



**Isle of Man
Government**
Reillys Eilan Vannin



Director of Quality, Safety and Engagement

Department of Health and
Social Care
Isle of Man

A key member of the senior management team and reporting directly to the CEO you will lead and be responsible for leading the quality, safety and engagement function and therefore the overall safety and standards of health and social care services for the Island.

You will cover the following areas of health and social care:

- Primary Care Services
- Acute and Related Services
- Community Health Services
- Mental Health Services
- Social Care Services
- Specialised Care Service
- Public Health Services (Screening and Immunisations) alongside the Director of Public Health
- Third Sector and Private Sector Organisations

Duties and Responsibilities

Quality and Safety Responsibilities

- Develop and set the appropriate quality and safety standards for health and social care services
- Promote education and training for health and social care services for the Island
- Ensure that Manx Care adheres to the mandated quality and safety standards and taking necessary action if and when required
- Address disputes and negotiate appropriately through the Dispute Process

Clinical, Professional and Regulatory Assurance Responsibilities

- Manage DHSC's appointment of independent external inspectors across the full range of health and social care services
- Oversee the management of a rolling programme of independent external inspections
- Review and analyse the findings of independent external inspections and identify and agree remediation plans and activities as appropriate
- Undertake and oversee clinical, professional and regulatory assurance of service provision
- Maintain the professional, clinical and care registers for individuals employed within the Island's health and social care services
- Positioning Manx Care's provision of services to ensure they are subject to continuous improvement
- Directing the Regulation and Inspection Unit to ensure the appropriate qualification and registration of all health and care professionals
- Ensuring processes and procedures are in place to monitor delivery of the portfolio and providing assurance to the Board

- Working with the Director of Strategy and Commissioning, ensure that the annual Mandate continues to reflect current health and social care policies. This will involve analysing and interpreting UK guidance and best practice, facilitating its incorporation into local policy.

Safeguarding Responsibilities

- Assure Manx Care's performance of its safeguarding responsibilities
- Contribute to the work of the Island's Safeguarding Board, particularly in relation to policy
- Provide support to the DHSC CEO in relation to safeguarding, including the CEO's membership of the Safeguarding Board

Patient and Service User Engagement Responsibilities

- Work collaboratively with Manx Care to oversee engagement and consultation with patients, service users and other stakeholders to maximise the suitability, convenience, effectiveness of health and social care services
- Use the findings of patient and service user engagement to inform policy decisions and quality and safety standards

Resource Management

- Oversee the quality, safety and engagement function, building a collaborative working environment and an innovative culture
- Ensure the effective management of staff within the quality, safety and engagement function
- Ensure effective staff development, performance management and appraisal within the quality, safety and engagement function in accordance with DHSC policy
- Transfer expertise and knowledge as appropriate, encouraging and developing innovation throughout the quality, safety and engagement function
- Manage, motivate, inspire and develop staff within the DHSC to ensure that they are able to deliver key outcomes

Key Working Relationships

- Build and maintain good working relationships with a broad range of internal and external stakeholders at all levels and from a range of interest groups
- Employ effective communication, negotiation and influencing skills with internal and external stakeholders
- Represent the DHSC at cross-governmental meetings, committees and boards as necessary
- Represent DHSC's quality, safety and engagement function within DHSC and to external stakeholders as necessary
- Provide advice and support to the Minister and Members

Background

The way in which health and social care services are delivered in the Isle of Man is undergoing an exciting transformation as a direct result of the Independent Health and social care review conducted by Sir Jonathan Michael. Sir Jonathan's final report can be viewed here: [Final Report](#).

A key recommendation of the review was to establish a new publicly funded, arms-length health and social care delivery organisation. As a result, from April 2021, "Manx Care" will take responsibility for delivering integrated health and social care services for the people of the Isle of Man. New legislation to establish Manx Care is currently in the process of being approved, with operation commencing in April 2021.

Manx Care will operate under an annual Mandate from the Island's Department of Health and Social Care (DHSC).

As a direct result of these changes the DHSC will have additional responsibilities and functions with a number of new roles being identified to take those functions forward.

Person Specification

Attribute	Essential Desirable	Method of Assessment
Credibility		
Health or social care professional qualification and current registration	E	CV/Interview
Qualification in safety, risk management or governance	D	CV/Interview
Extensive senior experience in health or social care quality and safety improvement or related field with a deep understanding of regulatory and governance issues affecting health and social care systems	E	CV/Interview
Experience of consulting with a range of stakeholders in developing strategy and policy	E	CV/Interview
Significant senior experience of leading the planning, implementation and evaluation of quality governance strategy and systems	E	CV/Interview
Significant senior experience of managing independent inspections of health or social care services	E	CV/Interview
Significant senior experience of leading and conducting incident investigations	E	CV/Interview
Proven and significant leadership experience - including building culture, values and skills across an organisation and its partners	E	CV/Interview
Extensive experience of being responsible for budgets, involved in budget setting, financial modelling and working knowledge of financial processes, financial analysis, forecasting and managing funding	E	CV/Interview
Evidence of leading innovative transformational change to deliver improved outcomes	E	CV/Interview
Experience of delivering high-quality, integrated health and social care services	D	CV/Interview
Experience of working within project management structures and principles	D	CV/Interview
Experience of strategic planning	E	CV/Interview

Attribute	Essential Desirable	Method of Assessment
Experience and understanding of legal and financial compliance	E	CV/Interview
Capability		
Excellent communication and interpersonal skills - verbal, written, presenting, listening and facilitation, negotiating and influencing	E	CV/Interview
Analytic, critical thinking and pragmatic approach to addressing complex strategic and operational challenges	E	CV/Interview
Proven ability to implement continuous improvement and quality assurance and monitoring mechanisms	E	CV/Interview
Future focussed and flexible, encouraging innovation and supporting sustainable change	E	CV/Interview
Able to define and deliver of performance standards, measures and reporting to successfully improve operational effectiveness	E	CV/Interview
Able to work and make decisions autonomously	E	CV/Interview
Empathetic to political, cultural and other factors whilst maintaining independence and objectivity	E	Interview
Recent continued professional development	E	CV/Interview
Good knowledge and understanding of good practice in relation to patient and service user engagement and its application to safety and quality improvement	E	CV/Interview
Deep understanding across a wide range of strategic and operational areas in health and care economies	E	CV/Interview
Able to analyse complex policy issues, make systematic and rational judgements based on the relevant information, draw informed conclusions and articulate clear and focused policy to wide and diverse audiences.	E	CV/Interview
Significant knowledge of safety, quality and risk management in health or social care	E	CV/Interview
Understanding of the Isle of Man health and social care system or comparable small, autonomous health and social care systems	D	CV/Interview

Attribute	Essential Desirable	Method of Assessment
Character		
Able to build effective relationships quickly	E	CV/Interview
Inspires and motivates – supports team to succeed and recognises their achievements	E	Interview
Trusts and is trusted – gains trust and respect, communicates in a truthful, straightforward way	E	Interview
Able to act as a senior representative of DHSC to promote its work to patients, service users, the wider public and other stakeholders	E	Interview
Has positive energy and drive – demonstrates personal commitment, talks with passion and remains positive during challenging times	E	Interview
Isle of Man Worker	D	CV/Interview