



# Royal College of Emergency Medicine

<b>Role Profile:</b>	Quality Manager
<b>Responsible to:</b>	Head of Quality and Policy
<b>Key working relationships:</b>	Quality team, Chief Executive, Policy Team, Communications team, other office staff, College members, Members of the relevant committees, Council, relevant staff from other Medical Royal Colleges, health and government bodies, commercial organisations, the public.
<b>Grade:</b>	E
<b>Contract:</b>	14-months Fixed Term

## **Job Purpose:**

The role of the Quality Manager is to take overarching responsibility for the implementation, delivery, evaluation and planning of College's work in relation to clinical quality and service delivery.

## **Key Responsibilities:**

Manage and co-ordinate the work of the Quality Team in:

- Effectively design, lead and evaluate the delivery of the College's National Clinical Audit Programme/QIP programme with input from the Head of Quality and Policy
- Develop, publish and maintain clinical or service delivery guidance and standards
- Management and delivery of the College's Invited Service Review programme
- Management of the College's AAC process
- Providing management and administrative support to the following Committees:
  - Quality Care Cluster
    - Quality in Emergency Care Committee
    - Quality Assurance & Improvement Sub-committee
    - Best Practice Sub-committee
    - Safer Care Sub-committee
    - Major Trauma Sub-committee
    - Mental Health Sub-committee
    - Invited Service Review Committee
    - Toxicology SIG
    - Public Health EM SIG
    - Elderly care & Frailty SIG

- Service Delivery Cluster
  - Service Design & Configuration Committee
  - Informatics Committee
  - Sustainable Working Practices Committee
  - Workforce Committee
  - Remote & Rural Working Group
  - Pre-Hospital Emergency Medicine Professional Advisory Group
  - Paediatric Emergency Medicine Professional Advisory Group
  - Same Day Emergency Care SIG
  
- Management of the College's response to national clinical, quality and service delivery consultations
- Responding to ad-hoc endorsements and requests for involvement in quality and service delivery work from other organisations and regulators
- Advising Fellows and Members in relation to clinical quality, audit and quality improvement, service design and delivery, and revalidation
- Updating Fellows and Members of developments in relation to clinical quality, safety issues, and service design and delivery
- Research clinical quality and service design issues to help the College formulate and propose policy for the organisation.
- Lead College engagement with the management colleagues of medical colleges, health organisations, government bodies and other organisations to identify best practice and support & promote the aims and objectives of the College in relation to clinical quality, service delivery and workforce, invited service reviews, AACs, and revalidation.
- Implement and manage the College's quality management system and ISO9001 certification.
- Delivery of the College's revalidation work
- Monitor and report on external developments relevant to the College quality and informatics agenda.
- Work with key Officers of the College to enable them to respond to government consultation documents and legislation.
- Develop and oversee the content of the website to contain timely information relating to the work of the relevant committees.
- Work with key Officers of the College to develop the communications strategy for quality and service delivery dissemination.
- Provide supervision and managerial support to the Quality Officers.
- Travel in the UK and abroad as required for the development and pursuit of College objectives.
- Maintain detailed documentation of the administrative processes relevant to the post.
- Undertake such other tasks as may be reasonably expected within the scope and grade of the post at the request of College Management to ensure College objectives are met.

## **COLLEGE POLICIES AND PROCEDURES**

The post holder is expected to follow all College policies and procedures including those covered in the Employee Handbook.

## **CONFIDENTIALITY**

All employees are under an obligation to ensure that any information that he or she has access to, relating to RCEM business is kept confidential and compliant with the Data Protection Act.

## **HEALTH AND SAFETY**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

*Quality Manager (Aug22)*

## **COLLEGE VALUES**

### **Reliability**

Ensuring our stakeholders receive a dependable, effective and efficient service.

Required behaviours:

- Ensuring the continuity of services during absences
- Providing information and material on time: keeping our promises
- Ensuring work has been completed to the right standard
- Being clear about our requirements and the regulations that guide our work

### **Communication**

Communicating internally and externally in a proactive way.

Required behaviours:

- We are open, approachable and encourage communication
- Updating stakeholders through regular sharing across the range of our activities internally and externally
- Communicating our strategy so that our stakeholders understand what we are aiming for
- Our communications are straight forwards, helpful, clear and concise
- Listening to the views of others to understand individual needs and requirements

### **Respect**

Treating our stakeholders and colleagues with respect.

Required behaviours:

- Appreciating and valuing the work and contribution of others
- Respecting the opinions and views of others
- Trusting each other to do the right thing
- Dealing with colleagues and stakeholders professionally
- Demonstrating that respect in the way in which we communicate

### **Excellence**

Enabling high standards of work to be maintained.

Required behaviours:

- Providing an accurate and responsive service
- Routing stakeholders quickly to the right contact point to deal with any questions
- Setting and communicating clear objectives and timescales for our work
- Measuring our performance against our standards
- Working to the best of our abilities and seeking opportunities for continuous improvement

### **Equality**

Treating all stakeholders internally and externally fairly.

## **RISK MANAGEMENT**

All staff have a responsibility to identify risks and report these to their line manager. In addition to report all accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

**EQUAL OPPORTUNITIES**

The RCEM is committed to its equal opportunities policy, and it is the duty of every employee to comply with the detail and spirit of the policy.

**ADDITIONAL INFORMATION**

This role profile is intended to provide a broad outline of duties that may be required and is not intended to be exhaustive. It is subject to review and amendment in consultation with the post holder in order to reflect changes in the pattern, organisation and development of the services required.

**Person Specification:**

Essential	Desirable
<i>Qualifications:</i>	
<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of continuing personal development</li> <li>• Quality Improvement qualification or formal training</li> <li>• Training in ISO9001</li> </ul>
<i>Practical experience:</i>	
<ul style="list-style-type: none"> <li>• Knowledge and experience of clinical audit</li> <li>• Knowledge and experience of healthcare quality improvement</li> <li>• Experience of team management</li> <li>• Experience of delivering projects</li> <li>• Experience of handling multiple workstreams and prioritisation of work</li> <li>• Working to tight deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of stakeholder engagement</li> <li>• Experience of writing reports for public dissemination</li> <li>• Experience of working within emergency medicine</li> <li>• Knowledge of the work that Royal Colleges do</li> <li>• Experience of ISO9001</li> </ul>
<i>Skills:</i>	
<ul style="list-style-type: none"> <li>• Good written communication skills</li> <li>• Experience of report writing</li> <li>• Analysis of statistical data</li> <li>• Computer literate: word processing (Word) and spreadsheets (Excel)</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of research surveys</li> </ul>
<i>Personal Qualities</i>	
<ul style="list-style-type: none"> <li>• Excellent interpersonal, communication and organisational skills</li> <li>• Attention to detail</li> <li>• Ability to prioritise and work to tight deadlines</li> <li>• Confident with numeracy</li> <li>• Initiative, self-motivated and innovative</li> <li>• Team player with evidence of collaborative working</li> <li>• Professional manner and appearance</li> <li>• Ability to work independently</li> <li>• A commitment to maintain high customer care standards</li> <li>• A commitment to upholding the organisational values</li> <li>• Ability to influence and motivate others</li> </ul>	