#### Rebrand Logo for Email

#### JOB DESCRIPTION

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| JOB IDENTIFICATION |
|  Job Title: Quality Improvement and Clinical Governance Lead - April 2025 Responsible to Clinical Services Manager Department(s): Clinical  |

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| 2. JOB PURPOSE |
| The post holder will be responsible for the development and delivery of a robust integrated Clinical Governance framework that drives improvements in quality, safety, and effectiveness, which is evidence-based, within ACCORD Hospice services.The post holder will be recognized as a resource hospice-wide and an integral member of the multidisciplinary team.The post holder will be responsible for coordinating all quality and governance activities including risk management, audit, user engagement, policy development and implementation. The postholder will work with operational mangers and team leads across all clinical and care services, provide support to nursing, clinical and care leadership, ensuring that services are evidence-based, person-centered and of a high standard.The post holder will have overall responsibility for the management of quality and safety processes across Care services * Leading the development and implementation of the Hospice Care Governance / Quality agenda in line with the strategic objectives of ACCORD Hospice
* Monitoring compliance with clinical and social care standards and promote and implement evidence-based practice
* Ensure Quality Improvement plan is in place and being met – Lead / Support on QI & Change management projects, guaranteeing the delivery of safe and effective patient care / service user experience.
* Lead on clinical and care risk management for the organisation including the ongoing development of a robust risk management system. (Vantage)
* Co-produce development work around Electronic Patient Records (e.g., Trakcare) within a Clinical Governance remit, actively seeking solutions to record keeping non-compliance
* Produce clinical activity statistics, ensuring data management within ACCORD Hospice.
* Support the above by initiating an accurate PROMs system (Patient-Reported-Outcomes-Measures) to collect, analyse, disseminate, and develop.
* Develop the quality self-evaluations and annual returns for submission to Healthcare Improvement Scotland / Care Inspectorate alongside Clinical Services Manager and relevant Department Leads.
* Develop and maintain robust monitoring systems ensuring a high degree of compliance with national and local legislation and registration and regulatory providers.
* Lead relevant audit and quality engagement groups at ACCORD Hospice, including Chair of the Quality & Practice Development Governance sub-group, manage audit plan.
* Facilitate / support the organization to meet the requirements of local & national strategies.
* Support the Practice Educator to ensure staff development internally & externally, hosting relevant Quality Improvement sessions.
* Hospice representative / participator in the regional / national groups – e.g., Hospice UK, Scottish Hospice Clinical Governance / Audit group, etc

The post holder will collaborate closely with the Registered Manager of the service with regards to Healthcare Improvement Scotland / Care Inspectorate requirements.The post holder will report directly to the Clinical Services Manager. |

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| **3. DIMENSIONS** |
| •To lead the development and implementation of appropriate quality and effectiveness systems to enable the Hospice to deliver evidence based, safe care and high-quality services•To lead on the development and delivery of clinical governance plans, strategy, and policy•To lead on the implementation of health care governance, policies, and guidance in relation to quality and effectiveness•To lead to the implementation of integrated quality and risk systems•To lead, participate in and coordinate a programme of clinical audit and effectiveness activity |

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| 4. ORGANISATIONAL POSITION |
| **Clinical Services Manager** Quality Improvement and Clinical Governance Lead **(this post)** Team Lead for Community ServicesMedical Admin team leadLead Nurse Inpatient UnitPatient and Family Support Team LeadPractice Education Facilitator |

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| 5. ROLE OF DEPARTMENT |
|  * ACCORD Hospice provides, within its eight bedded in-patient unit (IPU), a high quality, safe and supportive environment in order to care for people living with complex pain, symptom, spiritual and psychosocial needs which require specialist palliative care interventions.
* ACCORD Hospice also provides advice and support to other health professionals caring for those with palliative care needs in their own homes, care homes and in hospitals across the area, envisioning the provision of equitable access to palliative care based on clinical need regardless of diagnosis or geographical location.
* ACCORD Hospice helps to facilitate palliative care initiatives/developments in Renfrewshire / East Renfrewshire through partnership working.

