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| **JOB DESCRIPTION** |
| **Job title:** |  Group Quality Improvement Director |
| **Team/Department:** | Clinical Services |
| **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:** | Chief Nurse  |
| **Job titles reporting****to the post holder:** | QI support OfficerEvaluation Officer, BIA analyst, Research manager |
| **Date the role profile****was revised:** | August 2024 |
| **JOB PURPOSE**This position offers an exciting opportunity for an inspiring leader to take IC24 Group to a new level of innovation and learning. This further advancing our business strategy of quality assured innovation & improvement through alignment of our people, process, and technology.Working closely with our senior leaders, the post holder will a pivotal role in introducing and delivering methodologies that empower innovation and learning through a continuous quality improvement lens and framework. This improvement framework will facilitate engagement through both an internal and external ecosystem of change champions/managers/subject matter experts, Health & Care service providers, as well as solution suppliers, facilitating innovation evaluation, managed changed, and strategic opportunities. |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES*** The post holder will be the strategic lead for improvement, working with senior leadership and board to design improvement interventions which support delivery of the organisational strategic priorities.
* They will provide expert advice on national policy and global best practice in the design and delivery of improvement, including the development of an organisation wide capability programme.
* Automation of processes, documentation, and reporting. Management of feedback to frontline staff of overly sensitive and contentious information including regular management calls, dashboards, campaigns (to address themes) and appropriate escalation to executive, board and regulators.
* The post holder will support delivery of continuous improvement within IC24 and support commercial activities through our wholly owned subsidiary, CLEO Systems. You will lead teams focused on improving patient, corporate, and staff safety with a specific focus on the PSIRF and cost improvement initiative organisational priorities.
* Provide expert advice and assurances to the board on all improvement issues.
* Put in place arrangements to support the development of a safety innovation & learning focused organisational culture.
* Take responsibility to produce quality insights to provide assurance to the Board of Directors that services are safe, effective, caring, responsive and well led.
* Develop effective links with stakeholder groups, our subsidiaries, and suppliers, promoting good working relationships and proactive communications.
* Monitor, plan and deliver continuous improvement across a complex geography by proactively benchmarking performance using both internal and external comparators adopting best practice to realise these improvements. This will require analysis of complex data from multiple sources
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| * To identify and deliver service improvement activity across the business through.

employing process improvement methodologies and the application of innovative thinking.* To support the delivery of better value and greater efficiency through the identification and elimination of unnecessary complexity within business processes and identification of better ways of working.
* To identify trends and process variations as part of establishing a continuous improvement monitoring system.
* To assist in the development and implementation of a ‘best-in-class’s continuous

improvement strategy.* To complete post implementation reviews and identify opportunities to seed our CLEO Systems pipeline to ensure successful delivery has been achieved and to ensure that improvements can be made for future projects and commercial activities.
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| **COMMUNICATION AND KEY WORKING RELATIONSHIPS**The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders including the following:* Directors
* Regional Quality Directors
* Regional Operational Directors and Managers
* People & Culture
* Quality, Safety and Governance
* Finance
* Digital
* Cleo Systems
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| **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 |

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| building strong professional relationships and alliances with third parties; working with themin a way that maximises the benefits of their involvement.We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon ‘Net Zero’ and sustainability. To find out more on this and to view our Social Impact Report, please click [here](https://ic24.org.uk/annual-reporting/). |
| **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 ColleaguesYou 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.ManagersYou 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.DirectorsYou 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, |

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| sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion orpolitical 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 a basic DBS check. |

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| **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.This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions. |
| **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**

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| **Requirements** | **Essential** | **Desirable** | **How it is identified** |
| **Qualifications and training** | Specific quality improvement qualifications, such as lean or six sigma.Registered Health Care ProfessionalRobust evidence of continuing personal & professional developmentKnowledge of specialist patient safety, human factors and improvement experience developed through practical experience, post graduate training or short courses. | Prince 2 qualificationEducated to Master’s degree level or equivalent knowledge through experience. | Application Interview |
| **Experience** | Experience of hands-on implementation of continuous improvement programs and Lean solutionsExperience of the whole project life cycle, and an ability to operate at each stage | Proven programme and project management experience.Considerable experience of leading & implementing major transformation programmes | Application Interview |
| **Practical skills** | Excellent verbal and written communication skillsExceptional understanding of continuous improvement concepts including Six Sigma, Lean, value stream mappingStrong analytical, project management skills, including a thorough understanding ofhow to interpret business needs and translate them into operational and clinical requirementsAbility to effectively hold others to account.Ability to influence others | Proficient in the use of Microsoft Office, including Project, Visio, Word, Excel, Outlook, and PowerPointExperience of delivering training | Application Interview |



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| **Requirements** | **Essential** | **Desirable** | **How****identified** |
| **General** | The ability to interact professionally with adiverse group of stakeholders, senior managers, and subject matter experts |  | Application Interview |
|  | Open minded |  |
|  | Self-aware |  |
|  | Emotionally intelligent |  |
|  | Innovative |  |
|  | Excellent Orator |  |

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