#### **JOB DESCRIPTION TEMPLATE**

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| JOB IDENTIFICATION |
| Job Title **Quality Improvement Advisor**  Responsible to: **Quality Improvement Lead**  Department(s): **Clinical and Care Governance Unit**  Directorate: **Nursing Directorate**  Job Reference  CAJE No: 800-3291  No of Job Holders: 6  Last Update: **August 2024** |
| JOB PURPOSE |
| The purpose of the job is to support and enable clinical practitioners and managers to improve patient care throughout the patient journey. This will be accomplished through the expert use of improvement science techniques and methodologies together with a continuous, participatory process of skilled facilitation and challenge and reflective practice, with the aim of ensuring that practitioners share a common vision and ownership to improve patient outcomes within the context of their work. The post holder will do this through the delivery of improvement knowledge and expertise gained at expert level qualification. The post holder will work closely with senior clinicians and operational managers, as well as close working with the multidisciplinary team at ward and department levels.  As an Improvement Advisor your work will be largely autonomous, you will:   * Manage specific improvement projects * Work with clinical teams to explore issues diagnose problems and develop and test solutions that result in sustainable improvement. * Analyse and present data in ways that support staff to understand, improve and manage their systems and processes. * Contribute to ensuring that national safety improvement programmes are delivered and improvements made and sustained are met * Provide expert level teaching and coaching in improvement methods to staff within and out with the organisation and be able to apply the methods in any setting. * Engage fully and with colleagues and senior managers working across NHS Ayrshire and Arran, North, East and South Ayrshire Health and Social Care Partnerships and NHS Scotland where required to deliver improvement. * Provide line-management and leadership support the team. |
| 1. **DIMENSIONS** |
| Services are provided within three Health & Social Care Partnerships (North, East and South Ayrshire) and three hospital directorates (Medical, Surgical and Women and Children)  Ayrshire and Arran has a population of around 367000 which includes 55 GP practices and 12 community hospital sites. |
| ORGANISATIONAL POSITION |
| Director of Clinical and Care Governance  Head of Clinical and Care Governance    Quality Improvement Lead  Quality Improvement Advisor  This post  Quality Improvement Facilitator |

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| ROLE OF DEPARTMENT | |
| **Quality Improvement (QI) Team**  As part of the Clinical and Care Governance Unit the QI Team are a multidisciplinary team who support the implementation of NHS Ayrshire & Arran’s Quality Strategy. A key focus is to lead, support, co-ordinate and integrate the many and varied strands of transformational QI and service change activity across the organisation. This includes:   * facilitating change management to ensure the outcome of continuous clinical improvement * providing support in quality improvement methodologies, tools and techniques to support risk management and technological information where appropriate * Supporting data analysis, using or developing robust data analysis tools   This post focuses on supporting transformational change and improvement, providing expert improvement advice and facilitation  The team function as a provider of QI expertise and is recognised as a resource for improvement and safety initiatives (alongside the wider QI Alumni) to build organisation capability and capacity in Quality Improvement.  Specialist QI knowledge and support is provided to those delivering healthcare services throughout NHS Ayrshire & Arran – ensuring that strategies and resources are provided to deliver the continuous quality improvement priorities for the organisation.  To lead in the provision and delivery of QI training and education programmes for all staff to ensure the delivery of safe and effective patient care. | |
| KEY RESULT AREAS | |
| 1. To work closely with senior clinicians and managers to identify and prioritise quality initiatives and practice developments that will improve the care for patients across NHS Ayrshire and Arran. 2. To meet with senior staff at regular intervals as a group as well as individually to plan and co-ordinate quality improvement initiatives and explore innovative ways of continually improving the service done through a variety of methods and tools, including mentoring, teaching and coaching using improvement tools, such as the model for improvement, and measurement for improvement. 3. To support change and improvement in the patient’s experience of health care, by using quality improvement methods, these include using specialist skills of teaching mentoring, coaching and action learning to support clinical staff to review and develop their approach to person centred practice. 