

Job Title: **Quality and Patient Safety Manager**

Reporting To: **Chief Executive Officer**

Job Summary:

The Quality and Patient Safety Manager is responsible for promoting and assuring patient safety and high standards of clinical quality within the organisation. This role leads on the development and implementation of quality improvement initiatives, clinical governance policies, and monitoring frameworks that enhance patient outcomes and reduce clinical risk. A key aspect of the role is to foster a culture of safety, learning, and continuous improvement across clinical and operations.

The post holder will provide expert advice and assurance to the Chief Executive Officer, Senior Leadership Team, and relevant Board sub-committee on matters of clinical quality, compliance, and patient safety. They will work closely with the Clinical Quality and Operations Director and collaborate with the Non-Clinical Quality Manager to ensure alignment and consistency in quality efforts.

They will serve as the subject matter expert for the management, investigation, and reporting of adverse clinical incidents, ensuring learning is captured and actions are followed up. This includes interpreting and advising on regulatory requirements such as Duty of Candour and managing responses in line with statutory obligations. The post holder will support the Registered Manager with external regulatory bodies such as the Care Quality Commission (CQC), ensuring compliance with inspection requirements and national standards.

The role also carries responsibility for Infection Prevention and Control (IPC), ensuring that legal requirements and sector best practices are applied effectively. In addition, the post holder will lead on all safeguarding matters related to clinical activities, acting as a key liaison for internal teams and external agencies to ensure a robust safeguarding framework is in place.

The Quality and Patient Safety Manager will hold a relevant clinical qualification and registration (e.g. HCPC registered Paramedic or Critical Care Paramedic) and bring substantial experience in clinical governance, incident investigation, and healthcare quality systems. While this role carries no direct line management responsibilities, it requires strong leadership and influence across multidisciplinary teams.

Main Duties of the Post:

Compliance Monitoring and Reporting - Clinical Operations

- Monitor and analyse clinical data to identify trends, support service development, and highlight areas for improvement.
- Utilise RADAR Healthcare analytics and reporting functions to track compliance across audits, risks, tasks, and documentation.
- Promote a culture of compliance and accountability, particularly regarding adherence to clinical policies and procedures.
- Prepare concise audit and compliance reports for the Clinical Quality and Operations Director (CQOD) and Medical Director.
- Provide clinical quality assurance reports to the Senior Leadership Team, Board, and sub-committees, highlighting any areas of concern.

Regulated Activities

- Support compliance with Care Quality Commission (CQC) regulatory standards to ensure the delivery of safe, person-centred care.
- Submit statutory notifications (e.g. Regulation 16a, RIDDOR) on behalf of the Registered Manager when authorised.
- Contribute to CQC self-assessments, peer reviews, and preparation for inspections.
- Assist in collating and presenting evidence to regulatory bodies during inspection or review.

Safeguarding

- Act as the organisational lead for safeguarding within clinical operations.
- Manage safeguarding cases, including referrals, child death notifications, and CDOP representation.
- Maintain and respond to the clinical safeguarding inbox in a timely and appropriate manner.
- Contribute to the development and dissemination of groupwide safeguarding policies and resources.
- Generate safeguarding reports and ensure effective liaison with external safeguarding partners.

Document Control

- Oversee clinical document lifecycle management, ensuring version control and accurate records in RADAR Healthcare.
- Ensure timely communication and implementation of document updates across clinical teams.
- Monitor compliance with documentation standards and report non-conformance.
- Work with the Company Secretary to maintain governance-related documentation.

Audits and KPIs

- Develop and maintain a comprehensive clinical and operational audit schedule.
- Conduct or support audits based on clinical guidelines, SOPs, PGDs, or learning needs.
- Use HEMSBase and other systems for clinical audit activity and performance reporting.
- Review and assure the quality of completed audits, escalating issues as needed.
- Benchmark clinical data and outcomes with external providers as required.

Patient Safety Events (Incidents, Concerns, and Complaints)

- Promote open reporting and learning from patient safety events.
- Design and oversee systems to investigate incidents, ensure follow-up, and share learning.
- Ensure compliance with external incident reporting requirements.
- Lead or support safety improvement initiatives, engaging both internal teams and external partners.
- Act as a key contact for external stakeholders on safety and governance matters.

Risk Management

- Maintain oversight of the clinical and patient safety risk register, ensuring risks are accurately assessed and reviewed.
- Support the development and review of risk assessments.
- Monitor outstanding risks or controls and ensure appropriate escalation.
- Support planning and documentation of business continuity exercises.

