

Job Description

Job Title	Head of Quality
Salary	£65,000 per annum
Location	St Luke's Hospice, HA3 OYG
Reporting to:	Director of Nursing and Clinical Services

Job Purpose and scope

The Head of Quality will lead and deliver a robust, integrated governance and quality framework that drives continuous improvement in quality, safety, and effectiveness across the Hospice.

Working closely with clinical and non-clinical leaders, the post-holder will ensure services are evidence-based, patient-centred, and compliant with all regulatory and statutory requirements. The role provides strategic and operational leadership and management across governance, quality assurance, risk management, patient experience, information governance, and continuous improvement.

The post-holder will also contribute senior clinical leadership, supporting a positive culture of quality, learning, safety, and innovation.

Key Responsibilities Include:

- Developing and implementing a comprehensive Quality Framework and strategy that aligns with regulatory requirements and industry best practices.
- Overseeing quality assurance programs, policy and procedures, including audits, risk management, and continuous improvement initiatives.
- Strengthening effective governance structures and processes to ensure compliance and accountability.
- Ensuring alignment of all quality systems and evidence with the CQC Single Assessment Framework, including mapping evidence to quality statements and evidence categories.
- Collaborating with the Senior Leadership and Executive Team to drive strategic quality objectives.
- Providing leadership and support to clinical staff in complying with Governance and Quality standards.
- Monitoring and analysing quality metrics to identify trends and areas for improvement.
- Leading the preparation for external regulatory inspections and audits.

- Fostering a culture of quality, safety, and continuous improvement throughout the organisation.
- Participation in an on-call rota to support effective operations 24/7

1. Main Duties & Responsibilities

Governance and Risk

- Lead and maintain effective clinical governance systems across the organisation.
- Embed quality, safety, and risk management into all aspects of Hospice operations.
- Act as a core member of the Board-led Clinical Governance Committee, contributing papers, reports, and expert advice.
- Prepare and present high-quality assurance and quality reports to the Board of Trustees and Senior Leadership Team.
- Lead the development, delivery, and evaluation of the annual quality improvement and audit programme.
- Maintain oversight of the organisational risk register, ensuring risks are appropriately assessed, mitigated, monitored, and escalated.
- Support the Director of Infection Prevention and Control in the delivery and assurance of the infection prevention and control programme for the hospice, ensuring compliance with mandatory standards.
- Promote a proactive safety culture by leading and supporting investigations into serious incidents and complex concerns under PSIRF principles. Deliver analytical reports that move beyond individual blame to identify systemic learning, ensuring robust Duty of Candour and sustainable service improvements.
- Monitor, analyse, and report trends in incidents, accidents, near misses, and safety data, ensuring learning leads to service improvement.
- Support medicines management governance processes to ensure safe and effective practice.
- Lead the production of the annual Quality Account and attend external scrutiny meetings as required.
- Support delivery of annual priorities and organisation-wide improvement projects.

Quality Assurance and Improvement

- Develop and implement a comprehensive quality strategy aligned to the Hospice's mission, values, and strategic objectives.
- Lead preparations for CQC inspections and ensure ongoing compliance with registration requirements including continuous readiness aligned to the CQC Single Assessment Framework and quality statements..
- To lead on and support preparations for inspection and review visits by external monitoring bodies including the Care Quality Commission, which will include the gathering, analysing, interpreting and presenting extensive and complex data and information. Drive progress towards achieving and sustaining an Outstanding CQC rating.
- Ensure implementation of national and local clinical guidance (e.g. NICE).
- Promote and embed quality improvement methodologies and a culture of continuous improvement and learning across all services.
- Lead the collection, analysis, benchmarking, and interpretation of quality and performance data, including KPIs and Hospice UK submissions

ensuring insight drives decision-making, risk identification, and service improvement.

- Provide assurance and recommendations based on insight from quality data and patient outcomes.
- To represent the governance and quality agendas at external local, regional and national meetings on behalf of the hospice and communicate outcomes.
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Patient Experience and Engagement

- Lead a comprehensive patient, family, and carer experience strategy, ensuring feedback is systematically captured, triangulated with other data sources, and used to drive measurable improvements. Ensure patient experience data is integrated into governance reporting, contributing to organisational learning and CQC evidence.
- Ensure systems are in place for collecting, analysing, and responding to patient, family, and carer feedback.
- Oversee effective management of complaints, compliments, and concerns, ensuring timely responses and organisational learning.
- Promote meaningful involvement of patients and families in service improvement and quality initiatives.