4. To support staff to ensure that systems of reflective practice, such as clinical supervision, mentorship and action learning, are integrated into day to day practice thus ensuring that a learning culture is developed for these staff. 5. To support work that will ensure that evidence based practice and SIGN Guidelines are taken into consideration and integrated into all quality improvement work. 6. To develop process’s that will ensure that quality improvement is embedded into everyday practice. 7. To act as a resource to all staff in relation to quality improvement. 8. Where necessary and in conjunction with improvement work contribute to the development and delivery of high quality specialist education and training programmes to support the implementation of a tiered approach health model to support the different health needs of people in NHS Ayrshire and Arran. 9. To organise and facilitate a variety of education programmes in relation to Quality Improvement on an ongoing basis to ensure NHS Ayrshire and Arran is able to continuously build improvement capacity and capability. 10. To evaluate training methods and quality improvement initiatives as appropriate. 11. To support clinical services to embed evidence into practice, through the use of improvement methodologies. 12. To develop and sustain networks within NHS and external organisations in order to identify and share good practice which will inform the development of services and the delivery of quality improvement initiatives. 13. To develop and maintain a programme of evaluation to review the usefulness and efficacy of Quality Improvement methodology across clinical services 14. To provide the Director Clinical and Care Governance, Head of Clinical and Care Governance and Quality improvement Lead with reports on improvement initiatives in your area of responsibility   **Analysis**   1. Using expert level knowledge of data measurement, provide detailed analysis of improvement activities to CMT, Governance, HCG and Board. 2. Using expert level knowledge of data measurement, educate teams to collect, understand and use data to demonstrate and drive improvement. 3. Support teams to analyse data and provide narrative for inclusion in national reports.   **Leading**:   1. Provide leadership and management within specified areas to ensure delivery of consistent improvement approaches and information. 2. Expected where required to be able to lead improvement endeavours from issue identification to sustainable solution working autonomously and with minimal direction.   **Communicating**:   1. Demonstrate and exemplify positive behaviours and attitudes that will support cooperative and partnership working to achieve progress in the delivery of quality improvement initiatives across the organisation. | |
| 7a. EQUIPMENT AND MACHINERY | |
| * Personal Computer * Fax machines * Photo-copying machines * Shredder * Multimedia Presentation Equipment (LCD Projector, TV/video, OHP, display boards, flipcharts) * Mobile Phones * WEB EX | |
| **7b. SYSTEMS** | |
| * Respond to enquiries from colleagues within NHS and external organisations and public, in relation to specialist improvement knowledge and expertise * Access and utilise routine health and surveillance data * Use of data management systems to analyse and interpret data and ensure effective strategies to disseminate evidence of improvement * Work autonomously in day to day practice * Ensure effective and systematic monitoring of services through appropriate evaluation techniques. * Ensure effective use and maintenance of the Quality Improvement Portal * Provide team work (also at individual level) in developing, reviewing and updating of reports to inform strategic planning * Develop and maintain databases in accordance with work load activity | |
| ASSIGNMENT AND REVIEW OF WORK | |
| The post holder will be expected to be pro–active in identifying the changing national and local Quality Improvement agenda, and will also be expected to operate with a large degree of autonomy but as part of a team and be able to work to agreed outcomes.  In conjunction the Quality Improvement Lead, the post holder will set personal objectives annually and these will be reviewed as appropriate. A personal development plan will also be agreed for the post holder on an annual basis and its effectiveness reviewed as appropriate. | |
| 1. **DECISIONS AND JUDGEMENTS** | |
| **The post holder:**   * Will be self-generated but will reflect local and national priorities * Will work with a high degree of autonomy * Ensure quality is integral to all work endeavours * Will guide and advise a variety of professionals in all aspects of quality improvement * Ensure collaborative working practices recognising the demands on available resources * Will make decisions about relevance of national and local material to be included in training sessions / activities they are involved in | |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| To develop and maintain effective working relationships and communication networks over a wide geographical area.  To support teams through difficult, complex and at times sensitive pieces of work.  To be flexible and versatile enough to handle a range of initiatives at the same time and work as an agent for change through advising, supporting, coaching and educating staff across health and social care sectors  To be able to plan work independently and use own initiative to respond to clinicians and staff needs for information and support while making informed and appropriate independent decisions  To be able to deliver training programmes and quality improvement initiatives to a wide variety of audiences, from one to one situations to 100 plus staff or students. | |
