

Job Description

Job Title	Quality Improvement Nurse
Corporate Function	All Age Continuing Care
Band	6
Responsible to	Head of AACC Service(s)
Accountable to	Associate Director of Quality and Improvement
Budgetary responsibility	None
Manages	None
Direct reports	None
Indirect reports	None

Purpose and remit

Cheshire and Merseyside ICB is a highly complex organisation serving a population of over 2.5 million people across nine Places (Boroughs including local Authorities), 17 NHS Provider organisations, 51 PCNs plus North West Ambulance service as well as third sector and voluntary organisations. Cheshire and Merseyside is the third largest ICS in the country, and in regard to scope of organisations the ICS is double the size of the next largest ICS.

From a demographic perspective, there are some real challenges within Cheshire and Merseyside. 33% of the population of Cheshire and Merseyside live in the most deprived 20% of neighbourhoods in England. In addition, the population overall suffers from some of the poorest health outcomes in England.

Key responsibilities

This will be varied and will adapt over time as both the ICB/S develops. However, the postholder is expected to fulfil the following key functions: -

- Provide expert advice in areas relating to the post specification
- Work closely with the Local Authority and work autonomously
- Interpret and act upon the relevant legislation and regulatory frameworks
- Plan and organise a broad range of complex activities relating to dementia, safeguarding adults, care home and home care agency quality frameworks
- Formulate plans and strategies as well as policy implementation and service development
- Support the Local Authority and ICB to enable both organisations to meet complex responsibilities around commissioning and performance monitoring of quality standards

- Ensuring the quality and safety of all commissioned services delivered by care homes, Independent Hospitals, home care agencies and supported living providers including learning disability
- Provide quality assurance of service across the locality, providing a focus on improving patient/service user outcomes, safety and experience
- Provision of highly specialised clinical oversight and advice and monitoring of standards of care
- Proactive partnership working with colleagues from the Council and other key stakeholders, toward achievement of joint objectives, to improve care for vulnerable adults
- Collaborative leadership working with the Quality and Compliance Manager of the Council, in an integrated fashion

Key working relationships

The post holder will have regular contact with a wide range of staff at all levels within the ICB/S, with senior and other representatives of local stakeholders, as well as with patients and their representatives. Some of the key direct relationships include:

- Cheshire and Merseyside ICB/S executive teams
- Cheshire and Merseyside ICB leadership teams
- Chief Information Officers / Digital Leads
- Clinical Leaders
- Colleagues within NHSE/I
- Senior leaders across Cheshire and Merseyside, NHS, local authorities and other third sector organisations

Main duties and responsibilities

- Review and assure quality service provision and provide clinical advice in collaboration with Social Care colleagues
- Provide reports to the relevant Health and Social Care Committees providing assurance concerning care provided
- Review nursing care being undertaken and assess quality outcomes and safety for the benefits of the recipients
- Ensure patients, families and carers are engaged within the process and facilitate access for their contributions
- Monitor and evaluate nursing care being undertaken ensuring delivery is completed in an appropriate and timely manner
- Ensure patient's needs are optimised and best use of NHS resources applied
- Contribute to the development and planning of service provision including participation in procurement activity
- Work closely with colleagues to share intelligence and develop action plans to address areas of concern
- Ensure appropriate referral and liaison with other health professionals, regulators, statutory and voluntary agencies as required

- Liaise with agencies regulatory body with regards to quality assurance within services as appropriate
- Review provider significant incidents, and Root Cause Analysis relating to specialist area
- Oversee and review the quality assurance framework in partnership with Local Authority colleagues
- Support colleagues in developing and commissioning of relevant pathways
- Contribute to development and application of risk escalation processes and participate in identification of risk and related risk assessment
- Lead the coordination of related health training, development, support and recruitment activity across health and social care settings
- Represent the ICB at monitoring quality assurance meetings and CQC Inspections as necessary.
- Represent the ICB at a range of forums including Adult Protection Strategy meetings and case conferences, charring meetings as required
- Identify safeguarding adult issues liaising with Adult Social Care colleagues, contributing to responses under interagency safeguarding adult procedures
- Ensure service users experience is reflected in quality monitoring and used to improve services
- Work with appropriately developed risk assessment tools to ensure safety and dignity of the clients
- Facilitate and co-ordinate health training on quality assurance and clinical issues
- Provide information to support market development and participate in procurement as appropriate
- Contribute and facilitate training, advice and support to professionals in relation to quality monitoring of service provision as appropriate.
- Provide Social Care with appropriate expertise and clinical leadership
- Represent the CCG and Social Care at meetings as required

The main duties and responsibilities described above are not exhaustive and the post holder can expect to take on other responsibilities or specific tasks as required.

Further, over time it is likely the remit and requirements of the role will evolve and the post holder will be expected to adjust their working approach and style to accommodate these. As a new post within the organisation, to reflect the above, it is expected that this job description would be reviewed regularly, by agreement.

