

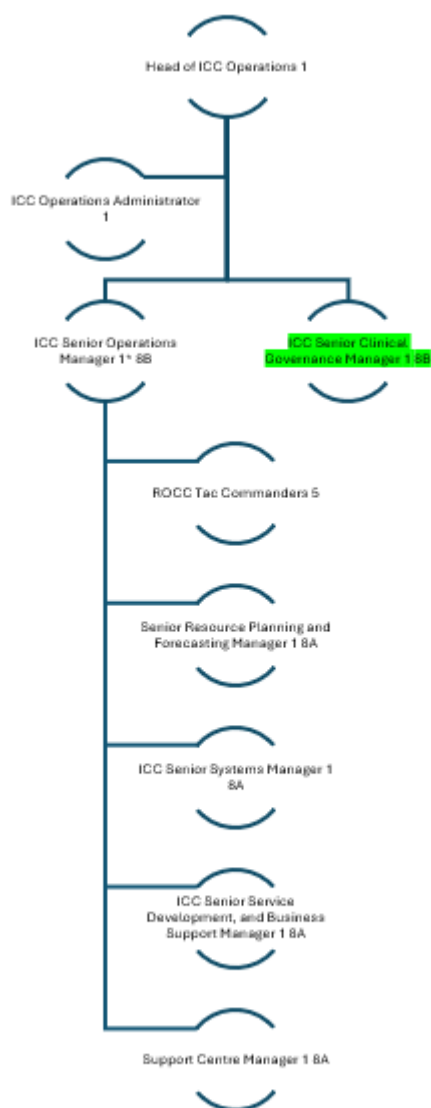
# Job description

**Title:** Integrated Contact Centre (ICC) Senior Quality & Clinical Governance Manager  
**Band:** 8B  
**Location:** ICC site (TBC)

## Organisational relationships

**Reports to:** Head of ICC Operations  
**Responsible for:** The post holder will be responsible for the following job roles;  
ICC Investigations Manager  
ICC Quality & Audit Manager  
ICC Operations & Clinical Governance Lead

## Organisational chart



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## Our purpose: to be there when people need us most.

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NWAS is an inclusive and compassionate organization driven by three value principles:

1. Working together.
2. Being at our best.
3. Making a difference in service to our people, patients and communities.

Our commitment to equality and inclusion feeds into everything we do and is a responsibility shared by everyone in the Trust.

## Job purpose

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Reporting directly to the ICC Head of Operations and with professional accountability to the ICC Consultant Paramedic for Quality is responsible for ensuring that clinical leadership and clinical excellence is embedded across the ICC directorate to ensure the effective and efficient utilisations of available resources.

The post holder will provide leadership and supervision to the quality and clinical governance team, and will be the lead for clinical governance and safety, and the professional clinical development of the quality and clinical governance team workforce. In Collaboration with the ICC Head of Operations the post holder will provide assurance for safety and clinical governance to the Medical Director via the ICC Clinical Assurance Group and Quality Leadership Group.

The post holder will engage with NWAS Strategic Leads, contributing to the NWAS Urgent and Emergency Care Strategy, providing clinical leadership, considering risk and governance implications to changes across ICC work areas.

The post holder has five key areas of focus; safety, expert practice, professional clinical leadership, education and development and research and evaluation.

The post holder will be responsible for leading the ICC Clinical & Quality Governance team, ensuring successful delivery of all service development projects and programs aligned to the NWAS Urgent and Emergency Care Strategy and the National 10 Year Plan.

The post holder will support the Head of Service in creating, reviewing and monitoring the implementation of the annual business plan objectives and longer term service development change initiatives across the NWAS ICC service line.

The post holder will be accountable for the achievement of highly challenging performance and quality indicators, ensuring targets are met and where necessary taking corrective actions.

The post holder will contribute to the development and implementation of the Trust's overall integrated urgent care strategy and ICC business plan by continuously monitoring and analysing ICC's quality and governance processes to allow for recommendations to be made for improvement.

The post holder will be accountable for the efficient planning and distribution of all quality assurance and ICC investigation functions, ensuring at all times the optimum utilisation and performance return on all staff. This includes coordinating resources and proactively distributing workload and staff according to the demands placed on the Service.

The post holder will also be required to contribute to the development and implementation of the emergency and urgent care strategy by providing analysis of future urgent care business opportunities in conjunction with NWAS learning, Commissioners, Sub Contractor Partners and other key stakeholders.

The post holder will play a key role as a senior manager in promoting a commercially focused, patient centric culture across the ICC service line.

The post holder will assume direct line management responsibility for a team of senior managers within the ICC Operations service line, the post holder will have indirect line management responsibilities for teams of investigators, quality assurance staff and clinical quality assurance staff all within the ICC.

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The post holder will contribute to the development of an over-riding patient care and quality ethic throughout the organisation, working on own initiative, managing their own workload and coordinating his/her activities in order to ensure that an innovative, efficient, effective service is provided.

Working closely with the Head of service ICC Ops, Senior Managers and Senior Clinical leads, the post holder will contribute to the development of the Urgent and Emergency Care agenda to ensure that our future delivery model gives the best possible outcomes for individual patients, ensuring right care, right time, right place every time.

The post holder will operationalise and implement NHS and NWAS NHS Trust strategy and policy, forward plan, anticipate challenges and plan appropriately in order to establish goals and deliver optimum service provision.

When requested, be able to deputise for the Strategic Head of EOCs at key internal and external meetings (including National meetings) covering the full range of decision making and functions within the Head of Service portfolio, taking strategic decisions as required.

All leadership roles at NWAS at every level are required to promote and role model our Be Think Do Philosophy. NWAS is committed to attracting managers and leaders who are more than subject matter experts, but exemplary in demonstrating their experience and commitment to; values-based leadership; challenging workforce and health inequalities; operating successfully in ambiguity, complexity and uncertainty.

## Core duties and responsibilities

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- The post holder will on an area, regional, alliance and National basis, forge links with key external partners and agencies in Health, Social Care, Emergency Services, commissioners, technical platform suppliers and private sector providers to maximise the operational impact of safe care closer to home across the integrated healthcare economy. This will be achieved through effective communication of regularly highly complex change and issues presented to the work stream.
- The post holder will be accountable for all line management of the following areas of the ICC Operations team;
  - ICC investigations
  - ICC quality assurance team including both clinical and non-clinical staff
- Ensure the model of clinical quality assurance and governance delivers a high level of clinical care to emergency, urgent, and non-urgent patients through effective communication with other Healthcare professionals, ensuring they received appropriate modes of conveyance and care.
- Provide expert clinical advice and support to practitioners in relation to clinical decision making through both face to face contact and remote contact.
- Contribute to and embed Standard Operating Procedures (SOPs) for clinical quality assurance and governance within the ICC areas of work..
- Make specific interventions based on evidence and which are appropriate. Assess needs, confer and refer where indicated. Interventions may include stepping away from current process when required to provide appropriate care.
- Work in partnership with others, delegating aspects to optimise health/care outcomes and resource use and providing appropriate support to patient.
- With an expert understanding of ICC functions, work in collaboration with the ICC consultant Paramedics to further develop clinical streaming both internally and externally to the organisation alongside senior clinical leadership.

