

JOB DESCRIPTION

Job Title: Apprentice Network Quality Assurance Officer

Department/Team/Service: Urgent Care and Primary care

Line Manager: Head of Quality

Hours: 40 hours per week, over 5 days (8hr shifts)

Apprenticeship: Quality Practitioner – Level 4

Job Purpose

The Apprentice Network Quality Assurance Officer will work across our OneMedicare Services, supporting Urgent and Primary Care services. The broad purpose of this role is to deploy effective Quality Practices within OneMedicare (OMC) Services to ensure they fulfil their contractual and regulatory requirements and commissioned and regulated. This includes four main elements:

1. Quality Planning (planning a delivery system for reliable outputs, such as implementing Quality Management Plans)
2. Quality Assurance (providing confidence to the Head of Quality that Quality standards are maintained, such as conducting audits)
3. Quality Control (verifying OMC services are meeting agreed quality requirements, such as carrying out inspections)
4. Continuous Improvement (preventing recurrence of poor quality through analysis and addressing the root cause of poor quality, such as conducting investigations)

The post holder will seek to make a positive difference at work every day and believe in the culture and vision of the company; to improve lives for patients, our colleagues and our communities by putting people first, working together towards a better future.

Key Working Relationships Summary

Head of Quality: The Apprentice Network Quality Assurance Officer will be directly responsible to the Head of Quality

Network Operational Manager: They will support the Apprentice Network Quality Assurance Officer in upholding contractual and regulatory compliance, CQC compliance and audit.

Local Leadership Team: The Apprentice Network Quality Assurance Officer will work alongside the Local Leadership Teams, to ensure that their service and the team are supported and compliant with governance, regulations and CQC compliance.

1. Roles and Responsibilities

- To work across our Primary and Urgent Care services, providing onsite support.
- Support the Head of Quality to formulate a quality strategy
- To be responsible for ensuring compliance with regulatory audits across all our services including, Safeguarding, Infection Prevention and Control, Medicines Management, and sepsis, ensuring they are completed in the specified timeframes.
- To create reports for sites, with actions for them to complete post audit, ensuring that these are communicated effectively and completed.
- To monitor sites, post audit to ensure that improvements are being made, and standards are being maintained.
- To perform a quarterly thematic analysis of audits that is presented to the Head of Quality, to demonstrate how services are performing.
- Contribute to the management of service performance linked to quality
- To assist sites and the Network Operations Manager to complete a quarterly quality report that will be shared with the Head of Quality.
- To support sites in completion of quarterly clinical supervision of employees within our services.
- To complete the Safeguarding level 3 training.
- To develop a good knowledge of the CQC Key Lines of Enquiry, The Health and Social care act 2008 (regulated activities), regulations 2014.
- To assist with maintenance of the site CQC plan, ensuring that they are ready for inspection at all times.
- To be part of the CQC mock inspection team, supporting the Head of Quality on site visits.



- To provide support to our teams at site, demonstrating excellent communication and interpersonal skills, working closely with them as part of the team.
- To support site with ensuring that their fire, Health and safety and risk assessments are up to date and that actions are being completed in the appropriate and specified timeframes.
- To ensure compliance with and implementation of all relevant policies, procedures, standard operating procedures and guidelines, ensuring these are embedded within the team.
- Solving Quality problems, such as non-compliance with quality markers, and overcoming challenges to the implementation of solution
- To support services with the delivery, monitoring, maintenance and improvement of a high-quality service, that is patient focused

2. FINANCE & REPORTING

- No financial responsibilities

3. PEOPLE & LEADERSHIP

- To deliver the company values of people first, working together and a healthier future at all times.
- Adhere to all company policies and procedures, ensuring compliance with employment legislation and regulation at all times.
- To support site Leaders with the enforcement of policies, such as the uniform and infection control policies.
- To work collaboratively with the Clinical team to improve clinical performance through regulatory compliance.
- To be a positive role model and display the expected behaviours to drive high standards throughout our services.

4. KNOWLEDGE & EXPERIENCE

- Ability to work as part of a team
- Willingness to develop knowledge of audits
- To have excellent IT skills and be able to adapt to different systems and platforms to produce reports.
- To develop a good understanding of the CQC Key Lines of Enquiry
- Problem solver/agile thinker
- Negotiation and influencing skills
- Good communication and interpersonal skills

- Driving license

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.