



**JOB DESCRIPTION**

Job Title:	Quality Lead
Responsible to:	Director of Care Services
Hospice Band:	6
Salary:	£40,858 per annum
Hours:	37.5 hours per week
Team:	Care Services
Location/Base:	Nottinghamshire Hospice

**JOB SUMMARY**

The Quality Lead will be a hands-on clinical role in ensuring that Nottinghamshire Hospice delivers high-quality, patient-centred care aligned with the organisation's values and regulatory requirements. This role will support the Director of Care Services with quality assurance, clinical governance, and service improvement initiatives, fostering a culture of continuous learning and excellence. As a senior nurse, the Quality Lead will work collaboratively with the clinical teams to ensure that all clinical operations meet the highest standards of safety, effectiveness, and compassion.

The post holder will be supported to maintain their clinical and professional competencies and will participate in the On Call clinical rota.

**ORGANISATION CHART/ ACCOUNTABILITY**

Chief Executive



Director of Care



Quality Lead

**MAIN DUTIES AND RESPONSIBILITIES OF THE POST**

**Quality Assurance and Improvement**

- Assist the Director of Care with developing, implementing, and overseeing a comprehensive quality framework to monitor and improve care delivery.
- Lead the preparation of the annual quality account, supporting the evidence of service quality, clinical outcomes, and statutory compliance.
- Support on identifying areas for improvement and devising strategies to address them, ensuring measurable outcomes.
- Regularly review and audit clinical and operational processes to ensure compliance with relevant standards and best practices.

### **Clinical Governance**

- Support the Director of Care with ensuring there is a safe, effective and transparent Clinical Governance framework, ensuring robust oversight and shared learning of incidents, audits, risks, and complaints.
- Coordinate and be involved in updating policies and procedures to align with regulatory and legislative requirements.
- Help ensure a consistent approach to risk management, supporting teams to identify and mitigate risks effectively.

### **Regulatory Compliance**

- Work with the Director of Care and Clinical Leadership team to ensure the hospice services are safe and exceed statutory standards with supporting evidence in preparation for regulatory inspections by Care Quality Commission (CQC).
- Prepare detailed reports and action plans for internal and external stakeholders as required.
- Monitor and respond to changes in healthcare regulation and policy, ensuring proactive compliance.

### **Leadership and Development**

- Be a member of the Hospice Leadership Team.
- Provide clinical leadership and guidance to all clinical teams promoting a collaborative and motivated working environment.
- Deliver training and education to clinical and non-clinical teams.
- Coordinate the delivery of clinical inductions to ensure our high-quality standards are met
- Organise the delivery of competency assessments, recording outcomes etc.,
- Build strong relationships with staff at all levels, promoting a shared responsibility for quality improvement across the organisation.
- Ensure Nottinghamshire Hospice's commitment to equality, diversity and inclusion is embedded in all areas of people practice.
- Act as a champion for equality, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to the Care Services team.

### **Stakeholder Engagement**

- Work collaboratively with the Director of Care, clinical leadership team, internal and external partners to ensure quality improvement initiatives are aligned with organisational strategy.
- Produce reports for the Quality and Safety committee and commit to attending occasional meetings out of hours
- Be part of the Hospice Health and Safety committee,
- Be a core member of the Quality Improvement Group at Notts Hospice.
- Actively engage patients, families, and carers in the development and evaluation of hospice services.

## **PERSON SPECIFICATION**

### **Essential:**

- Registered Nurse with Nursing and Midwifery Council (NMC) Educated to Degree level or equivalent.
- Knowledge of clinical governance, quality improvement, Patient Safety Information Framework (PSIRF) and Care Quality Commission (CQC) regulatory guidance.
- Experience of CQC Inspections.
- Excellent leadership and communication skills, with the ability to influence and inspire others.
- Able to demonstrate how you meet the Hospice values of Compassion, Trust and Ambition.
- Experience of designing and delivering training.
- Proactive and innovative approach to problem-solving skills.
- A commitment to evidence-based practice.
- Strong organisational and coordination skills, capable of managing multiple priorities and deadlines.
- Attention to detail and a commitment to maintaining high standards.
- A collaborative and compassionate approach to working with diverse teams and stakeholders.
- Ability to conduct analysis and presentation of data.
- Report writing.
- Experience of delivering Quality Improvement (QI) projects and using QI methodologies

### **Desirable:**

- Experience of User engagement
- Understanding of current issues pertaining to Palliative and End of Life Care.
- Experience of Policy development
- Experience of conducting investigations.

## **WORKING CONDITIONS / EFFORT**

- Busy and changing workload.
- Sitting in the same position for periods of time, including VDU use.
- Requirement at times to attend meetings in different locations and occasionally out of hours for committee meetings etc. Having own transport will be required with a valid driving license and 'business use' motor insurance at the post holder's expense.

## **HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES**

### **HEALTH AND SAFETY / SECURITY**

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

### **INFORMATION GOVERNANCE**

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

### **INFECTON CONTROL**

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice. All staff must contact their Line Manager if they are suffering from any form of infection with may put patients and other staff at risk.

### **NO-SMOKING POLICY**

Nottinghamshire Hospice has its own smoking policy which details the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

### **EQUALITY, DIVERSITY & INCLUSION**

Nottinghamshire Hospice is fully committed to supporting and promoting equality, diversity and inclusion best practice within our workforce, as well as with our patients and supporters. We are on a journey to be an inclusive hospice where a culture to celebrate equality, diversity and inclusion is embedded and discrimination challenged together at every level. We warmly welcome those from all backgrounds - this diversity is important for our journey and values and enriches the services we offer. We particularly welcome applicants from minoritised ethnic communities, applicants with disabilities, and male applicants, as they are currently under-represented within our workforce. Copies of the Equality and Diversity Policy are available on the Hospice's website / About Us / Governance / HR Polices and Procedures. This policy applies to all Nottinghamshire Hospice staff and relies on all staff to embed it into their day-to-day work, treat all people with respect and in line with the policy, and report any observed discrimination or mistreatment based on protected characteristics.

### **PERFORMANCE REVIEWS**

The Hospice is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

### **CONFIDENTIALITY AND FREEDOM OF INFORMATION**

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the General Data Protection Regulations 2018. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements, you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information.

Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

**JOB DESCRIPTION AGREEMENT**

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.