Service provision:* Inpatient Unit (8 beds)
* Community Clinical Nurse Specialists
* Lymphoedema
* Physiotherapy
* Occupational Therapy
* Hospice at home
* Complementary Therapy
* Patient & Family Support / Renfrewshire Bereavement Network
* Diversional / Enablement Therapy
* Out-patient Clinics
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| 6. KEY RESULT AREAS |
| **Clinical and social care*** Demonstrate a high degree of clinical and care knowledge and skills and function as a professional role model
* To embed quality, safety, and risk into all aspects of the organisation’s clinical and care operations, Includes overseeing the actioning all Medical Device Alerts, Health and Safety Alerts and Hazard notices related to clinical and care services
* Be the organisation’s Controlled Drugs Accountable Officer (CDAO) with responsibility for ensuring and providing assurance that there are effective systems in place for the safe and secure management of Controlled Drugs.
* Responsible for the monitoring and trend reporting of all incidents, accidents and

near misses. Ensuring learning is taken forward by services and departments, reflection, action planning and lessons learned are widely shared with review of processes and risks to close the loop.* Ensuring Duty of Candour principles are understood and followed by all staff delivering support or care, escalating concerns to the Clinical Services Manager.
* In conjunction with senior team leads, has oversight of and is responsible for assessing clinical risk, supporting all staff to report on relevant areas of care delivery, ensuring risk registers are dynamic and ensuring timely review of risk assessments post adverse event or change to practice. Coordinate planned and reactive clinical and social care risk assessment reviews, managing the clinical and care risk register, reporting to the Risk Management Governance Group and develop electronic processes to support the management of care risk.
* To support the development of systems for the implementation of quality assurance and improvement within the clinical and social care teams
* Lead on and coordinate development of policies, guidelines, and standard operating procedures in line with legislation, national directives and standards and Hospice strategy, working with the Clinical Services Manager and clinical / social teams to monitor compliance
* To lead, promote and facilitate quality improvement activity, embedding formal quality improvement methodology clinical effectiveness and audit as an integral part of clinical and care practice across Hospice services.
* Lead in developing initiatives to identify best practice both proactively and reactively.
* Develop and implement risk assessment tools that will support service and practice monitoring

whilst encouraging the delivery of a high quality, person-centred, safe service.* To lead relevant Hospice governance group (Quality & Practice Development) ensuring the principles of clinical effectiveness, quality improvement and participation are embedded throughout
* Promote reflective practice and provide opportunities for staff to reflect on complex care or

emotional situations through Clinical Supervision both ad hoc and in response to adverse events or complaint. * To adopt a variety of approaches to seek views of service users, patients, and family’s participation
* To support the Clinical Services Manager, Lead Nurse Inpatient Unit, Team Lead Community Orientated Services with the analysis of clinical and social activity data and in the production of reports within the Hospice (e.g. Medicine Management Group, Audit Groups, Inpatient unit and Care at home compliance., reports on behalf of individual projects and working groups etc.) and out with the Hospice (e.g. Hospice UK, Healthcare Improvement Scotland, Care Inspectorate)
* To have Quality Assurance oversight for the Hospice in infection prevention and control and the monitoring required to evidence standards in line with National Infection Prevention and Control Manual
* To have Quality Assurance oversight for the Hospice in medication management working in conjunction with Medicines lead Nurse, Nurse Manager, pharmacist, and medical team.
* To have Quality Assurance oversight for patent safety monitoring and action planning, falls, pressure ulcers etc.
* To lead the Quality Improvement Action Plan in line with hospice, regional and national priorities
* To promote systems which support participation and feedback to facilitate service change and improvement
* To provide clinical governance representation on the Hospice Health and Safety group, including reporting of any actions in relation to Healthcare Improvement Scotland and Care Inspectorate notifications
* To maintain professional registration and credibility by demonstrating a consistently high standard of nursing practice in the field of palliative care nursing and act as a professional role mode by working within the inpatient unit and Community Supportive Care teams as the situation dictates.