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- Provide expert advice in relation to Telephone Triage, and its development Expert understanding of clinical risks, and risk mitigation strategies to ensure that the effects of an activity surge are clinically managed to provide the safest possible care for service users.
- To develop regional plans which will contribute to the development of a strategic NWAS delivery framework in line with the Trusts Integrated Contact Centre Business Plan that will ensure all national and locally agreed operational performance standards are able to be achieved.
- The post holder will be accountable for the efficient planning and distribution of all NWAS ICC investigations, ICC Quality Assurance, ensuring at all times the optimum utilisation and performance return on all staff. This includes coordinating resources and proactively distributing workload and staff according to the demands placed on the Service.
- Lead on investigation processes and compliance with responsibility for providing appropriate reporting mechanisms back to the Head of Operations and Consultant Paramedics. This would include all levels of investigations within ICC relating to patient care/response from “low level” incidents through to coronial investigations and the like.
- Attend as required court to provide expert witness information regarding the response provided by NWAS.
- Ensure systems are in place to monitor regional estate cleanliness and all related internal and external infection, prevention and control (IPC) legislative requirements.
- Responsible for overseeing the effective management of all NWAS EOC assets across a large range of defined services, including; technical equipment, clinical prioritisation software and human resource management.
- Ensure systems are in place to monitor regional estate for IPC matters relating to ICC.
- The post holder will contribute to and be actively involved in all transformational change programs within the Urgent and Emergency Care strategy including the transformation to aligned triage systems, new models of care, and hardware platforms.
- When requested, be able to deputise for the ICC Head of Service Operations at key internal and external meetings (including National meetings) covering the full range of decision making and functions within the Head of Service portfolio, taking strategic decisions as required.
- To monitor and review the clinical performance within the ICC. Using own experience, data and analysis of highly complex information to deliver redesigned services ensuring engagement with relevant stakeholders as necessary.
- Comply with organisational requirements and procedures for identifying and reporting issues of Safeguarding Vulnerable Adults and Children and assume lead responsibility for safeguarding issues within the Area working closely with the Safeguarding Team.
- Produce safety reports regarding escalation procedures and mitigation of risks for a variety of reasons - Deliver, in both quantitative and qualitative terms, the activity and targets agreed by the Trust Board. - Liaise with colleagues to ensure that activities across the Trust are appropriately co-ordinated and integrated. - Establish a working relationship with key stakeholders and external partners including the Clinical Commissioning Groups and neighbouring Trusts (Acute and Primary care etc) to ensure that the needs of the patients across the service are met.
- Ensure that systems are in place to deliver accurately and in timely fashion, all statutory information requirements. - Development of systems to provide clinical information to staff to enable them to contribute to the benchmark and audit their practice so as to improve the patient experience. - Manage risks within the Trust in line with the risk management strategy and supporting procedures.

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- Chair as agreed Trust wide and multidisciplinary meetings including Consultation meetings, project boards and work streams, policy development groups, Health and Safety meetings etc.
- Support and promote post-registration education, training and professional development to ensure that it meets the needs of the Trust.
- Form part of the ICC on call roster as required.

## Corporate responsibilities

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- Compliance with trust policies, procedures and protocols at all times.
- Compliance with all statutory and legal duties including the Freedom of Information Act 2000; Computer Misuse Act 1990 and keep up to date with any changes or additions relevant to legislation.
- Maintain confidentiality and security of all information in accordance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018, the common law duty of confidentiality and, for the protection of patient confidentiality, the principles of Caldicott.
- Support positive action in service of the Equalities Act 2010 and the trust commitment to antiracism.
- Provide a healthy, safe and secure working environment by adhering to health and safety regulations, trust policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.
- Abide by the NHS values and the NHS Constitution, maintaining the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole.
- Maintain own CPD to enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the trust.
- Act within acceptable parameters as an employee / manager of the trust, having regard to the applicable code of conduct for your role and ensuring own practice is in accordance with trust policies.
- Contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to the role.
- Regularly review own practices and make changes in accordance with current and / or best practice, making suggestions for improved practice and identifying where other activities affect own practice.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Contribute positively to the effectiveness and efficiency of the teams in which they work.
- Act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with trust policies. Identify and act when own or others' action undermines equality and diversity.

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- Raise concerns around risk, malpractice, or wrongdoing at work, which may affect patients, staff or the organisation at the earliest reasonable opportunity.

## Safeguarding children

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- To recognise and report to the appropriate authorities any concerns regarding child protection issues, including possible child abuse.
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).  
<http://www.workingtogetheronline.co.uk/index.html>

## Safeguarding adults

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- To recognise and report to the appropriate authorities any concerns regarding vulnerable adult issues, including social care and mental health.
- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the role. It may be subject to change in the light of developing organisational and service needs and wherever possible, change will be pursuant in collaboration with the post holder.

