

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

Dept.: **Clinical**

	Essential	Evidence
A: EDUCATION QUALIFICATIONS AND TRAINING Level of education, specific qualifications, specialised training, training requirements for the job)	<u>Essential</u> <ul style="list-style-type: none"> ▪ MSc in a healthcare related subject, or equivalent ▪ Safeguarding Level 3 ▪ Infection Prevention and Control - Level 2 ▪ Relevant clinical healthcare qualification <u>Desirable</u> <ul style="list-style-type: none"> ▪ Safeguarding Level 4 ▪ Risk assessment / risk management training ▪ Infection Prevention and Control training ▪ Leadership qualification 	Application Form Certificates Registration Documents CPD Portfolio Interview
B: EXPERIENCE (Length, type and level of work-related experience)	<u>Essential</u> <ul style="list-style-type: none"> ▪ Experience working as a healthcare professional ▪ Experience working in a patient safety role ▪ Proven track record of quality and compliance activities and working with a quality management system ▪ Experience of quality document management ▪ Experience of undertaking high level incident / complaint investigations ▪ Implementing quality / patient safety improvement plans experience <u>Desirable</u> <ul style="list-style-type: none"> ▪ Implementing PSIRF ▪ Working knowledge of RADAR Healthcare ▪ Working within a patient safety role within a healthcare environment ▪ Knowledge of research methodology 	Application Form Interview
C: SKILLS KNOWLEDGE ABILITIES	<u>Essential</u> <ul style="list-style-type: none"> ▪ Knowledge of audit methodology 	Application Form Interview



<p>(Range and level of skills, depth of knowledge required for the job)</p>	<ul style="list-style-type: none"> ▪ Ability to review incidents and data to inform decisions to deliver improvement ▪ Ability to undertake high quality investigations ▪ Ability to undertake risk assessments ▪ Knowledge of Infection Prevention and Control and associated codes of practice ▪ Knowledge of pre-hospital care ▪ Sound knowledge of CQC Regulated activities ▪ Knowledge of clinical professions regulator requirements (e.g. GMC / HCPC / NMC) ▪ Competent in Microsoft Office Packages, namely Outlook, Word, Excel and PowerPoint ▪ Ability to assimilate and analyse complex information quickly and accurately, think strategically, formulate decisions and make recommendations ▪ Ability to work flexibly including evenings and weekends as required in exceptional circumstances ▪ Ability to manage sensitive issues ▪ Ability to maintain confidentiality at work, including handling confidential management information with sensitivity and discretion ▪ High standards of professional conduct and attitude <p><u>Desirable</u></p> <ul style="list-style-type: none"> ▪ Working knowledge of enhanced care provision within the pre-hospital care environment 	<p>References</p> <p>CPD</p>
<p>D: APTITUDES AND ATTRIBUTES (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedure)</p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> ▪ Methodical and accurate but able to work at pace ▪ Ability to communicate effectively, both orally and in writing with close attention to detail ▪ Excellent organisational skills ▪ Highly motivated and enthusiastic ▪ Ability to persuade and influence people at all levels 	<p>Application form</p> <p>Interview</p> <p>References</p>



res and time scales)	<ul style="list-style-type: none"> Ability to communicate effectively with all departments across MAAC in a professional and productive manner Dependable Flexible Empathetic and supportive Commitment to on-going learning and development and participate in any training relevant to the role 		
E: OTHER JOB REQUIREMENTS (Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence)	<u>Essential</u> <ul style="list-style-type: none"> UK driving licence Willingness to travel between operational bases and as otherwise required for role 	Application form Interview Reference	
F: PERSONAL QUALITIES AND VALUES	<ul style="list-style-type: none"> RECEPTIVE - we define success as continuous improvement and aim for excellence in our live-saving services and community projects. RESPECTFUL - we are a community-based organisation with a 'one team' culture that embraces and encourages honesty. RESPONSIBLE - we aim to create the best possible future for everyone and thrive to place sustainability at the heart of everything we do. RELEVANT - we are open to new ideas and ways of working across our clinical and charity operations, providing total transparency to all stakeholders. RECOGNITION - we value our relationships - with staff, supporters and the wider communities we serve - working together to achieve the best possible patient outcome. 	Application form Interview Reference	

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