Person specification

<p>Experience</p>	<ul style="list-style-type: none"> • A good understanding of safeguarding adult policies and procedures • Working knowledge of statutory frameworks, guidelines and policy relating to NHS and Local Authority procedures • Specialist knowledge across a range of areas underpinned by both theory and clinical experience/expertise. • A proven track record of using professional knowledge (managerial and/or clinical) to bring about change in the NHS or similar environment. • Successful working with various clinical, professional and managerial staff • Working with Social Care colleagues, service users and carers; • Achievement in the development and delivery of improved services for vulnerable groups; • Management of high risk/complex clinical situations, and challenging situations including conflict. • Knowledge of care of an elderly person, dementia, safeguarding adults, continuing healthcare: and funded nursing care assessment and review process. • Experience of creating and giving presentations to a varied group of internal and external stakeholders. • Experience of setting up and implementing internal processes and procedures. • Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales. • Experience of managing risks and reporting • Experience of drafting briefing papers and correspondence
<p>Qualifications</p>	<ul style="list-style-type: none"> • Educated to a minimum of degree level with post-graduate qualification at degree level or equivalent experience or competencies. • Registered Nurse with an in-depth understanding and application of safeguarding, patient quality and safety issues. • Evidence of recent and ongoing C.P.D / learning
<p>Skills</p>	<ul style="list-style-type: none"> • Ensure that both training and self-development is focused, evidence based and relevant • A practice-based understanding of legislation including the Mental Health Act 1983 and Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (or its successor). • Interpret complex situations, analyse and act as necessary. • Have the ability to make accurate assessments of the patient / service user conditions and needs and make judgements as to whether the appropriate care is being delivered. • Confident in the use of service improvement and Organisational Development tools and techniques. • Training, coaching and mentoring skills.

	<ul style="list-style-type: none"> • Numerate and IT literate (capable of producing own reports/documents/briefing papers/correspondence/presentations etc. as appropriate). • Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required. • A high level of communication skills will be required to engage LA and NHS senior managers and local communities in highly complex service development and change issues. This includes the highly developed interpersonal, negotiation, influencing and conflict management skills. • Developed analytical and problem-solving skills will be required for assessment of complex facts or situations regarding the multiplicity of organisations and formulation of improvement strategies • Able to understand and work within complexity and translate it into understandable knowledge • Expert facilitation skills
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Effort, skills and working conditions

Physical skills	<ul style="list-style-type: none"> • Standard keyboard skills
Physical effort	<ul style="list-style-type: none"> • Light physical effort for short periods/ Frequent light effort for several short periods/ Frequent moderate effort for several short periods
Mental effort	<ul style="list-style-type: none"> • Frequent concentration with an unpredictable work pattern
Emotional effort	<ul style="list-style-type: none"> • Frequent distressing or emotional circumstances
Working condition	<ul style="list-style-type: none"> • Office environment

Supplementary Duties & Responsibilities

Generic Clauses for all Job Descriptions

- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the ICB performance and development review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the ICB.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all ICB policies and procedures.
- The post holder shall as necessary provide cover for and undertake duties of absent colleagues.

Information Governance, Data Protection & Confidentiality

All staff are expected to:

- Ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 2018 and adhere to the principles of Caldicott
- Be aware that breaches of ICB Information Governance procedures and codes of conduct could be regarded as gross misconduct and may result in serious disciplinary action being taken, up to and including dismissal
- Comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and Computer Misuse Act 1990
- Ensure that your staff maintain that the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 2018 and the principles of Caldicott and
- Ensure that your staff are aware of their obligations under legislation such as the Freedom of Information Act 2000 Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Health & Safety

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with the ICB and others in meeting statutory regulations.

- To comply with safety instructions and ICB policies and procedures.
- To use in a proper safe manner the equipment and facilities provided.
- To refrain from wilful misuse of or interference with anything provided in the interest of health and safety and any action which might endanger yourself and others.
- To report as soon as practical any hazards and defects to your senior manager.
- To report as soon as practical accidents and untoward incidents and to ensure that accident forms are completed.

Risk Management

You are required to contribute to the control of risk and use the incident reporting system to alert the ICB of incidents or near misses that may compromise the quality of services.

Infection Control

All staff have a duty to comply with policies and guidelines in relation to Infection Prevention and Control. You have a duty to ensure that you minimise the risk of infection and infectious diseases. This responsibility includes minimising the risk by highlighting any concerns you may have to the appropriate person as identified in the policies and guidelines and challenging inappropriate infection control and hygiene practice.

Equality & Diversity

The ICB is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination.

As an ICB we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the ICB is different and so should be treated in ways that are consistent with their needs and preferences.

In support of this all staff are required to be aware of the ICB's Equality and Diversity Policy and the commitments and responsibilities the ICB has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

Safeguarding Children and Adults

The ICB has a zero-tolerance approach to the abuse of children, young people and vulnerable adults. All staff must ensure they adhere to the ICBs safeguarding children and adults policy and comply with the Local Safeguarding Children and Adult Board procedures. They must be mindful of their responsibility to safeguard children and adults in any activity performed on behalf of the ICB in line with the requirements of statutory guidance and legislation. Staff must keep up to date with safeguarding knowledge and skills by undertaking mandatory safeguarding training as specified in the ICB safeguarding policies, which includes understanding and recognising the signs of abuse and knowing how to raise concerns when those signs of abuse are noticed in a person.

Codes of Conduct and Accountability

You are required to comply with codes of conduct and accountability and any relevant codes of conduct dependent on profession (e.g. N&M/NHS Managers/Allied Health Profession etc).

External Interests

Each member of the ICB's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

Sustainability

All employees will help deliver sustainability as outlined within [NHS Cheshire and Merseyside's Green Plan](#) to help the NHS achieve its net zero goals:

- For the emissions we control directly (the NHS Carbon Footprint), we will reach net zero by 2040, with an ambition to reach an 80% reduction by 2028 to 2032
- For the emissions we can influence (our NHS Carbon Footprint Plus), we will reach net zero by 2045, with an ambition to reach an 80% reduction by 2036 to 2039.

All employees are expected to undertake the following:

- Engages in sustainable practices while in the workplace - accepts and follows the Sustainability Policy and Procedures - the employee should try to reduce the environmental impact of their work
- Involvement in improving the directorate's/ office's/ ward's sustainability - seeks methods to make departmental functions more sustainable and takes an active role to initiate change in this direction
- Partakes in sustainability training
- Seeks ways to reduce waste, water, paper, and energy usage