**Technical*** The ability to input, extract, interpret and present complex data and information
* To design robust quality improvement projects and ensure effective coordination of activities and outcomes using established methodology and evaluation tools.
* To ensure that all projects comply with local and national policy
* To compile reports on quality improvement projects that communicate results and recommendations to appropriate staff to enable them to make evidence-based decisions, empowering and motivating staff to become active participants in QI.
* Design and disseminate information on quality improvement and clinical governance to promote awareness throughout all hospice services and to external parties.
* To function as an administrator to identified IT systems supporting their development, management, and security

**Managerial*** To support the Head of Hospice Services with the preparation, maintenance, and submission of notifications to regulatory bodies.
* To provide technical and clinical support to the Clinical Services Manager and operational managers/team leads, clinical and social care staff with clinical effectiveness projects, programs, and systems.
* Provide leadership, motivation, and supervision to ensure that evidence-based standards are

achieved, monitored, and embedded into clinical practice.* To lead policy and document governance procedures including administration of the ratification process, archiving and reviews Provides quality oversight and leadership in the development and implementation of hospice clinical, care HR, and health and safety policies and procedures
* To provide data for reports as required for external agencies such as Healthcare Improvement Scotland, the Care Inspectorate, NHS GG&C, ISD etc.
* To represent at local and national group meetings when required such as Independent Hospice Clinical Governance Group & sub-groups, Scottish Hospice Clinical Governance / Audit group, Hospice UK, Healthcare Improvement Scotland focus groups, etc).
* To develop and provide data for reports for Hospice Board, Clinical Governance Committee, Management team and clinical and social care teams as directed by the Clinical Services Manager.
* Has quality oversight and involvement in decision making about research being

undertaken in the clinical and care services and supports dissemination of research-based evidence.**Staff Supervision** * To support clinical and social care teams in management of data including the analysis, interpretation, and presentation of findings
* To support clinical and social care teams and students.
* To recruit, supervise and support volunteers for Quality Improvement and Participation
* To support the team and provide advice to hospice staff across all areas of the organisation to evaluate and improve practice
* To function as an active Clinical Supervisor promoting reflective practice and providing opportunities for staff to reflect on complex care or emotional situations through Clinical Supervision

**Educational*** Actively leads and promotes the workplace as a learning environment, taking opportunities to develop staff and encouraging everyone to learn from each other and from external good practice. Ensures continual learning and reflective practice through attendance at internal and external Learning & Development opportunities
* In collaboration with the Practice Educator, review training and development, audit plan, Clinical Policy development / maintenance requirements for clinical staff in relation to service requirements, learning from adverse events and lessons learned both in house and from external sources.
* Active participant in hospice professional development system and works towards achieving

professional and personal objectives.* Contribute to external education and training initiatives for NHS GG&C, Local HSCP, nursing homes, etc.
* To support the provision of learning and development opportunities for staff, students and volunteers on clinical governance and audit
* To ensure through continuing professional development that high quality clinical practice is maintained and developed using an evidence-based approach
* To provide educational sessions as required in the areas of Clinical Governance, Quality Improvement and Participation.
* To use motivation, sensitivity, and diplomacy to influence change and engagement in improvement

**Professional*** To actively participate in ongoing training and updates to be aware of developments in own specialty and in the wider clinical governance discipline
* To consult with local and national institutions to maintain currency of knowledge base (e.g., Healthcare Improvement Scotland, Care Inspectorate, NHS QIS, NICE, SIGN, SPPC Resus council).
* To communicate and consult with clinical governance colleagues in other Hospices and NHS GG&C
* To support continuous Improvement through all hospice clinical services and projects
* Adhere to the NMC Code of Professional Practice and Scope of Professional Conduct and