| 1. **COMMUNICATIONS AND RELATIONSHIPS** | |
| There will be significant interaction with members of the Clinical and Care Governance Unit which includes:   * Director of Clinical and Care Governance * Head of Clinical and Care Governance * Quality Improvement Leads * Quality improvement Facilitators   As well as all members of service which includes:   * Senior managers and heads of service * Senior clinicians * Members of the wider multidisciplinary team   The post holder will develop communication networks with external organisations including voluntary organisations and will further develop communication networks with external organisations, such as NES, HIS, Scottish Government and at times national specialist improvement forums.  The post holder will need to be able to communicate in a variety of different ways and a variety of different levels, this includes patient, peer and senior colleague communication.  The post holder will need to be able to promote Quality Improvement initiatives to individuals and groups that may be adverse to them, i.e. implementation of a new way of working. | |
| 1. **PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **PHYSICAL DEMANDS:**   * Carry training equipment to and from various venues e.g. TV/Video unit, laptop, projector, documentation etc.   **MENTAL DEMANDS:**   * There is frequent requirement for prolonged concentration where the post holder is required to develop and detail intricate planning to formalise and prioritise strategies into local working practices * Constantly aware of risk, continuously assessing risk * Supporting members of staff and external staff on a daily basis * Supporting patients and carers * Required to show empathy and communicating with staff, patients/carers with difficult issues * Deals with complex issues and provides support and advice for professional colleagues * Constant ability to multi – task * To be able to work through regular interruptions and changing of tasks   **EMOTIONAL DEMANDS:**   * Regular exposure to distressing or emotional circumstances whilst supporting professionals to make improvements following adverse events whilst ensuring patients/carers needs are met and they are supported.   **ENVIRONMENTAL DEMANDS:**   * Requires to use VDU equipment more or less continuously on a daily basis * Has a regular requirement to use road transportation and be exposed to inclement weather. * Is required to carry out approx. 80% of their workload in the clinical / ward / community based environments | |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| Training  * Educated to degree level with post graduate study to masters level or equivalent experience, with expert level improvement qualification such as IHI Development Programme, Improvement Advisor, Scottish Improvement Leader Qualification, Lean Green belt or above, QiiPs 1st for Leaders * Professional clinical qualification and registered with either the NMC or the HPC ( first level registered nurse or AHP) is desirable or extensive senior experience within a health or social care setting * Relevant experience in a clinical/social care environment * Willingness to attend appropriate study days and short courses relevant to job to undertake extended self -study   **Experience**   * In depth knowledge and demonstrable evidence of using improvement methodologies to drive sustainable change and improvement * In depth knowledge and demonstrable evidence of data measurement and analysis * In depth knowledge and demonstrable evidence of influencing and facilitating skills * In depth knowledge and demonstrable evidence of Project Planning Skills * In depth knowledge and demonstrable evidence of Change Management Skills * In depth knowledge and demonstrable evidence of good Organisational Skills * In depth knowledge and demonstrable evidence of training and education skills * In depth knowledge and demonstrable evidence of Critical Appraisal Skills * In depth knowledge and demonstrable evidence of Time Management Skills * In depth knowledge and demonstrable evidence of demonstrating leadership skills and the ability to facilitate these in others * In depth knowledge and demonstrable evidence of ability to train, educate and coach professional groups in improvement methodology including all of the above  Knowledge  * Computer literacy * Good working knowledge of national standards and guidelines * Sound understanding of the principles of clinical governance * Communication skills, both written and verbal/non verbal * Good working knowledge of clinical audit and research * Report writing for board papers and publication * Evidence of recent, relevant personal development | |
| 1. **JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |