**Job Description & Person Specification**

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| Position: | NHS 111 CQI & DoS Lead- Non Clinical | Division: | NHS 111 |
| Location: | Derby or Oldbury  (travel to other sites and external locations required) | Reporting to: | Head of Clinical Development & Quality, 111 |

Purpose of the Role

* The DHU 111 CQI & DoS Lead is responsible for delivering a programme of quality improvement, education and training.
* Accountable subject matter experts in the integration of DoS, systems and processes within the DHU 111 contracted areas.
* To maintain the functionality of Adastra through robust testing and investigations
* To plan, test, deliver and monitor all NHS Pathways Release updates ensuring that there is clear communication within all relevant departments at DHU and regional stakeholders
* Participate in planning and co-ordination of system testing, resiliency and management of the implementation and evaluation of projects through to completion.
* The role promotes the ethos of continuous learning and development to improve patient journeys and outcomes.
* Key responsibilities include adherence to performance and quality standards, making improvements to patient experience, service quality, patient safety and efficiency.
* The role requires an analytical and questioning approach to understand root cause and solution through improvement to technologies, process, training resources, staff and organisational development.

Duties and Responsibilities

* Maintain knowledge and expertise in the NHS Pathways Clinical Decision Support Software through regular call taking.
* In-depth knowledge of NHS Pathways Audit and CQI management processes to support the organisation to develop improvements in the quality of calls and patient journeys
* Accountable for the robust testing and quality assurance of the NHS Pathways system and Adastra platform project plan, working with external agencies where necessary
* Responsible for the maintenance of the Integrated Urgent Care mapping document
* Attend Call Review Meetings with external providers to review patient journeys with a view to improving patient outcomes across all systems, both internal and external, and sharing the learning between all NHS organisations involved in the patient’s care
* To identify issues that may affect quality and/ or patient safety through analysis quantitative and qualitative data, completing reports for presentation at internal Governance meetings
* The creation and dissemination of processes and procedures that support the patient journey and embed a culture of continuous quality improvement across the call centre and training teams
* Maintain a clear audit trail of changes to documents/procedures/ call centre manual, ensuring ISO compliance and governance processes are followed.
* Responsible for the collation of DoS intelligence and analyse effectiveness of DoS profiles, working in conjunction with regional DoS teams to help influence IUC service profiles and patient mapping
* Responsible for analysis of NHS 111 DoS KPI data compliance, identification of areas for improvement, staff training and engagement with DoS and collaborative working with the DoS teams to improve best practice for service returns
* To work with local and national DoS leads to promote and share best practice via a collaborative workspace.
* To manage DoS data analysis and queries to support in the maintenance of a comprehensive DoS
* Report any trends or significant concerns regarding DoS services or appointment bookings to the Senior Management team and Directors where appropriate
* Design and deliver targeted programmes of training programmes to address performance issues, identified learning needs and system developments
* Provide reports to the Senior Management Team on progress of CQI targets and key performance indicators to inform decision making and future priorities for improvement and innovations.
* Lead on effective development of new service implementation where required
* Maintain excellent communication between the CQI Team ensuring others are fully informed of work portfolio and its progress
* Escalate any issues identified with the NHS Pathways system and content via the NHS Pathways Issues Log where needed
* Maintain a clear understanding of the Business Continuity Plan and triggers for implementation and support required when activated
* Work collaboratively with trainers and managers to identify trends and outliers and take appropriate action to improve individual and call centre team performance supporting a continuous learning environment for all
* Participate in the provision of coaching, mentorship, training and the continuous development of call taking staff
* Ensure ongoing capability and competence of NHS Pathways trainers through regular audit of Pathways training delivery, providing support with identified learning needs when required
* To attend other internal and external meetings as required ensuring all actions are completed in a timely manner

Person Specification

The job holder will have the relevant qualifications, experience and skills to excel in this job role, as further explained in the table below.

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| Academic qualifications | * Accredited NHS Pathways User * Accredited NHS Pathways Coach * Accredited NHS Pathways Trainer (or willingness to complete training) * Recognised training qualification desirable |
| Skills, knowledge and experience | * Demonstrable system expertise in Adastra and a sound understanding of the relationship with the NHS Pathways system * Ability to grasp technical processes and to communicate these to others in a clear and logical manner * An sound understanding of how the Directory of Services (DOS) works * Experience or good understanding of the NHS Pathways CQI Management Framework * Ability to grasp technical processes and to communicate these to others in a clear and logical manner * Excellent verbal and written communication skills and ability to present self in a professional manner at all times * Ability to analyse and interpret data intelligently and effectively to make meaningful judgement and plan next steps * Experience of performance management including leadership skills that motivate and engage others * Proven ability to give skilled performance related feedback to staff * Ability to design, implement and evaluate targeted performance improvement plans to address competence and performance issues * Ability to design, implement and evaluate training courses required to support the development and learning of all staff groups within DHU Health Care * Expertise in the role of NHS Pathways Health Advisor and an understanding of the role of Clinical Advisor * Excellent computer skills with the ability to use Microsoft Office applications to an effective standard * Awareness of effective record keeping and ISO standards * Excellent organisation and time management skills * Ability to be assertive and challenge others where required * Ability to work effectively both independently and as part of a team |
| Personal attributes | * Thrives on working at a high standard and insists on quality outcomes * Self-motivation and the initiative to see a task to completion * Positive attitude and belief in self * Creative and innovative thinker * A keenness to develop and learn in everyday practice * Strong commitment to role and DHU 111 * Enthusiastic approach to work and challenging priorities with the ability to enthuse, influence and motivate others * Conscientious, reliable, resourceful and proactive * Able to communicate difficult/ sensitive information tactfully * Able to work unsocial hours * Flexibility to meet service needs |

Values, behaviors and principles

The post holder is expected to lead by example in terms of role modelling the behaviors associated with our values.

We are always:

·          Compassionate – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people and communities

·          Accomplished – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual

·          Respectful – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences

·          Encouraging – we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

DHU is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where DHU’s business is carried out

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |