

Performance and Quality Improvement Officer

Job Description

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Job Title:	Performance and Quality Improvement Officer
Department:	Performance & Quality
Hours/ Contract:	37.5 hours per week
Tenure:	Full Time, Permanent
Salary:	£26-£27.5k per annum
Reports to:	Performance & Quality Manager
Based at:	Glover Street, Birmingham

Summary

This role provides monitoring and assessment of quality assurance and delivery of continuous improvement initiatives across the business. This includes the achievement of related standards, outcomes and the correct use of processes and systems to ensure full quality compliance meeting and exceeding contractual obligations to the ICB, CQC and NHS England.

The postholder will be required to support the work of the Data Team in promoting awareness of data quality across the business and facilitating continuous improvement in the quality of data in order to provide the best quality information, in an easy to digest format to the organisation and its partners.

Duties also involve providing support, coordination, and delivery of quality improvement strategic projects in an efficient and timely manner, being thorough and maintaining accuracy, liaising with colleagues at all levels, taking responsibility and accountability for own workload and ensuring that deadlines are met.

Key Accountabilities

- Design, monitor and support continuous improvement activities with line manager and operational managers and their staff. Conduct evidence-based quality checks (e.g., observations, file audits, quality monitoring etc)
- Create, manage and monitor effective continuous quality improvement plans (including actions for improvement following audits and monitoring) with operational managers and delivery partners, to improve quality compliance and performance.
- Contribute to the systematic collation, analysis and monitoring of service performance and provision and ensure that results are used to drive continuous improvement.
- Support in the management and maintenance of the risk reporting framework.
- Build and maintain positive relationships with key stakeholders regarding quality performance tracking of services i.e., ICB, CQC, NHSE/DoH
- Support the Head of Performance and Quality in the continuous improvement and adherence to national standards set by quality regulators i.e., CQC.
- Contribute to the production of regular and adhoc reports including: -
 - Weekly Business Performance analysis across all areas of the business.
 - Monthly and quarterly performance reports (NQR & KPI)
 - Clinical data reports.
 - Call Centre performance statistics
 - Reports required by other departments.
- Support in the translation of performance monitoring data into improvement reports and action plans to drive performance and quality improvement.

The job description may be subject to review.

This job description is not exhaustive, and it is expected that the post holder will be flexible in their approach, and undertake any reasonable duties as requested by Management.

Relationship to other roles

Performance and Quality Improvement Officer will be a part of the Performance & Quality Team, reporting the Performance and Quality Manager. This post will also involve extensive liaison with Executive Team members and other departments within Badger Group.

Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression against its employees.

Confidentiality

Your attention is drawn to the confidential nature of the information collected. The unauthorised use of disclosure of patient information or any other personal information, staff code of conduct and/or Data Protection Act 2018 is a disciplinary offence and could result in prosecution or action for civil damages under the Data Protection Act 2018.

Disclosure and Barring Service (DBS)

This appointment will be subject to a criminal record check from the Disclosure and Barring Service (DBS) at Enhanced level.

The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation.

Performance and Quality Improvement Officer Person Specification

Criteria	Essential	Desirable
Education/Qualification	<ul style="list-style-type: none"> • Minimum GCSE Maths and English grade A-C or equivalent. • Education to Degree level or equivalent experience in a relevant field. • Interest in professional development and further training. 	
Skills/Abilities	<ul style="list-style-type: none"> • Highly motivated, and enthusiastic individual. • Basic knowledge of change management or service improvement. • Considerable administrative experience gained working as part of a team and also using own initiative. • Ability to interpret, analyse and question data. • Adept at queries, report writing and presenting findings. • Excellent organisational skills. • Effective verbal and written communication skills with the ability to deliver clear and concise messages. • Ability to work to tight deadlines delivering high performance standards. • Good planning and organisational skills. • Work with management to prioritise business and information needs. 	Able to communicate at all levels of the organisation and demonstrating appropriate level of tact or diplomacy.
Relevant experience	<ul style="list-style-type: none"> • Experience of developing and maintaining stakeholder relationships. • Knowledge of Quality Improvement methodology and tools • Experience of project coordination/project management. • Monitoring and reviewing performance against set KPIs. • Quality assurance and validation of performance data. • Trend analysis. • Presentation of data and analysis to best suit environment / individuals' requirements. 	NHS/ Healthcare experience Knowledge of clinical systems e.g., Adastra

Knowledge	<ul style="list-style-type: none"> • Strong knowledge of Microsoft Office, inc. Word & PowerPoint • Intermediate / advanced level in MS Excel. 	<p>Experience and knowledge of Out of Hours health services</p> <p>CQC regulations</p> <p>Experience in using editing tools such as adobe/canva</p> <p>Experience in using marketing tools such as mailchimp</p>
Personal Qualities	<ul style="list-style-type: none"> • Well presented and professional attitude. • Hands-on approach. • Positive outlook. • Strong sense of integrity. • An excellent eye for detail and inquisitive nature. • Self-confident. • Resourceful and innovative. • Excellent social and interpersonal skills. • Open and tolerant of diverse culture and groups. • Calm and methodical. 	