East of England Ambulance Service NHS Trust

JOB DESCRIPTION

PART A: JOB DETAILS

JOB TITLE: Non-Emergency Operations Quality Manager

AFC BAND: Indicative band 6 (subject to Job Evaluation)

HOURS: 37.5 hours per week

DIRECTORATE: Non- Emergency Operations

DEPARTMENT: Patient Transport Services

REPORTING TO: Head of Non- Emergency Services,

BASE: TBA

PART B: JOB SUMMARY

To be responsible for developing and maintaining the quality standards procedures for Non-Emergency Services (NES) according to the requirements of the ISO 9001:2008 Quality Management System (QMS) and Care Quality Commission (CQC).

To support the NES Management team in the implementation of service improvements

PART C: KEY RELATIONSHIPS

Head of Non Emergency Services
Locality Business Managers
Business Support Manager
Ambulance Liaison Officers

Operational Staff
Corporate Services
Procurement Team
External Agencies e.g. Employment Agencies/Suppliers/NHS Organisations

PART D: JOB SPECIFIC RESPONSIBILITIES

1.   To be responsible for the introduction of the Quality Management System into all Directorates / Localities within the Trust, as directed by Head of NES/

2.   Ensure that the ISO 9001:2008 QMS electronic Manual is maintained and up to date.

3.   To be responsible for the induction and training of staff across the Trust in the use of the QMS.

4.   Organise and supervise internal and external audits in compliance with ISO 9001:2008, with the support of the Business Support Manager

5.   Compile and maintain a register of internally trained auditors, ensuring that appropriate training is undertaken by internal auditors and these skills are updated regularly.

6.   Ensure corrective action from internal and external ISO 9001:2008 audits is completed and that NES seeks to continually improve the quality of its services for patients

7.   Undertake ad-hoc requests for quality assurance surveys and report accordingly

8.   Provide reports as required regarding the QMS performance across NES and make recommendations for improvement as necessary

9.   Support Managers to complete recommendations to improve QMS performance

10. Liaise with external body auditors and schedule audits accordingly, communicating these to the respective Managers and Head of Non-Emergency Services

11. Maintain QMS document control, which should be reviewed at least annually (or sooner as required) and validated for approval

12. To lead in service developments which will enhance data capture in order to meet commissioners data requirements, supporting implementation and monitoring of new systems.

13. Be responsible for the validation process for PAS/VAS/Taxi's services to be used by the Non-Emergency Directorate, ensuring these companies comply with the relevant quality standards as outline within the procurement process

14. To be the nominated lead for IPC, ensuring Trust targets are adhered to across the Non-Emergency Service Directorate

15. Prioritise own workload to ensure that work is completed within agreed timescales.

16. Communicate effectively with Senior Managers, Managers, staff and colleagues both internal and external. Communicate in a confidential manner when appropriate.

17. Effective communication of information in a timely manner ensuring that there is a high degree of understanding, especially in relation to complex or patient matters.

18. Inform staff of the relevant information for any training courses such as location, date and time and update records accordingly.

19. Deal with enquiries from a variety of sources, actioning those within delegated authority.

20. Ensure that any issues that may affect service delivery are reported to a member of the, Non-Emergency Operational Management Team.

21. Apply existing Trust Policies and Procedures and support the development and implementation of any new policies and procedures within own work area.

22. Support Locality Business Managers by providing constructive views and ideas on improving services for users and the public. Support in the implementation of service improvements.

23. Responsible for training non-operational staff in the use of Cleric, including troubleshooting and responding to queries.

24. To be a super user in in Cleric, to provide technical support to those using the system

25. To support the Locality Business Managers in developing accurate reporting and analysis to assist with contractual performance and service development.

26. To be the lead for the governance of the cleric system, reporting any concerns/ issues to the Head of Non-Emergency Services

27. Develop, implement and maintain well organised records and databases for the directorate to ensure effective team working and full compliance with Data Protection and Freedom of Information requirements.

28. Devise and provide improvements to current management information, analysing, reporting and using own judgement to suggest procedures to enhance decision-making processes.

29. Contribute to the development of key performance indicators for the successful assessment of the Directorate's delivery through analysis of results, research and development activities, collating information, analysing and reporting findings of a particular area or service.

30. Develop surveys using appropriate systems and undertake functional audits at the Head of NES request. Managing the entire process ensuring there is

a robust mechanism for feedback and follow up on action plans, including any remedial action.

31. Responsible for contributing to the review, re-design and development of existing information management systems and the development of an integrated approach to service or initiative management.

32. Develop policies and procedures in own work function with an impact on the wider organisation, as required.

PART E: GENERAL RESPONSIBILITIES

Flexibility: The postholder may be required to work at any of the Trust's sites in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information and Computer Misuse: All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

Health, Safety, Security and risk management: All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

Mandatory, job related training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

Safeguarding children and vulnerable adults: All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

PART F: PERSON SPECIFICATION

Post Title: **Non -Emergency Operations Quality Manager**
Department: **Non-Emergency Services**

FACTORS	ESSENTIAL	DESIRABLE
Education/ Qualifications	Postgraduate Diploma or equivalent experience. ISO9001:2008 Certificate or willingness to undertake Full UK Driving Licence	Management qualification
Previous Experience	Minimum 3 years' experience as a manager in related area/organisation Experience of working with ISO9001:2008 or similar quality management system Experience in Change management	Previous NHS experience Experience of working within service level agreements or agreed standards
Skills, Knowledge, Abilities	Excellent written and verbal communication skills Ability to communicate complex and sensitive information where there may be barriers to understanding Ability to analyse and interpret complex and sensitive information/ data to monitor and improve performance and provide accurate reports. Underpinning knowledge of the NHS and its changing nature Ability to use Microsoft Office, specifically Word and Excel. Understanding the importance of effective resource management Ability to liaise and communicate effectively with staff and managers at all levels in the organisations, and with managers from the wider NHS and	Knowledge of the ambulance service. Experience of analysing data and reviewing trends Proven experience of managing projects in complex and challenging environments

	external organisations. Attention to detail and accuracy Ability to learn new systems and procedures quickly and effectively Able to make decisions based on sound judgement and effectively and appropriately challenge the views of others. Good interpersonal skills and problem solving abilities. Ability to work on own initiative and prioritise work within an environment with conflicting demands and pressures. Ability to influence and motivate others Ability to act consistently with legislation, policies and procedures and develop relevant procedures as a consequence	
Personal Attributes	Ability to prioritise workloads to meet deadlines using effective time management Self motivated Tactful, diplomatic and able to maintain confidentiality. Flexible and adaptable work approach Ability to travel to other locations. Commitment to continuous professional development , evidenced by portfolio	

PART H: JOB DESCRIPTION RECORD

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.

Date Created:

Created by:

Postholder's signature: