



**Nottingham and
Nottinghamshire**
Integrated Care Board

Job Description

Job Title	Quality Manager – Mental Health
Directorate	Nursing & Quality
Pay Band	7
Accountable to	Head of Quality & Improvement

Nottingham and Nottinghamshire Integrated Care Board Organisation Summary:

An ICB is a statutory body which brings together NHS organisations and partners to improve population health and establish shared priorities within the local NHS. ICBs will replace Clinical Commissioning Groups as the local statutory NHS body, building on successful work by all our health and care organisations including the CCG over the last five years.

NHS Nottingham and Nottinghamshire will be the statutory organisation responsible for developing a plan for meeting the health needs of the population, managing NHS budgets, and buying the health services for our area.

NHS Nottingham and Nottinghamshire ICB will establish new ways of working through integration, collaboration and shared responsibility across all these areas. Working in this way will provide new flexibility to deliver commissioning activities differently and will allow more opportunities for joint working across the health and care system in our area.

With a population of just over one million people across Nottingham and Nottinghamshire, we want to ensure our citizens have timely access to care to help maximise their health and wellbeing.

NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) was established on 1 July 2022, replacing the current Clinical Commissioning Groups covering Nottingham, Nottinghamshire and Bassetlaw. It will be the NHS organisation with responsibility for planning to meet local health needs, allocating resources, ensuring that the services are joined up, and overseeing delivery of improved health and wellbeing for our population.

In line with the [NHS Long Term Plan](#), we will allocate resources and agree operational service plans for the [Integrated Care System \(ICS\)](#) to help improve performance and quality, whilst tackling health inequalities and improving health outcomes for all across Nottingham and Nottinghamshire.



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- **Job Summary**

The main objectives of the role

- To coordinate and deliver the programme quality management/assurance of commissioned services (either contracted or individually commissioned).
- To undertake quality monitoring activity in response to concerns raised by colleagues, safeguarding or other agencies; this may include undertaking investigations, supporting the development of performance improvement plans and monitoring implementation of these.
- To make recommendations based on findings and maintain a contemporaneous database of quality monitoring activity and outcomes.
- To produce regular reports into quality monitoring activity and outcomes.
- To develop and maintain robust communication systems to ensure that stakeholders are kept informed of quality and safety issues in a timely manner.
- To promote engagement with the quality assurance process by facilitating feedback from patients, families and carers.
- To support the development of commissioned services by providing quality input and oversight to service specifications, quality schedules and other quality requirements
- To support the quality oversight of children's continuing care packages providing professional advice and challenge as required.
- To ensure appropriate referral and liaison with other health professionals, statutory and voluntary agencies as required;
- To attend and contribute to meetings as required to support the quality assurance process
- To liaise with the OFSTED, Care Quality Commission and other regulatory bodies with regards to quality assurance as appropriate;
- To manage and support quality officers and other members of the team as appropriate.
- The post holder will support the directorate lead to ensure that their workstream of programmes are planned and managed effectively and take the lead in assisting in their successful delivery:

- **Skills**

- Excellent interpersonal skills including advanced communication skills, both written and verbal
- Ability to encourage and achieve change through the use of effective influencing and facilitation skills
- Ability to understand, evaluate and communicate complex issues where material is conflicting and drawn from multiple sources
- Excellent programme and project management skills
- Highly organised with an ability to prioritise and have a logical approach to problem solving



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- Ability to undertake data analysis and the presentation of information
- Ability to act upon incomplete information, using experience to make inferences and decision making
- Ability to write and present clear presentations and present information in a clear and concise manner
- Ability to produce clear action plans and ensure delivery
- IT and standard keyboard skills and proficient in the use of software packages (word, excel, powerpoint)
- Numerate and able to understand complex financial issues combined with deep analytical skills
- Knowledge of Financial Systems e.g. monitoring budget management, processing invoices and procurement

Core Duties and Responsibilities

The post holder will be required to:

- Liaise with and develop effective working relationships with ICB colleagues and appropriate external bodies such as CQC, NHSEI and health and care providers to support the effective management of the quality monitoring of designated provider contracts.
- Act as link associate for designated contracts where other ICBs are the co-ordinating commissioner.
- Maintain systems and processes for quality assurance (including patient safety, experience and clinical effectiveness) for designated provider contracts, escalating appropriately, where the required standards are not met.
- Write assurance/highlight reports for a variety of operational and strategic committees and forums across the health and care system
- Develop links to develop and support patient and public involvement initiatives and work within the ICBs.
- Organise and chair, where appropriate, the ICBs' groups/forums as required to feed into areas including any service changes and service improvements.



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- Undertake internal and external benchmarking against best practice, and challenging poor quality in an effective, constructive and supportive manner.
- Work with the ICBs' member practices to ensure engagement and maintain quality assurance utilising Quality Dashboards, Outcome Frameworks, & Insights.
- Work alongside colleagues to investigate any variance from the Quality & Safety metrics and proactively communicate with providers supporting the implementation of solutions and plans.
- Work with designated providers to maintain quality assurance and support the quality monitoring of commissioned services, including monitoring provider compliance with CQUIN schemes and quality schedules.
- Work with subject matter experts to oversee Infection Prevention and Control (IPC) requirements for providers and provide regular monitoring and oversight reports in relation to the Board Assurance Frameworks
- Review data relating to providers, attending partnership meetings to provide assurance that quality of services is being maintained and, where concerns are identified, are escalated appropriately.
- Plan, develop and share guidance in relation to quality and effectiveness across other providers where appropriate.
- Lead on the communication of themes and trends identified to ensure the patient voice is incorporated as part of any quality concerns that require action.
- Challenge existing practices, facilitating discussions on alternatives and advising on different ways of working.
- Provide advice and participate the Patient Safety Specialist and system Quality Surveillance work, as appropriate.
- Communicate sensitive and complex information as and when necessary whilst demonstrating tact and diplomacy.
- Have highly developed communication skills, acting as a facilitator and mediator when required.
- Carry out any other duties, as may reasonably be required, by the organization



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Miscellaneous

1. This is not an exhaustive list of duties; staff are therefore required to undertake any other duties commensurate with the grade and in line with the requirement of this post.
2. Confidential information may be accessed at times and all staff must ensure that the highest level of confidentiality is maintained at all times.
3. All staff must comply with the Staff Code of Conduct. Senior Managers must also comply with the NHS Code of Conduct for Managers, based on the Nolan principles of public accountability.
4. Membership of a professional body in order to practice (e.g. NMC registration for nursing staff) is a requirement of some roles, for those staff it is a condition precedent of employment to maintain membership of such a professional body. Individuals are also responsible for complying with the relevant professional body's code of practice.
5. This job description may be subject to change.