

JOB DESCRIPTION	
Job title:	Clinical Quality & Governance Manager
Team/Department:	Integrated Urgent Care Division
Location:	Main place of work as agreed
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Divisional Quality Director
Job titles reporting to the post holder:	Senior Clinical Governance Officer Clinical Governance Officer
Date the role profile was revised:	June 2025

JOB PURPOSE

The Clinical Quality and Governance Manager will play a pivotal clinical leadership role in shaping and driving the quality and safety agenda across the IUC Division, with a focus on quality leadership and assurance on clinical standards.

Reporting to the Divisional Quality Director, you will oversee clinical quality processes, quality improvement projects and work in, and with, a dynamic team, ensuring the highest standards of patient care, compliance, and quality improvement. You bring clinical experience and expertise from the IUC, primary care or emergency care setting that enables you to make decisions and assessments that lead to improvement to patient experiences in both a proactive and reactive manner.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Leadership

- Support the Divisional Quality Director and Head of Quality to make sure all staff understand the vision and objectives of the organisation and services.
- Collaborate closely with the Divisional Quality Director to define, monitor, and achieve regional/contractual quality goals.
- Provide leadership to the Quality team, aligning their efforts with the organisation's vision and objectives.
- Demonstrate exceptional leadership to deliver outstanding patient care through our eight leadership qualities: Accountable, Challenges, Delivers, Resilient, Inspires Others, Collaborative, Relationship Builder, Skilled Communicator.
- Lead by example on our four values of Innovation, Care, Respect and Excellence and our organisational cultural pillars to provide clarity, hold colleagues to account, support them to be their best and celebrate their successes.
- Effectively manage the Quality targets and indicators.

- Drive quality and safety goals and ensure all objectives are well defined and are regularly reviewed by the team to ensure that they remain achievable and relevant.
- Support the clinical leadership to (clinical) colleagues in the organisation and support innovative thinking in care delivery.
- Lead and drive a philosophy of continuous improvement across the organisation. Support the development of all clinical governance officers.
- Represent the organisation in external engagements, building collaborative relationships with stakeholders and regulatory bodies.
- Ensure the implementation and review of the impact of national policy and guidance relating to patient safety and quality issues.
- Ensure continuing professional development and a culture of learning for yourself and the wider regional team; including mentoring and support.
- Take a lead role in supporting the physical, mental and financial wellbeing of colleagues.
- Play an active part in facilitating and celebrating our culture of inclusion and belonging.

Strategy

- Support the Divisional Quality Director and Head of Quality with implementation of new business, partnerships and other collaboration opportunities.
- Manage existing partnership arrangements with internal and external stakeholders.
- Work closely with system partners to ensure a whole system approach.
- Work towards genuine integration of Urgent Care Services with other stakeholders.
- Support development within the Quality and other IUC teams.

Quality

- Ensure patient safety and clinical quality meets the clinical governance standards of IC24 and that the highest standards of patient care and safety are implemented. This includes contractual oversight of the management of patient safety incidents, complaints and general incidents, ensuring timely and thorough responses.
- Maintain a fair and consistent approach to clinical assurance, utilising data and recording systems available to evidence outcomes for patients.
- Interpret and utilise clinical audit data to improve patient outcomes and experiences.
- Lead patient feedback forums and engagements.
- Support the Divisional Quality Director and Head of Quality in assuring commissioners on all clinical quality matters for the service; attend commissioner meetings as required.

- Ensure the team are informed and responsive to trends and themes in complaints and incidents and participate in shared learning.
- Support the organisation in delivering QI projects for the division. and act as (clinical) expert in this process.
- Liaise with the central audit team to maintain a robust system for clinical audit activity across the region, supporting corporate audits and undertaking bespoke clinical audits as agreed.
- Exercise clinical expertise and knowledge when leading investigations and apply clinical reasoning in investigation processes.
- Produce detailed monthly quality reports for in- and external stakeholders, ensuring these are delivered to a high standard in a timely manner with clinical narratives providing a deep dive approach to governance matters.
- Contribute to the development/review of policies/standard operating procedures as required.
- Ensure that data is collected and analysed in a robust and appropriate way to inform (clinical) decision making and improvement across the region.
- Ensure compliance with all Safeguarding policies and procedures and liaise with the organisational Safeguarding Lead to enable an effective learning environment.

