

Quality and Assurance Support Officer: B

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 help to monitor and assure Manx Care's Safeguarding responsibilities in relation to the Regulation of Care Act 2013. You will oversee the Quality and Safety standards, Clinical, Professional and Regulatory Assurance performance to ensure it continues to reflect the relevant elements of quality and safety now and in the future. In this role you will actively contribute to the transformation of the Islands' health and care service to ensure it delivers the highest level of service user satisfaction and, meets all regulatory requirements.

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 transforming Clinical, Professional and Regulatory standards in addition to attaining satisfactory performance in all Safeguarding requirements. This involves providing support and oversight on Assurance matters across the health and social care setting, including those commissioned through Manx Care. 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 service users and staff, facilitate the sharing of best practice and work to translate both local and national guidance into coherent future-focused working practice that is uncomplicated and straightforward.

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 Clinical, Professional and Regulatory Assurance of health and care services. Therefore having experience of a range of specialisms within a health and care setting is advantageous, as well as knowledge of Safeguarding responsibilities and statutory requirements.

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

- **Continuously assure** 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 assurance standards
- **Work** on specific Clinical, Professional and Regulatory Assurance projects collaboratively with wider teams and stakeholders across government and the third sector
- **Contribute** to the development of long term strategic plans which impact assurance and Safeguarding practices
- **Assist** with the regular review of internal processes to ensure Safeguarding practices 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 assurance practices

What does that involve?

You will help to monitor performance, to support future adaptation of assurance standards to fit the transformational demands of the DHSC and Manx Care. Supporting the Head of Quality and Compliance you will assist in the delivery of agreed operational plans to successfully address areas requiring improvement with a focus on outcomes specifically relating to Assurance and Safeguarding requirements.

It's important that you can build strong and efficient external relationships where you can identify opportunities for cross-working through collaboration with officers, service users and their representatives. This will require you to;

- Contribute to relevant internal and external audits and compliance in relation to Clinical, Professional, and Regulatory assurance
- Contribute to relevant internal and external audits and compliance in relation to Safeguarding requirements
- Prepare and communicate complex and sensitive information for diverse audiences
- Offer advice to colleagues on the changing health and care landscape in relation to Safeguarding practices
- Support the development and implementation of effective reporting arrangements to accurately record and monitor Clinical, Professional and Regulatory performance

- Support the Head of Quality and Compliance in the ongoing monitoring of Safeguarding requirements and ensure appropriate documentation is available for scrutiny
- Work towards ensuring services are developed within strategic and operational frameworks to support the implementation of new Clinical, Professional and Regulatory standards in relation to service user care
- Assist in the ongoing review of practices to analyse whether or not services are capable of supporting change/development
- Undertake delegated programme and project work, including research and preparation of plans and implementation in relation to Assurance and Safeguarding

Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information used in Clinical, Professional and Regulatory assurance monitoring and in measuring Safeguarding adherence

What do you need to be successful in this role?

Attribute	Essential or Desirable	Method of Assessment
Credibility		
Knowledge of Health and Care Assurance requirements	D	CV/Interview
experience of data handling/processing/data analysis and interpretation	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 of working on safeguarding requirements within a comparable organisation	D	Interview
Experience of consulting with a range of stakeholders in developing and undertaking transformational change	D	CV/Interview
Knowledge and experience of the improvement of standards and performance	D	CV/Interview
Capability		
Excellent communication and interpersonal skills - verbal, written, presenting, listening and facilitation	E	CV/Interview
Analytic, critical thinking and pragmatic approach to addressing 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
Clinical, Professional and Regulatory awareness	D	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
Character		
Able to build relationships quickly and manage relationships effectively	E	Interview
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
Has positive energy and drive – demonstrates personal commitment and remains positive during challenging times	E	Interview
Isle of Man Worker	D	Application Form/Pre-employment checks