**Director of Clinical Quality**

**Location: High Wycombe, home and with travel needed across sites**

**Reports to: Chief Medical Officer (CMO)**

**Working with: Clinical Quality Team, Executive Team, Senior Managers including sales and bid teams, Clinical and Operational leads, Learning and Development lead, relevant external bodies and customers.**

**Introduction:**

InHealth is in the next, exciting phase of its journey. Having established itself as the leading provider of diagnostic and screening services in the UK, demand for

our services have never been higher. Currently seeing over 4 million patients a year with a mission to increase this to 5 million by 2025 means InHealth’s level and breadth of clinical activity is substantially increasing.

Embracing a culture of excellence and innovation, we are committed to making healthcare better, with patient safety and experience and staff wellbeing as priorities. We now have over 3500 staff working across 850 locations across the UK and continue to innovate in a variety of areas. From a governance perspective there has never been a more exciting time with the diversity of clinical specialties and methods of delivering care across the group, positive changes brought about by PSIRF, and upcoming improvements in the NHS and CQC.

We are seeking a credible expert leader in clinical governance and quality assurance with extensive experience working at a senior level. The successful post holder will work closely with and be accountable to the Chief Medical Officer (CMO). The successful candidate will provide specific leadership and focus on clinical quality governance, PSIRF, safeguarding, infection prevention and control, and independent investigations.  Further, the post holder will ensure that the correct quality governance arrangements are in place to assure the organisation meet its duties and responsibilities.

**What you will do:**

InHealth’s plan for the next five years includes substantial growth. We want to do this in a way that makes healthcare better for our patients, is sustainable and profitable. The primary responsibilities of this senior role include:

* Provide collective and collaborative leadership, direction and oversight to the group to ensure continual improvement of clinical services, patient safety and commercial performance through the clinical governance framework, quality assurance and driving the clinical human factors approach.

* Work collaboratively with the CMO to develop and deliver the company’s quality, safety and clinical governance programme monitoring its effectiveness and ensuring compliance with national regulatory requirements and the highest standards of care.
* Provide expert professional leadership to all staffing groups, fostering a culture which values continuing professional development and empowers colleagues to achieve excellence in the delivery of safe patient care.
* Develop team and service level ownership of quality, safety and risk management to enable ongoing achievement of best possible outcomes and experiences for patients.

* Providing expert advice and assurance on clinical quality, governance, patient safety management, risk and safety standards and being InHealth’s Nominated Individual for the CQC and supporting CQC regulated activity, registration and compliance.

* Represent the company at national/international levels on professional and corporate issues, developing partnerships.

* Supporting InHealth to drive better outcomes and efficiencies, address health inequalities and to champion the uptake of quality improvement initiatives that deliver clinical excellence and outstanding patient care through the adoption of the best professional standards.
* Undertake site visits to ensure clinical quality and governance processes are effectively embedded.

* Work with the CMO and InHealth research group to further the recognition and adoption of research and innovation across the organisation.
* Acting as the named lead on key areas including but not limited to: Accountable emergency preparedness, safeguarding, infection prevention and control, health inequalities, clinical safety officer and drug licenses.
* Supporting internal clinical quality training and speaking and promoting InHealth at relevant conferences and events as appropriate.
* Ensuring that the Quality Strategy priorities are aligned to InHealth’s vision, values, planning cycle and quality account.
* Identifying examples of national and international best practice and promoting the introduction of these at InHealth
* Ensuring the maintenance of professional standards of care within the Nursing and Midwifery Council (NMC) Code of Professional Practice and Health & Care Professionals Council code of practice and other professional bodies as relevant

**What you are responsible for:**

* To provide advice to the company on patient safety, continuous quality improvement, and clinical pathway development.
* To lead a programme of quality assurance which will enable InHealth to enhance its reputation as a clinical service provider of excellence.
* To produce high quality, comprehensive quality reports for internal and external customers –including monthly clinical governance reports to the Board and Executive Team.
* Deliver the following:
* Executive Management team quality dashboard
* Monthly report to Executive Management Team
* Quality reports
* Annual quality account

* Effectively disseminate results of patients and customer feedback throughout the company and work with operational leaders so that this can be used to drive quality improvement.
* Ensure all policies and procedures are well researched, accurate, up to date including relevant changes to legislation, and available to all staff.
* Ensure that all action required as a result of errors, discrepancies, incidents and complaints is completed in accordance with PSIRF, and embed a continuous learning ethos whereby errors/near misses and successes inform improvements.
* Lead and support the clinical quality team development including recruiting and retaining staff and ensuring the correct levels of expertise are maintained as the organisation expands.
* Support the CMO on developing clinical pathways across the organisation.
* Provide operational support on evolving areas of the business where required, combining operational experience and clinical knowledge.
* Support People services, IT, senior managers, PRC and Vista Health, marketing and sales and bids teams by providing access to professional expertise in the development of new services, recruitment and competency assessment, clinical pathways, clinical audits and marketing material.
* Chair key governance meetings including the Clinical Quality sub-committee and Medicines management group, and support on the remaining governance meetings.
* Foster cross-functional and system-wide relationships beyond the Clinical Quality team to be successful in a highly multidisciplinary and complex role.
* Ensuring robust risk management arrangements are in place which correctly identify key risks and how they will be managed.
* Ensuring risk management is a key component of financial and operational planning and management.

**What people see in you:**

* A credible and experienced expert in their field
* A passionate, dynamic and committed leader with the ability to positively drive change
* A person who naturally instils confidence in everyone they work with
* Someone who thrives on and is calm in challenging situations, working well under pressure while fostering teamwork and collaboration
* An inspirational leader who can motivate, encourage, and communicate with impact at all levels.
* An ability to translate and develop strategy and policy into real-life plans that meet our corporate objectives.
* An agile thinker with a drive for delivering results

**You will:**

* Be a registered nurse or healthcare professional with current registration of the relevant professional body.
* Be educated to Master’s degree or equivalent experience of leadership in a complex healthcare or scientific environment.
* Have comprehensive professional knowledge of governance, quality improvement, risk assurance, audit, healthcare regulation or related subjects over an extended period of time.
* Have excellent communication, report writing and presentation skills including the ability to express complex and often contentious issues for a non-expert audience
* Have excellent interpersonal skills and ability to deal with sensitive information appropriately.
* Have high level communication skills and the ability to communicate with and develop positive relationships with a wide range of stakeholders, including patients / carers, senior managers and commissioners and include the ability to negotiate over potentially contentious issues and credibility in generating solutions
* Be able to work effectively under pressure, problem-solve in a systematic way and manage multiple conflicting priorities
* Be uncompromising on high quality standards.
* Have expertise in managing patient safety and complaints through effective governance and assurance arrangements at a companywide level.

**You have experience of:**

* Working clinically in the NHS and/or independent sector
* Working in a senior management role and leading on all areas of clinical governance
* Engaging with providers of innovative clinical/technology solutions and securing clinical and operational support of adopting new ways of delivering services
* Working with strategic commissioning organisations, senior clinicians and managers in complex healthcare environments.
* Successful change management, performance management and project planning
* Creating and implementing processes to support strategy
* Working in a senior leadership role in which you manage the complexity of delivering a service to a budget, recognising the importance of budget planning and working with key stakeholders, cost control and revenue generation whilst maintaining the quality agenda to ensure cost effective delivery of outstanding patient care.

***This job description is an indication of the type and range of tasks that are expected of the post holder, and other duties may be required, in line with the seniority of this role.***