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| **Job Description** |
| **Position**: Quality & Governance Manager | **Department**: Group | **Job Level/ Salary:**Management - £45-50k |
| **Reporting to:** Managing Partner | **Contract:** Full-time, Permenant | **Hours per week:** **37.5** |
| **Direct Reports:** * Patient Feedback Lead
* Facilities Coordinator
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| **Job purpose:** To ensure the smooth, efficient and safe running of the Practice and maintain a happy and committed Team to deliver the best possible care for our patients. To provide effective governance and compliance support to ensure that TDPG meets its statutory obligations.Be accountable for the management and delivery of high quality, safe and effective governance processes across the partnership. To influence and improve quality standards and nurture the development of a maturing organisational governance culture. Ensure the Premises strategy is delivered and aligned to Clinical strategy and development. Ensure management and maintenance of premises and their compliancy as well as IPC audits supportMaintain and enhance the patient facing and communication strategy for TDPG |
| **Main Objectives:*** Overall responsibility for developing, updating, co-ordinating reviews and overseeing the implementation of agreed Information Governance policies, guidelines and procedures.
* Ensure Teamnet is the portal for compliancy and ensure an organisational sign-up and assurance
* CG policy, protocols and processes embedded in organisation
* Act as a subject matter expert and support operational staff for serious incidents that involve IG issues.
* Corporate responsibility for advising the organisation on how to meet information governance policy requirements and additionally when working with external organisations.
* Prepare and present, regular Information Governance reports to the Clinical Governance Committee/Partners Forum.
* Manage and monitor completion of the Data Security and Protection Toolkit (DSPT) and associated evidence portfolio.
* Overall responsibility for the monitoring compliance with the GDPR and other data protection laws, policies, awareness-raising, training, and audits.
* In-depth understanding of GDPR and advise the organisation on implementation and compliance requirements.
* Operate impartially, with integrity, professional ethics and sound judgement to fulfil the role within the organisation including at a very Senior level.
* Develop and support Audit Frameworks across departments (Clinical & Non-Clinical)

**Key Tasks*** Provide governance support for meetings, including forward planning, advice on delegated decision-making authority and conflicts management, agenda and paper development, and drafting of accurate minutes and actions to ensure effective decision making within the established governance framework.
* Provide information, support, advice and guidance to staff in relation to the planning and drafting of papers, corporate policies and the completion of impact assessments.
* Manage the development, review and implementation of governance and compliance policies including, management of interest, corporate complaints, gifts and hospitality, including the drafting and presenting of papers.
* Develop, monitor, manage and undertake compliance audits with subject matter experts to ensure adherence to IG policies, guidelines and procedures.
* Provide up-to-date advice, guidance, induction and training to staff and members on the GOC’s statutory responsibilities and governance and compliance policies to ensure consistency across the organisation with agreed frameworks.
* Work with the teams to manage other compliance activity, including:
	+ the corporate complaints process, including; delivery of actions to ensure compliance, undertaking investigations, coordinating responses, compiling statistics and drafting reports;
	+ the corporate policy review process, including; scheduling reviews, supporting staff with the review of policies, completion of impact assessments, conversion into the policy template, updating into plain English and creating process flow charts; and
	+ Promote an organisational culture committed to learning from complaints, incidents, audit, research and development with a focus on quality improvement.
* Manage the work of other team members and ensure that performance and development is managed in line with organisational requirements.
* Keep up to date with current legislation, best practice and innovation (particularly in the regulatory sector), including engagement both internally and externally, and translate this knowledge to suggest changes to GOC’s governance and compliance practices.
* IG Strategy with responsibility incorporating Data Protection and Security Toolkit, Corporate Records, Access to Health Records and Information Security.
* Advise on Freedom of Information (FoI) and Access to Health Records requests; providing, receiving and analysing complex, sensitive and sometimes highly contentious information; guiding users to the correct course of action.
* Provide advice to the Caldicott Guardian, Managing Partner and Partners, ensuring that the partnership operates within legal and ethical frameworks.
* Communicate IG standards and issues; developing and delivering where appropriate formal training
* Provide evidence and analysis on the management of Governance and constant review of the processes
* Make recommendations on quality improvement
* Responsible for delivering the Quality Assurance report and summary to the Chair and committee members
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| **Person Specification** |
| **Essential qualifications, experience and skills:****Qualifications*** Relevant qualifications in:
* IG
* Records Management
* Data Protection
* Cyber Security
* Information Security or applicable relevant experience.
* Formal Managerial qualifications evidence of training / or equivalent experience.
* Established Practice Manager or Operations Manager with 3-5 years experience

**Experience*** Considerable governance knowledge and experience of advising at Senior/Board level
* Experience of drafting and presenting policies and reports
* Experience of working in a health care environment with multi professional healthcare teams
* Detailed knowledge of Information Governance and Data Protection legislation, duties and responsibilities
* Knowledge of policies and trends from national bodies concerning IG
* Excellent judgement, and the ability to act autonomously in the interests of the partnership
* Ability to produce clear and concise written material, including the analysis of highly complex data, using appropriate IT packages including spreadsheets and PowerPoint
* Strong management skills, with a proven record of motivating staff
* Ability to perform effectively under pressure with excellent personal organisation and time management
* Innovative and dynamic
* Analytical and able to resolve highly complex problems
* Self-motivated and resilient, with the ability to persevere in order to achieve objectives
* Excellent presentation skills

**Skills*** Excellent communication skills
* Highly articulate with the ability to be decisive and assertive when necessary
* Strong and proven negotiation skills
* Report writing
* Broad knowledge of utilising information technology to provide management information reports
* Proven experience of working successfully as part of a team

**Desirable qualifications, experience and skills and qualifications:****Experience*** Experience of complaints handling
* Project management skills
* Regulatory experience
* Line management experience
* Developing knowledge and practical understanding of the DSP Toolkit / IG programmes of work
* Relevant company secretarial qualification
* Audit processes and knowledge
* Proven staff management experience with the ability to gain their support, motivate and develop them

**Skills*** Staff management
* Staff Development
* Significant demonstrable experience dealing with very senior people both internally and externally within & outside of NHS organisations
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