ensures standards are adhered to* Be registered, and maintain registration, with the NMC
* To deputise for the Clinical Services Manager in their absence in relation to submitting notifications to Healthcare Improvement Scotland, Care Inspectorate, etc.
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| 7a. EQUIPMENT AND MACHINERY |
| * Use a wide range of general office and IT equipment including personal computers, telephone, printer and photocopier, laminator, and shredder.
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| **7b. DRIVING** |
| * Use of own vehicle
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| **7c. SYSTEMS** |
| * Practice within the statutes and guidelines of the NMC, National, and ACCORD Hospice policies
* and procedures.
* Has responsibility for the collection of data for use in service audit and clinical research initiatives.
* Produce, interpret, present, and discuss statistics through audit that may lead to service
* Development
* Lead the development of relevant Vantage modules (adverse event reporting, risk management, policy management, complaints, feedback, and participation etc).
* Microsoft Office Applications
* Microsoft Access Databases
* Electronic Patient Records
* Diary System for managing workload
* Internet
* E Library/Knowledge Network
* Manual and electronic recording systems
* HIS and Care Inspectorate electronic reporting system (e-forms)
* Clinical records outwith Electronic Patient system
* Accident and incident reporting system (Vantage)
* 12. Outlook diaries4
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The post holder reports directly to the Clinical Services Manager but acts independently in terms of managing own day-to-day workload priorities seeking supervision in order to meet specific service needs and priorities
* Responsible to the Clinical Services Manager for guidance and management, work review, objective setting, formal appraisal of performance and meets regularly with line manager
* Anticipates and responds appropriately to problems/needs of service delivery and takes steps to resolve them, involving appropriate colleagues when necessary
* Works collaboratively within the multi-professional team to support the hospice clinical governance work programme
* Allocates and supervises workload to others
* Meets regularly with the other clinical team leads
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| **9. DECISIONS AND JUDGEMENTS** |
| * Must prioritise and plan tasks within own work area to meet strict deadlines throughout the year and work to achieve key objectives guided by the Clinical Services Manager’s work programme
* Uses flexible and innovative approach to problem solving and decision making in order to prioritise own workload
* Professionally expected to make decisions considering guidance from the NHS QIS (HIS) standards for clinical governance and risk management, specialist Guidelines and Protocols and Hospice Policies and Procedures and to seek guidance from senior colleagues when necessary
* Professionally expected to use specialist skills, knowledge, and expertise to provide support to colleagues
* Exercises discretion in handling confidential and sensitive clinical information, particularly in relation to incidents and data management
* Follows policy relating to Information Governance regarding information and Caldicott principles
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Supporting the integration and embedding the clinical governance systems, processes, and functions in all areas of the hospice, ensuring that there are demonstrable improvements in the quality of patient care
* Bringing matters of concern regarding clinical governance to the attention of senior leaders within and outside the clinical group
* Collation and analysis of complex data, whilst accommodating interruptions
* The need to depend on other colleagues to provide sufficient and accurate data input into clinical systems in order to meet monthly reporting deadlines
* Prioritizing the demands of an ever-changing workload and balancing the clinical effectiveness and governance roles, each of which in themselves, present complex project management challenges
* Being sufficiently influential on the behaviour of others over whom the post holder has no responsibility and for those for whom the post holder has no formal authority to achieve and embed the highest possible standards of clinical governance
* Challenging traditional practices within the clinical areas and supporting clinical staff through change management experiences
* Keeping abreast of all current national guidance, legislation and changing priorities within clinical governance and palliative care.
* Ensuring an appropriate and effective level of consultation on a wide range of quality improvement initiatives
* Seeking engagement across the organisation on new quality initiatives
* Understanding complex organisational structures and ensuring departmental support for quality systems.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Ability to communicate effectively and to create an environment for debate and discussions in order to support clinical and care staff with facilitating change
* Ability to present complex sensitive data, with its analysis and interpretation in an accessible format (e.g., poster presentations, delivering results to clinical groups)
* Works autonomously but also as part of project teams

**Service Users and General Public*** Contact (both face to face and via telephone) with patients, cares, members of the public and visitors to the hospice teams requiring courtesy, understanding, tact, confidentiality, and good customer service skills.
* Provides opportunities for participation and influence in developing future hospice services

**Internal*** Consult routinely with all clinical teams of all disciplines and at all levels within the organisation at meetings and via telephone, email, and face to face appointments to support clinical governance agenda
* Function as a resource on clinical governance, evidence-based practice, and quality improvement
* Work to overcome barriers to audit (e.g., Encouraging, and empowering staff to undertake audit projects, supporting the process and providing education and guidance)
* Collaborate with the Clinical Services Manager and wider MDT regarding the quality, effectiveness, and governance agenda
* Provide advice and support with the collation, analysis and interpretation of clinical audit data and clinical statistics as required
* Consult with the Practice Educator regarding practice development, evidence-based practice and training needs identified from Feedback, complaints investigations and clinical audit activity
* Work in close collaboration with the Practice Educator, IT support and clinical teams to support the maintenance and development of the Electronic Patient Records

