

## ROLE DESCRIPTION

<b>Role Title:</b>	Quality & Safety Lead
<b>Eligibility</b>	Registered healthcare professional or social worker in a Greenwich partner organisation
<b>Responsible to:</b>	Healthier Greenwich Partnership
<b>Accountable to:</b>	LCP Clinical & Care Professional Lead
<b>Hours:</b>	0.2 wte (equivalent to 1 day per week)
<b>Remuneration:</b>	backfill for substantive post
<b>Term of Office:</b>	Initial one year appointment with option to extend for further year
<b>Notice period:</b>	Three months' written notice by either role holder or membership

### Quality & Safety Lead

#### ROLE PURPOSE

The role will play a key part for the Healthier Greenwich Partnership (HGP) in ensuring the delivery of its quality objectives, identifying opportunities for improvement and highlighting concerns or risks to quality.

The postholder will be expected to chair place-based quality meetings. These will be an important forum at which partners from across health, social care, public health and wider can routinely share insight and intelligence into local quality matters, identify opportunities for improvement and concerns/risks to quality, and develop place-based responses to support ongoing quality improvement for the local population.

It will also involve working with the ICB Quality team, provide assurance on quality at place to the ICB Quality and Performance Committee, and supporting the SEL quality team with reviewing Serious Incidents and Quality Alerts to direct/advise on approaches to embedding learning at place, such as running learning events.

Although the focus of the role is in Greenwich it will involve working with clinical leads in other boroughs, including representing Greenwich at the quarterly ICS System Quality Group and (any task and finish groups that may be set up) and identifying/contributing to discussions re issues of concern or sharing improvements.

Other responsibilities are likely to include:

- Working with other clinical leads to ensure service development/improvement is enabled through their work

- Ensure that any plans are clinically informed and conducive to the delivery of safe, effective, high quality care
- Ensure that patient needs remain at the centre of change and that those processes are clinically led
- Engage with members and health and care professionals, to influence clinical practice and clinical decision making in line with best practice
- Contribute towards, and facilitate the delivery of LCP objectives and performance improvement

### **Main responsibilities**

The following are the key requirements identified for this role and the approaches needed for them.

### **Contacts and relationships**

- Positively engage with external agencies and act as advocate for Greenwich place and partner organisations
- Actively look for potential opportunities with key contacts to improve overall service delivery and performance
- Connect and build trust with colleagues and patients across traditional boundaries - developing strong networks and relationships that work in service of patients over organisations, places or professional groups.

### **Clinical/service decision-making**

- Make sound operational and clinical judgements that ensure safe and effective service provision
- Listen with compassion to the needs, hopes and challenges of those they work with and serve, using this understanding to actively involve others in the decisions that affect their lives.
- Support the Place based Executive to gather, verify and assess all appropriate and available information to gain an accurate understanding of the situation.

### **Service delivery and outcomes**

- Ensure that the needs of service users and their carers are at the core of the way LCP delivers services
- Catalyse and embed ways to test and share new and innovative ideas and approaches that improve how we design and deliver care to our patients and population
- Ensure that service delivery is person centred, outcomes focussed and protective of individual service users' dignity
- Support service managers to ensure that the service meets all relevant quality standards, specifically CQC, CCG and all relevant NICE guidelines
- Support the effective and efficient deployment of resources to achieve agreed outcomes and targets

- Work as a team member developing and maintaining effective working relationships
- Keep up to date with relevant policies and procedures

### **Creativity and innovation**

- Encourage and test new ways of working together, collaborating and learning from each other to achieve our collective ambition to improve the health and wellbeing of our population
- Seek out and embrace different ideas, perspectives and challenges - being able to adapt and change course by continually learning from others around them. Takes an innovative and creative approach to solving problems
- Considers innovation in the workplace an ongoing responsibility and welcomes change as an integral part of both individual and organisation development
- Acts as a positive role model for innovation and a facilitator for change

### **Planning and organising**

- Develops practical and realistic plans to achieve outcomes/objectives
- Considers the wider implications with regards to skills, resources in achieving plans/ outcomes/objectives
- Ensures appropriate resources and levels of capability to deliver priorities
- Takes responsibility for delivery of plans, outcomes and objectives which may involve coordinating and organising others

### **Communication**

- Actively contribute to a culture of positive communication
- Support the Place based Executive to deliver presentations and training internally to staff and externally to partners/ agencies, where appropriate
- Support the Place based Executive with CQC inspections, service developments and other relevant tasks

### **Financial Management**

- Effectively manage resources within your control.

### **Personal development**

- Continually develop own clinical knowledge and practise with respect to service speciality
- Maintain professional registration (e.g. GMC, NMC, etc.)

### **Equality and Diversity**

- Act in ways that support equality and value diversity
- Help to develop and maintain an organisational culture that supports equality and diversity.

## Person Specification

### Qualifications

- Registered healthcare professional or social worker in a Greenwich partner organisation
- Qualification or evidence of special interest in lead area

### Knowledge

- Knowledge and understanding of health, care and local government landscape, and integrated care agenda
- Knowledge and understanding of population health inequalities and how this impacts people's outcomes and experience of health and care provision
- Understanding of the Greenwich system and its population

### Experience

- Experience of working within the Greenwich health and care system
- Making sound operational or clinical judgements that ensure safe and effective service provision
- Proven ability to engage people by the way they communicate and interact, including members of the public, clinical and professional leaders
- Working across boundaries and collaborative working, including with communities

### Attitude

- Ability to enthuse and motivate others
- Commitment to principles of promoting equality and respecting diversity
- Commitment to improving the health, care and wellbeing of Southwark's population
- Determination and ability to navigate complexity and ambiguity in an effective way
- Encourage and test new ways of working together, collaborating and learning from each other to achieve our collective ambition to improve the health and wellbeing of our population

### Skills

- Strong interpersonal and communication skills and ability to maintain a positive and constructive profile
- Ability to influence and persuade, articulate a balanced view and encourage constructive debate with the confidence to question and challenge effectively
- Politically and publicly astute
- Ability to demonstrate effective system leadership behaviour