

# Quality and Assurance Support Officer: A

Department of Health and Social Care

**Grade:** Executive Officer / Pay Band 13  
**Responsible to:** Head of Quality and Compliance  
**Responsible for:** No line management responsibilities

You will support the Head of Quality and Compliance to ensure that initiatives within the remit of the team are continuously and effectively driven to completion. Working with others in the Department of Health and Social Care (DHSC), you will contribute to the development of the annual Mandate, to ensure it continues to reflect the relevant elements of quality and safety now and in the future. You must therefore be prepared to constructively challenge the status quo to actively contribute to the transformation of the Islands' health and care service to ensure it delivers the highest level of service user satisfaction.

## Background

The way in which we deliver health and social care services 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, the final report can be viewed here:

<https://www.gov.im/media/1365879/independent-health-and-social-care-review-final-report.pdf>

A key recommendation was to split the delivery of health and social care services from the formulation of strategy and policy by establishing a new publicly funded, arms-length health and social care delivery organisation. As a result, it is intended that from April 2021, "Manx Care" will take responsibility for delivering integrated health and social care services for the people of the Isle of Man. The DHSC will retain its responsibility for the formulation of strategy and policy for health and social care services.

This initiated the need for a number of new roles and significantly enhanced functions within DHSC, with new senior roles developed to lead these functions.

## What will you do?

You will play an important role in the DHSC and will help continue to develop and deliver our work on quality and safety standards. This involves providing support and oversight on quality and safety matters across the health and social care setting. You will work as part of a small team of dedicated officers on the continuous improvement of care quality for the residents of the Island. Collaborating with colleagues across Government, you will gather the views of patients, service users and staff, facilitate the sharing of best practice and work to translate both local and national guidance into coherent future-focused policy.

Providing operational support is a key element of this role, assisting the Head of Quality and Compliance in addition to the wider DHSC management team on decisions specifically relating to the quality and safety of health and social care services. Therefore having in-depth

experience of a range of specialisms in a health and care setting is advantageous, as well as having an aptitude for prioritising conflicting demands.

On a day to day basis the Quality and Assurance Support Officer: A, will:

- **Continuously improve** the quality and safety of care provided
- **Support** the Head of Quality and Compliance and also the wider DHSC management team in setting future direction in health and care delivery
- **Guide** managers and staff to improve, influence, design and implement changes and amendments that enhance quality and safety standards
- **Work** on specific quality and safety projects on a responsive basis, individually or working collaboratively with the wider teams and stakeholders across government and the third sector
- **Maintain** oversight of stakeholder relationships with external organisations to help develop quality and safety projects
- **Contribute** to the development of long term strategic plans which impact health and safety across the organisation
- **Regularly review** internal processes to ensure functions are efficient and forward looking
- **Provide input** to work that will improve patient and service user care through ongoing evidence based analysis of quality and safety practices

### What does that involve?

You will help deliver advice and guidance across the Department, working with a range of stakeholders you will help to collate and monitor information to support future adaptation of quality and safety standards to fit the transformational demands of the DHSC and Manx Care. It's important that you can build strong and efficient external relationships where you can identify opportunities for cross-working through collaboration with officers, patients, service users and their representatives.

Assisting in the development of the quality and safety strategy, framework and operational plans is a key element to this role, working to achieve increased standards of care and drive efficiency across the organisation. You will support the Head of Quality and Compliance in the delivery of agreed operational plans to successfully address areas requiring improvement with a focus on outcomes specifically relating to quality and safety.

You will help ensure Manx Care are able to continuously improve the quality and safety of service delivery by collating evidentiary information that will support the transformation of health and care services. This will require you to;

- Prepare communication of complex, sensitive and contentious information for diverse audiences
- Offer advice to colleagues on the changing health and care landscape in relation to quality and safety practices
- Support the development and implementation of effective reporting arrangements to accurately record and monitor quality and safety performance

- Work with a wide range of internal and external stakeholders
- Support the Head of Quality and Compliance in the ongoing monitoring of quality and safety requirements and ensure appropriate documentation is available for scrutiny
- Work towards ensuring that services are developed within strategic and operational frameworks to support the implementation of new policy standards in relation to patient and service user care
- Contribute to relevant internal and external audits and compliance in relation to quality and safety, Audit Commission and Regulation
- Review current business practices to analyse whether or not the services are capable of supporting change/development
- Contribute to the ongoing review of services and projects to support the ongoing work of the Transformation Programme
- Undertake delegated programme and project work, including research and preparation of plans and implementation in relation to quality and safety
- Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information.

**What do you need to be successful in this role?**

Attribute	Essential or Desirable	Method of Assessment
<b>Credibility</b>		
Knowledge of health and care quality and safety standards	D	CV/Interview
Experience of data handling/processing/data analysis, interpretation and report writing	D	CV/Interview
Ability to translate verbal requirements into quantitative reporting presented in an accessible format	E	Interview
Excellent IT skills in Microsoft Office applications and relational database systems	E	CV/Interview
Relevant professional level Qualification with evidence of continuing professional development in a related field	D	CV
Knowledge and demonstrable experience in quality and safety management within a health or care setting	D	CV/Interview
Experience of consulting with a range of stakeholders in developing strategy, policy and undertaking commissioning	D	CV/Interview
Knowledge and experience of the improvement of standards and performance and management of risk	D	CV/Interview
<b>Capability</b>		
Excellent communication and interpersonal skills - verbal, written, presenting, listening and facilitation	E	CV/Interview
Good negotiating and influencing skills	E	Interview
Analytic, critical thinking and pragmatic approach to addressing complex strategic and operational challenges	E	Interview
Future focussed, encouraging innovation and supporting sustainable change	E	Interview
Able to work and make decisions autonomously, when required	E	Interview
Political and economic awareness	D	Interview
Understanding of the Isle of Man health and social care system or comparable small, autonomous health and social care systems	D	CV/Interview
<b>Character</b>		
Able to build relationships quickly and manage relationships effectively	E	Interview
Has open conversations – communicates in an honest, open and engaging way; promotes the sharing of ideas and information; listens with interest; welcomes different opinions	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	Application Form/Pre-employment checks