



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 3SS

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.