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## Person specification

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### Skills / competencies

- Can evidence innovative and strategic thinking ability **App/Int/AC**
- Is credible to internal and external stakeholders **Int/AC**
- Has strong analytic, and critical reasoning skills involving highly complex facts or situations and capable of effective analysis, interpretation and comparisons of a range of options. **Int/AC**
- Able to demonstrate the ability to provide and receive highly complex information where there are significant barriers to acceptance. **App/Int/AC**
- Ability to demonstrate the ability to communicate in situations where it is considered sensitive or highly contentious. **App/Int/AC**
- Ability to translate strategic goals into effective and achievable operational plans and capable of monitoring their progress and outcomes. **Int/AC**
- Effective and adaptable interpersonal and influencing ability including the ability to persuade others with personal conviction and facts. **Int/AC**
- Able to lead, develop and motivate team working. **Int/AC**
- Highly developed negotiating and influencing skills. **App/Int/AC**
- Able to make sense of complex and conflicting priorities and reach effective and speedy solutions. **App/Int/AC**
- Can lead and motivate complex singular or multi-disciplinary teams. **App/Int/AC**
- Is politically astute with knowledge of local decision making and influencing bodies. Open and democratic style. **App/Int/AC**
- Ability to handle detail within strategic plans and make informed decisions and judgements. **App/Int/AC**
- Ability to assess risks, anticipate difficulties and successfully address them. **App/Int/AC**
- Demonstrable compassionate and inclusive leadership **Int/AC**
- Experience in the application of HR processes **App/Int/AC**
- Demonstrable experience of line management responsibilities **App/Int/AC**
- Highly developed negotiating and influencing skills at a senior level. **App/Int/AC**
- Demonstrates resilience, confidence and self-belief when under pressure. **App/Int/AC**
- Committed to promoting diversity and awareness of equal opportunities **App/Int/AC**
- Able to produce results to deadlines and work under pressure **App/Int/AC**
- Able to be flexible – across geographical areas and work hours **App/Int/AC**
- Able to work and lead effectively within a team **App/Int/AC**

### Qualification and knowledge

- Registered Health Care Professional  
Educated to Master's degree level in a relevant subject or can demonstrate equivalent experience **App**
- Evidence of audit and evaluation / benchmarking of clinical services **App/Int/AC**
- Master's degree in a relevant clinical field (or working towards) **App/Int/AC**
- Evidence of recent on– going personal development action, as well as activity and reflective practice **App/Int/AC**
- Full driving license **App**
- Current broad knowledge of the national NHS context. **App/Int/AC**
- Strategic awareness of the challenges facing health and social care, and in particular Ambulance Services **App/Int/AC**

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- Experience of practice, and development of systems to deliver and monitor clinical training, and additional professional development **App/Int/AC**
- Current call triage qualification and evidence of current practice **App/Int/AC**
- In depth knowledge and understanding of emergency and 111 call triage **App/Int/AC**
- Formal management training or demonstrable experience **App/Int/AC**
- Evidence of relevant Continuing Professional Development. **App**
- Has specific in-depth knowledge of the challenges facing the multi-agency urgent and emergency care environment gained through a mix of experience and formal training. **App/Int**
- Has specific in-depth knowledge of the challenges facing health and social care gained through a mix of experience and formal training. **App/Int**
- Has current broad knowledge of the national NHS context in respect of transforming the response to urgent and emergency patient care needs. **App/Int/AC**

## Experience

- Demonstrate extensive senior management experience. **App/Int**
- Extensive knowledge and experience in Urgent and Emergency Care setting **App/Int**
- In depth knowledge across a number of disciplines including performance management, information systems, staff management and financial management within the Emergency Service Sector **App/Int**
- Experience of patient care delivery in the pre-hospital environment. **App/Int**
- Can demonstrate experience of leading staff employed in the provision of patient services. **App/Int**
- Has business planning, objective setting and performance management experience and is able to formulate medium/long term and tactical plans (which contribute to strategic plans) involving uncertainty and which might impact on the Trust and geographical area outside the Trusts boundaries. **App/Int**

## Values and behaviours

- Working together – demonstrate collaborative and inclusive working and challenge behaviour that is not inclusive or acceptable – **App / Int**
- Being at our best – professional and adaptable and takes pride in work - **Int**
- Making a difference – act with compassion, kindness and integrity towards everyone – **Int**

**Key:** App – application form                      Int – interview                      AC – assessment centre

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