Learning

- Coordinate learning from incidents and governance activity using the RADAR Healthcare learning log.
- Review and monitor actions arising from learning events to ensure timely completion.
- Analyse themes and trends from learning data to support clinical development.
- Review HM Coroner's reports for relevant learning and ensure dissemination.

Infection Prevention and Control (IPC)

- Lead on IPC across the organisation, ensuring compliance with statutory guidance and best practice.
- Collaborate with the IPC lead Director on group-wide IPC policy, compliance and reporting.
- Monitor cleaning schedules, audit results, and contractor performance.
- Investigate IPC incidents and implement appropriate learning and improvements.

Additional Duties

- Contribute to the annual Education and Training Needs Analysis.
- Lead or support task-and-finish projects, providing progress updates and managing project risks.
- Develop process maps and workflows to support clinical efficiency and clarity.

- Manage safety alerts and ensure appropriate action and documentation.
- Provide oversight of RADAR Healthcare event categorisation and workflow allocation.
- Support clinical innovation and the safe implementation of new equipment, medicines, and procedures.
- Act as coordinator for internal or collaborative research projects.
- Participate in and contribute to benchmarking exercises at both local and national levels.

The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties.

ADDITIONAL INFORMATION

This job description should be regarded as a guideline of the duties required and is not definitive. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the post holder. The post holder will be required to adopt and undertake different or new duties as may be required in line with professional and service development.

CHARITY POLICIES & PROCEDURES

All employees must adhere to and perpetuate all Charity policies and procedures including those relating to Fraud management, Whistleblowing, Information governance, Code of Conduct, Health and Safety, Confidentiality, No Smoking at Work and Equal Opportunities in Employment; including responsibilities under the Disability Discrimination Act. Failure to do so may result in disciplinary action.

CONFIDENTIALITY

All employees must observe and comply with the requirements of the Data Protection Act 2018, and associated legislation, and with the Common Law Duty of Confidentiality. The unauthorised use or disclosure of donor, staff or other personal information is a disciplinary offence and also could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018, or associated legislation.

CONTINUING PROFESSIONAL DEVELOPMENT

There is a requirement to participate in the Charity's Personal Development and Review process. Personnel are required to attend training as required by the Charity to help them perform their role safely and competently and to ensure the safety of others. This includes induction and refresher training at charity set intervals, as defined in the Workforce management policy.

DISCLOSURE AND BARRING SERVICE (DBS)

Post holders whose work involve, or may involve, direct contact with vulnerable adults and/or children, and/or with access to managing accounts, are subject to DBS checks every three years. Where you work directly with vulnerable adults or children, under the conditions of the Rehabilitation of Offenders Act 1974, as amended, you are not entitled to withhold information about convictions which otherwise might be considered 'spent'. There is an ongoing obligation to declare any civil or safeguarding issues, investigations, convictions and cautions against you, during the course of your employment.

DIVERSITY AND EQUAL OPPORTUNITIES

The Charity welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

FREEDOM OF INFORMATION

The post holder must be aware that any information held by the Charity in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Charity's policies.

HEALTH & SAFETY AT WORK ACT

The post holder is required to take responsible care for the health and safety of him/her and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with the charity to ensure that statutory and charity safety regulations are adhered to.

MANAGING RISK: MAINTAINING SKILLS & LEARNING FROM PROBLEMS

Reducing risk is everyone's responsibility. All staff in the charity must attend training identified by the Chief Executive (or by the Business Manager). The charity uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve the service provided. All employees are expected to ensure they are familiar with and adopt the Infection Prevention and Control policy/procedures and all safe-working practices required in their work activity" and specifically with reference to hand hygiene and aseptic techniques.

REGISTRATION

If applicable, you are required to be fully registered with the appropriate association for your post and for you as post-holder. Failure to produce confirmation of current registration with the appropriate body will mean that you will not be permitted to commence (or continue with) your duties, nor will you be paid for those duties for the period of delay, until such time as you are able to provide this confirmation. **NB:** It is your duty to ensure that your registration is kept up to date.

SAFEGUARDING

The Charity has a zero-tolerance approach to the abuse of children, young people and vulnerable adults. All employees are required to promote and safeguard the welfare of children and young people and comply with the Local Safeguarding Children Board Procedures and the Children Act (1989, 2004).

SMOKING STATEMENT

The Charity is a NO SMOKING environment. Smoking in all areas of the building and premises is prohibited. Smoking may only take place in non-public areas.

TRAVEL TO OTHER SITES

You may be required to travel to any of the airbase locations or locations where fundraising events take place. Please complete the travel expenses form. Expenses will not be paid where travel expense forms are not fully completed.