Financial

- Monitor clinical key performance indicators (KPIs) to ensure the delivery of timely, high-quality patient care.
- Provide support to the Divisional Quality Director in assessing the quality impact of resource allocation and ensure a suitable level of understanding with regards to impact on budgets and revenue.

People Management

- Support the People team to develop and deliver plans to create and maintain a great place to work.
- Drive a high standard of recruitment and selection to attract talented people into the organisation.
- Work to improve the colleague experience, reduce absence and increase retention and, in turn, improve the experience of our patients.
- Ensure compliance with all essential learning, DBS checks and other relevant requirements.
- Work with own team to develop and retain a pipeline of future talent and grow career within our organisation.
- Identify and support career plans for colleagues and input into continuous professional development (CPD) plans for all service areas.
- Promote a learning environment, which capitalises on opportunities to develop innovative approaches to meeting specific needs.
- Lead or support formal employee relations cases as and when requested by the People team.

Performance

- Regularly review and understand key performance indicators ensuring that patients are receiving timely care appropriate to their need.
- Ensure there is a robust corporate annual audit schedule in operation for the relevant contracts.
- Be a visible clinical leader that engages with all staff in all settings. Be prepared to deliver ad hoc clinical mentorship and guidance whilst maintaining the core interest of patient safety at all times.
- Actively reward, recognise and celebrate exceptional colleague contributions and performance within your region.

Additional Duties

- Undertake on call duties as required as part of the IC24 on call structure.
- Any other duties as reasonably requested.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

VALUES

Respect

We recognise each other's differences and show consideration for one another and the environment we live in.

Innovation

Our people are made to be brave, and at IC24 we celebrate brave ideas and brave people. Innovation is at the heart of what we do. We develop our own clinical systems, which not only demonstrates innovation but value for money too.

Care

We're committed to providing the best possible care to our patients and our people. We believe in getting our patients the right care. For our people, we have a host of health and wellbeing initiatives to make sure they're supported in the workplace. This includes access to free counselling support.

Excellence

We strive to be the best in everything we do. We give our people access to a host of learning and development opportunities, because an investment in our people is an investment in patient care.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements		Essential or Desirable
Qualifications & Training	<p>Degree level education</p> <p>Management / Leadership course, module, qualification or equivalent experience</p> <p>Evidence of continuing education & professional development</p> <p>Quality Improvement course, module, qualification or equivalent experience</p> <p>Clinical qualification and registration with the NMC or HCPC.</p> <p>Advanced Care Practitioner qualification (or working towards)</p>	<p align="center">E</p> <p align="center">E</p> <p align="center">E</p> <p align="center">D</p> <p align="center">E</p> <p align="center">D</p>
Experience	<p>5 years' experience of working within an emergency, urgent, primary or secondary healthcare setting</p> <p>Strong quality and governance experience including the effective management of complaints, incidents, Experience of working with the PSIR Framework</p> <p align="center">Experience of leading a team</p>	<p align="center">E</p> <p align="center">E</p> <p align="center">E</p>

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Practical / intellectual skills	Proven oral and written communication skills with the ability to build and maintain good working relationships	E
	Able to manage difficult situations effectively and to work under pressure	E
	Able to prioritise and meet deadlines, working in an organised way with excellent time management skills	E
	Effective negotiation skills	E
	Ability to delegate effectively	E
	Effective team player	E
	Excellent interpersonal and communication skills	E

Requirements		Essential or Desirable
	Excellent knowledge of governance and quality matters, including PSIRF.	E
	Experience of providing professional support/supervision and motivation of staff	E
	Knowledge of working within unscheduled care	D
	Evidence of strong and effective compassionate leadership skills	E
	Human Factors course, module, qualification, or equivalent experience	D
General	Analytical	E
	Flexible	E
	Passionate about quality standards	E

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