qualification.  Evidence of continuing professional development. | Recognized lead auditor/ auditor training courses |
| Experience | Evidence of previous experience in a Quality Management role. This must include internal audit, CAPA and risk management. | Experience of working in a healthcare environment |
| Special Aptitude and Abilities | Has good team motivational skills  Has good prioritisation and time management skills  Displays excellent organisational skills  Has good interpersonal skills  Ability to work under pressure  Data collection, analysis and reporting  Innovative and committed to facilitating change in order to develop and improve the service. |  |
| Disposition | Forward thinking, innovative individual  Ability to challenge appropriately  Established influencing and negotiating skills  Professional attitude | Diplomacy and commitment |
| Particular Requirements of the Post | Able to work on own initiative and as part of a team  Established decision making skills  Enthusiastic in the pursuit of clinical excellence |  |
| **MAJOR RISKS IN DOING THIS JOB** | | |
| Please indicate the major risks the job holder could face in doing this job e.g. lifting patients/ objects, working with hazardous substances, dealing with violence and aggression.  If there are no major risks for the job holder please tick this box | | |