**External Agencies*** Consult with HIS, Care Inspectorate, SIGN, NICE etc to obtain evidence based clinical standards and guidelines as directed by the Clinical Services Manager.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical*** Prolonged use of DSE and other IT equipment

Occasional traveling to external meetings across Scotland**Mental*** Prolonged periods of concentration with detailed tasks and possible frequent interruptions
* Analytical demands when working with complex issues
* Managing competing workload priorities and time constraints to meet the demands of the service and associated deadlines
* Working on several projects simultaneously
* Ability to manage the increased time pressures during deadline periods.
* Forward planning/co-ordination of a range of activities
* Facilitating meetings requires high level of concentration, communication skills and negotiation skills

**Emotional*** Exposed to confidential, sensitive, and distressing information which is contained within the legal documents and patient records
* Contact with palliative care patients, cares, and bereaved relatives
* Motivating, enthusing, and persuading staff (including senior staff) to contribute to ownership of the clinical governance agenda
* Ability to manage relationships with colleagues who may see their priorities as more important
* Facilitating professional guidance which is not always readily accepted
* Acknowledge that participating in the area of clinical governance/ quality improvement may be seen as a task rather than an essential component of care and as such having to constantly motivate, enthuse and persuade staff to contribute to promoting the ownership of the clinical governance agenda.

**Environmental*** Prolonged sitting at a computer terminal
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Educated to Post graduate Degree Level in a health or social care field or equivalent
* Master’s Degree desirable
* Evidence of continuous professional development
* Project Management qualification desirable
* Hold a professional healthcare qualification (e.g., Nursing, Social Work, Physiotherapy, Occupational Therapy etc.) or equivalent experience in a health-related area
* Experience of working in a health or social care environment with an understanding of the need for quality person-centered care
* An understanding of recent changes in health and social care and palliative care, particularly in quality improvement.
* Knowledge and understanding of clinical and social care terminology
* Facilitation, influencing and negotiation skills, evidence of strong reflective practice and active participation in Clinical Supervision.
* Excellent Organisational and planning skills, evidence of change management and problem solving
* Ability to work independently, flexibly and on own initiative
* Ability to manage and prioritise a complex workload, making decisions and using organisational, planning and time management skills to meet required deadlines
* Uses initiative and creativity to solve problems and identify opportunities
* Knowledge and experience of IT systems including Word, Excel, PowerPoint
* Diligence and ability to devise and accurately follow audit protocols
* Ability to extract, analyse and interpret complex data, support the production of reports, present results and publish reports
* Knowledge and experience of change management, quality improvement tools and techniques or equivalent experience
* Experience of supporting clinical or social care projects
* General understanding of clinical risk management and health & safety
* Well-developed computer and IT skills
* Proven ability to co-ordinate projects or contribute to its development
* Excellent organisational and people skills
* Time management skills
* Sound judgement and astuteness in understanding and working with complex policies
* Strong influencing skills, excellent negotiator, and ability to communicate a compelling and inspired vision.
* Strong presentation skills.
* High level of work organisation, self-motivation, performance excellence and improvement, and flexibility in approach and attitude.
* A commitment to improving patient services through an ability to sustain a clear performance focus on achieving demanding goals.
* Strong sense of commitment to openness, honesty, and integrity in undertaking the role.
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| **14. GENERAL**  |
| In addition to the specific duties and responsibilities outlined in this job description, all staff members should be aware of their specific responsibilities towards the following:* ACCORD Hospice operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in any ACCORD Hospice premises, grounds, or vehicles or when on ACCORD Hospice business outside the office.
* Adhere to all health and safety and fire regulations and to co-operate with ACCORD Hospice in maintaining high standards of health and safety.
* Uphold ethical and professional standards and not behave in a manner that is likely to bring ACCORD Hospice into disrepute.
* Promote and sustain a responsible attitude towards equal opportunities and diversity within ACCORD Hospice.
* Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
* Demonstrate a commitment to ongoing learning and development and to participate in any training and development relevant to the role.
* For designated roles, the post holder will be responsible for health & safety, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).
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| JOB DESCRIPTION AGREEMENTApproved on |
| Job Holder’s Signature: Date:Head of Department Signature: Date: |