

## **JOB DESCRIPTION**

Post title: Quality & Compliance Officer

Responsible to: Chief Executive

**Hours of Work:** 37 hours per week

**Location:** Treetops Hospice Care, Derby Road, Risley, Derbyshire DE72

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## 1 Purpose of the Role

- To ensure the charity is compliant with external regulatory requirements and internal policies.
- To coordinate annual audit and assurance programme.
- To manage the charity's policies and procedures, ensuring documents are up to date with current legislation and practice and remain coherent with each other. To develop compliance within the Vantage digital platform.
- To keep abreast of all matters relating to GDPR and Information Governance in the role of Data Protection Officer, to create awareness and deliver training across the organisation.

## 2 Specific Duties

#### Compliance with Regulations

- To keep up to date with, and understand, laws and regulations relevant to the organisation. These include but are not limited to the Care Quality Commission, Institute of Fundraising, Gambling Commission and GDPR
- Monitor compliance with laws, regulations and internal policies, ensuring your findings are recorded and followed up with relevant committees and/or managers so that issues can be rectified
- Investigate irregularities and non-compliance issues. Escalate areas of concern
- Raise awareness within the organisation of not only the law and regulation but also the impact on the organisation if these are not complied with
- Contribute to robust and effective compliance controls within the organisation
- Assist in the gathering of information in response to regulatory requests
- Support and advise the Senior Leadership Team and Department Heads with relevant regulatory and/or professional compliance activities.
- Collaborate with all departments to promote a culture of compliance

#### Information Governance

- Ensure compliance and raise awareness of the requirements of Information Governance and GDPR across the organisation
- Maintain a good knowledge and understanding of GDPR, Access to Health Records Act 1990 and the Caldicott Principles.
- Provide advice and support the Senior Leadership Team, SIRO, Information Asset Owners, Caldicott Guardian and all other hospice colleagues in relation to regulatory requirements pertaining to IG and GDPR. To advise on action to be taken in the event of a data breach.
- To participate in regular data management meetings.
- Responsible for gathering evidence of compliance to enable the annual completion and submission of the NHS DSPT Toolkit

## Audit

- Responsible for monitoring the clinical and non-clinical audit and assurance programme.
- To provide advice and support to colleagues in relation to the completion of audits and report writing.
- Responsible for ensuring all actions arising from recommendations made from audits are assigned to the most relevant person for completion. Responsible for tracking and reporting on progress with these actions through to completion.
- To promote the benefits of audit and continuous improvement throughout the organisation.

## Policy & Procedure

- To manage the charity's catalogue of policies and procedures, ensuring documents are up to date with current legislation and practice and remain coherent with each other.
- Ensure the document review process, including ratification and approval of documents, is completed in a timely manner.
- Responsible for ensuring all policies and procedures displayed on the staff intranet are the most up to date versions and have been ratified by the relevant group or committee.
- Provide advice and support to colleagues who are reviewing and updating policies and procedures or when drafting new documents. Providing advice and references where needed. Proof reading prior to publication.
- To alert staff of significant changes made to policies and procedures

#### 3 Other Duties

- Establish good working relationships across the organisation and with internal colleagues and external stakeholders
- Adhere to Treetops Hospice Care's health and safety procedures and regularly update and maintain knowledge of safety rules, fire drills, internal security and accident procedures.
- Perform other duties appropriate to the role
- To be strongly committed to, and continually promote the vision, values, objectives and culture of the Hospice

Normal hours of work are from 08.30 am to 4.30 pm Monday to Thursday and 08.30 am to 4:00 pm on Friday or as agreed with the Chief Executive, with ½ an hour for lunch. You may be required to work additional hours as necessary which may include unsocial hours outside the above times for which TOIL will normally be given, rather than payment.

The above outlines the duties required for the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.

# **PERSON SPECIFICATION**

**Quality & Compliance Officer** 

Post: Quality & Compliance Officer	Essential	Desirable	How Assessed
Qualifications/Education & Training	5 GCSEs at level C or above including Maths and English	A Levels	Certificates
	Relevant professional qualification and membership of appropriate professional body.	Qualified Data Protection Officer	Certificate/Application & Interview
		IT Qualification	Certificates
Experience & knowledge	Expert knowledge of UK and EU data protection law and practices		Application & Interview
	Detailed knowledge of the UK GDPR		Application & Interview
	Previous experience in audit and compliance	Quality Assurance Experience	Application & Interview
	Ability to analyse information and critically evaluate data	Experience of undertaking investigations and audits	Application & Interview
	Experience of assessing and monitoring data protection impact assessments		Application & Interview
	Experience in preparing and reviewing Information Sharing Agreements		Application & Interview
	Detailed understanding and experience of risk management practice and its application to data protection		Application & Interview
	Ability to manage discord or concern in a proactive non-confrontational way	Experience of managing staff &/or "managing up"	Application & Interview

	Experience of writing policies, procedures and guidance		Application & Interview
	Good understanding of information security protocols and the technology that supports		Application & Interview
	them	Knowledge and experience of healthcare services	Application & Interview
		Understanding of CQC and relevant regulations	Application & Interview
Skills & Competencies	Intermediate in MS Word, Excel, PowerPoint and Outlook		Application/Certificates Admin exercise at interview
	Excellent communication and organisational skills with attention to detail.		Application & Interview
	Ability to compose complex letters and emails		Application & Interview
	Ability to undertake research and interpret outcome		Application & Interview
	Ability to develop and deliver awareness-raising and training to a wide range of audiences		Application & Interview
	Willing & able to keep up- to-date with legislation/ guidelines/new/ best techniques/ as they change or study for/ obtain/ train for further skills and qualifications need for the role.		Application & Interview
	Ability to negotiate and persuade		Application & Interview
	Excellent eye for detail		Application & Interview
	Excellent presentation skills		Application & Interview
	Highly organised with ability to prioritise and manage expectations		Application & Interview
	Ability to work flexibly		Application & Interview

Personal Attributes	Hardworking and an effective team player	Application & Interview
	Self-motivated and able to work unsupervised	Application & Interview
	Highest standards of integrity and confidentiality	Application & Interview
	Professional yet friendly manner	Application & Interview
	Ability to work well under pressure	Application & Interview
	Integrity and high professional ethics	Application & Interview
	Ability to challenge issues of non-compliance in an assertive manner	Application & Interview