Research and Innovation

- Lead the development of a research-active culture within the Hospice.
- Support research activity including journal clubs, poster presentations, external research collaborations, and internal project delivery.
- Strengthen the organisation's capacity and governance for research and innovation.

Information Governance

- Provide clinical oversight for information governance arrangements.
- Oversee effective use, development, and clinical integrity of the EMIS clinical database with the support of the informatics team.
- Ensure appropriate management of Data Subject Access Requests.

Leadership and Management

- Contribute to the development and delivery of the Hospice's clinical strategy, ensuring quality and governance are central.
- Foster positive, collaborative relationships internally and externally.
- Provide leadership, direction, and support to Patient engagement, Informatics, Risk and Compliance & Administration teams.
- Ensure effective people management, including recruitment, supervision, appraisals, and performance management.
- Manage departmental budgets and resources effectively.
- Maintain professional registration, CPD, and revalidation requirements.
- Undertake additional responsibilities aligned with skills and organisational need.
- Ensure alignment between quality governance and workforce governance, including oversight of training compliance, safe staffing risks, and workforce-related quality indicators.
- Promote a culture of continuous learning, psychological safety, and high performance across teams.
- Promote a Just Culture and Freedom to Speak Up environment, ensuring staff feel safe to raise concerns and that learning is embedded across the organisation.

- Participate in the senior on-call rota as required to support 24/7 operations.

EQUAL OPPORTUNITIES

Comply with and promote St. Luke's Hospice Equal Opportunity Policy and avoid any behavior which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, color, nationality, ethnic or national origins, religion, disability, creed, class, gender or sexual orientation.

MISSION & CORE VALUES

All Hospice staff are expected to work in line with St Luke's Mission & Core Values as these precepts act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviors and attitudes of all employees as the work they undertake, whether it is direct or indirect care is ultimately for the benefit of patients. The Mission and Core Values are an integral part of all job descriptions, the probationary period and performance and development reviews.

OTHER

St Luke's Hospice is committed to Equal Opportunities for all present and potential members of staff and patients. Therefore St Luke's Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

This job specification may be modified in the light of development and changing circumstances, according to the needs of the service, and in consultation with the post holder. The post holder should be prepared to undertake any further duties that arise as the post develops. All members of nursing staff may at times be required to work in other parts of the Hospice, commensurate with the roles and responsibilities laid out in this job description.

Person Specification

ATTRIBUTE	ESSENTIAL	DESIRABLE
Education & Qualifications	<p>Registered with relevant professional body either Nursing and Midwifery Council (NMC) or Health and Care Professions Council (HCPC)</p> <p>Educated to degree level</p> <p>Master's Degree or equivalent experience that can be evidenced</p> <p>Evidence of continued professional development</p> <p>Extensive knowledge of clinical governance process and procedures including risk management</p> <p>Knowledge of CQC Key lines of enquiry, patient safety initiatives and monitoring matrix, KPIs and benchmarking</p>	<p>Significant experience in a senior quality management role within a healthcare setting.</p> <p>Proven track record of leading quality improvement initiatives and achieving measurable outcomes.</p> <p>Experience in managing compliance with healthcare regulations and standards, particularly CQC.</p> <p>Experience in staff management and development.</p> <p>Understanding of the current issues pertaining to specialist palliative care</p> <p>IOSH trained</p>
Knowledge and Experience	<p>Understanding and experience of CQC inspections</p> <p>Understanding and experience of user engagement strategies</p> <p>Policy development</p> <p>Analysis and presentation of data</p> <p>Experience of leading and conducting investigations</p> <p>Delivering QIP projects and clinical service improvement projects using quality improvement methodologies</p> <p>In-depth knowledge of quality assurance methodologies, clinical governance, and regulatory requirements in healthcare.</p> <p>Strong analytical and problem-solving skills, with the ability to interpret complex data and drive decision-making.</p>	<p>Research</p> <p>Database management</p>

Skills / Personal attributes	<p>Commitment to the mission and values of St Luke's Hospice.</p> <p>Compassionate approach to patient care.</p> <p>High level of integrity and professionalism.</p> <p>Resilient and adaptable, with the ability to thrive in a dynamic and challenging environment.</p> <p>Proactive and innovative, with a passion for continuous improvement.</p> <p>Excellent leadership and people management skills, with the ability to inspire and motivate teams.</p> <p>Exceptional communication skills, both written and verbal, with the ability to influence at all levels.</p> <p>Ability to manage interruptions and priorities</p> <p>Ability to manage sensitive and difficult situations e.g., complaints</p> <p>Experience of leading and influencing change</p>	Proficiency in the use of quality management software and tools.
Additional Requirements		

Employees signature:	Date:
Line Managers signature:	Date: