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**JOB DESCRIPTION**

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| **Job title:** | **HQIP Associate Director** |
| **Reporting to:** | Director of Operations |
| **Salary Range and scale:** | HQIP Band B1 (£62,000 - £85,100)  Pro rata depending upon experience |
| **Contract type:** | Permanent |
| **Hours:** | 37.5 hours per week |

The Healthcare Quality Improvement Partnership (HQIP) is an independent not for profit organisation led by a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing and National Voices. HQIP works in partnership with patients and healthcare professionals to influence and improve healthcare practice at all levels.

**Our vision:**

HQIP aims to improve health outcomes by enabling those who commission, deliver and receive healthcare to measure and improve our healthcare services.

**The work programmes**

HQIP attracts projects and funding from a variety of sources including:

* Governments
* Devolved Nations
* Charities
* Independent healthcare sector
* Other healthcare related bodies

**National Clinical Audit and Patients Outcome Programme (NCAPOP)**

HQIP commissions and manages NHS clinical work programmes on behalf of (and funded by) NHS England and the Welsh Government within the NCAPOP programme. For example, the NCAPOP work-stream, is a set of around 40 national clinical audits (NCA) and clinical [outcome review programmes](http://www.hqip.org.uk/clinical-outcome-review-programmes-2/)(CORP). These programmes measure the quality and outcomes from healthcare practice against explicit standards, and provide reports designed to stimulate improvements in care.

**HQIP non-NCAPOP related programmes of work**

HQIP also receives ad-hoc funding from a variety of other sources for healthcare work related activity, for example, Health Data Research-UK (HDR-UK), the Health Foundation and Faculty of Medical Leadership and Management (FMLM) projects.

**JOB PURPOSE SUMMARY**

The post holder will be required to work flexibly across work-streams providing leadership and guidance at both programme and individual project level to ensure high quality outputs that are methodologically robust and clinically relevant including working and engaging with:

* Relevant project teams to ensure robust commissioning, development and delivery of programmes to time, stakeholder satisfaction, quality and budget.
* Funders for example NHS England, the Welsh Government, other devolved nations, and including a wide range of other funders and a network of senior clinicians to i) plan and deliver the scope and development for new programmes as well as at ii) points of contract extension or re-tender.
* HQIP team to disseminate the key messages from across the HQIP programme and maximize opportunities to integrate development and delivery to NHS providers.

Under normal conditions (non-pandemic) there is a limited requirement to work from a central London office. HQIP actively encourages working from home (WFH) and virtual working (for example using Skype and Zoom). Secondment arrangements and opportunities will be considered.

**KEY RESPONSIBILITIES/DUTIES**

**Communication and relationship management**

* To engage with funders to plan and deliver the scope and development of the programme in conjunction with the HQIP Medical Director, CEO and Operations Director
* To be responsible for the interpretation, communication and presentation of complex data and clinical reports to a range of internal and external stakeholders
* To engage professional organisations, clinical and non-clinical staff, and patient groups using interpersonal and communication skills with the supporting professional credibility and experience
* To undertake presentations at national level conferences and workshops as required
* To respond to media, parliamentary and general public enquiries, often at short notice

**Delivery**

* To provide support to Programme Leads that ensures the high quality delivery of developing and active HQIP work-streams
* To ensure that contract reviews are used to support a high quality outputs that is methodologically robust and clinically relevant
* To support the development and delivery of the HQIP overall strategic plan and NCAPOP business plan
* To support the Operations Director in ensuring the budget is maximized in delivering a best value approach to improvement in patient outcomes.
* To regularly assess risks across the programme, develop mitigation plans and communicate and escalate risks where necessary

**Service improvement**

* To support the Operations Director and procurement team in monitoring the quality of HQIP’s delivery of the programme and to take effective action to address quality issues
* To review, update and implement HQIP processes and achieve a unified and transparent approach to supporting high quality delivery
* To manage and support the delivery of methodological improvement activities
* To influence quality through contribution to providers Project Boards

**Leadership**

* To support HQIP’s CEO, Medical Director and Operations Director in strategic planning and the setting of business objectives for the NCAPOP
* To involve and engage providers and other key stakeholders in discussions about design and delivery, and the values on which they are based
* To contribute to the development of the key performance indicators for and their monitoring and reporting to funders
* To communicate strategic and business plans to colleagues, identifying how they will contribute to them within their work planning and facilitate opportunities for people to contribute their views and ideas
* To contribute to HQIP new business development
* To ensure that public and patient involvement is represented and advocated for throughout the delivery of the programme
* To ensure that all required legal frameworks are embraced and adhered to e.g. data protection, GDPR equal opportunities and health and safety

**Personal and people development**

To identify and implement:

* Personal development needs and set out how these will be met in a personal development plan, in conjunction with the Operations Director
* The development needs of others working within the team and create opportunities to enable individuals to learn from each other, as well as providing opportunities for learning through informal and formal teaching sessions and coaching

**Generic**

* Adhere and comply with the provisions of the HQIP’s Health and Safety Policy and undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities, data protection legislation and information governance best practice.
* Any other duties as may be reasonably expected and which are commensurate with the level of the post.
* To identify personal development needs and set out how these will be met in a personal development plan.

| **PERSON SPECIFICATION** | | | |
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|  | **Essential** | **Desirable** | **Tested through**  C – CV  I – Interview  S – Assessment |
| Qualifications | Clinical/professional qualification or health associated Masters degree or relevant health service research experience | Qualification in quality improvement, information governance and/or a relevant methodological field | C |
| Knowledge/ skills and  expertise | Experience of:  NCAPOP practice or  Delivery of healthcare quality improvement projects or  Project delivery within the NHS or healthcare environment  Understanding of healthcare information governance  Demonstrable senior leadership experience with the ability to establish strong interagency relationships including the engagement of stakeholder groups  Ability to work independently and flexibly in a high level of ambiguity and a complex, unpredictable environment. Must have demonstrable experience of planning, and organizational skills  Experience of working within:  Contract management  Performance management systems   * Best value approach * Organizational change |  | C/I/S |
| Experience | Minimum of three years-experience at a senior level in the health service with broad clinical or professional expertise and knowledge  Minimum five years-experience leading high profile  projects within a programme managed environment  Experience of reporting at Board level and producing Board-level reports  Demonstrable experience of highly developed communication skills including:  Oral and written  Ability to understand, interpret, distill, synthesize and communicate complex healthcare data and reports  Presentation skills to large audiences  Advanced keyboard and Excel skills |  | I/S |

| Analytical and judgement  skills | Objectivity and problem solving skills including the ability to  analyze and interpret highly complex clinical data and reports, where the findings may be contentious and may challenge other leading opinions  Analytical and sense making skills including knowledge of audit / CORP or research techniques, methodology and analysis tools |  | I |
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| Interpersonal skills | Strong interpersonal skills to include:   * Diplomacy and sensitivity * Negotiating and influencing, including ability to say ‘no’ * Ability to work well with others at all levels, and of dealing with senior clinicians, managers and Board members in the NHS and wider healthcare arena * Politically aware   Ability to engender trust and confidence situations in a professional and empathetic manner  Highly self-motivated, confident, pro-active, innovative, with ability to work independently, with the ability to work on own initiative, accurately to tight deadlines and to prioritize between conflicting demands to ensure delivery targets are met  Ability to work flexibly and adaptable to change |  | I |
| Physical  characteristics | Willingness and ability to travel nationally to meetings with suppliers and other stakeholders and attendance at conferences / workshops across the UK |  | I |