



# Milford Care Centre

*(Under the auspices of Little Company of Mary)*

**Castletroy, Limerick.**

*Tel: 061-485800 Fax: 061-331181*

## ***Mission Statement***

***We in Milford Care Centre as a Little Company of Mary Health Care Facility aim to provide the highest quality of care to patients or residents, family and friends, both in the areas of palliative care and services to the older person, as envisaged by Venerable Mary Potter.***

***We strive to live our core values:-***

***Justice: To be rooted in integrity, honesty and fairness in all that we do.***

***Compassion: To seek to understand and to care for all with compassion.***

***Respect: To treat each person as a unique and valued individual.***

***Communication: To be open, honest and sensitive in all our communications.***

***Accountability: To provide a professional service that uses resources economically, efficiently and effectively.***

## **Job Description**

**Job Title: Quality & Development Officer, 1 WTE**

**Employed by:** Milford Care Centre

**Location:** Milford Care Centre

**Accountable to:** Head of Education, Research and Quality – Milford Care Centre

**Reporting to:** Head of Education, Research and Quality

**Purpose of the Post:**

The post holder will work with the Head of Education, Research and Quality to drive core programmes of work in quality improvement, safety, complaints management and promotion of research activity, including:

- quality improvement
- complaints management,
- patient safety and service improvement
- research activity
- evaluations of the experience of care
- implementation of quality improvement initiatives, recommendations from evaluations, improvement action plans investigations, reports and audits.

**Duties and responsibilities will include:**

1. In conjunction with heads of department and line managers help to ensure that all service areas are working to best practice and safety standards, all of which must be fully compliant with ongoing statutory and regulatory requirements.
2. Work with managers to design quality improvement programmes / initiatives, data processing and analysis which will support implementation and monitoring of quality and patient safety.
3. Assist with, development of or lead projects for research/evaluation purposes including patient/ resident/client feedback, as required by the Education, Research and Quality Department. This shall include data collection, analysis, report development and dissemination of findings.
4. Lead the development and monitoring of local improvement strategies and activities to address service area underperformance in relation to quality and patient safety.
5. Conduct and/or oversee periodic audits as required for the purpose of quality and safety assurance.
6. Fulfil the role of Complaints Officer in Milford Care Centre including:
  - a. Management of the administrative aspects of the Complaints Policy, including those complaints assigned to others to investigate, e.g. writing letters of acknowledgement, update and outcome letters etc.
  - b. Review progress of investigations against specified timeframes,
  - c. Maintain a Complaints Register in a format that supports completion of statistical returns to the HSE and audit/review,
  - d. Maintain a Complaints Register in a format that supports completion of statistical returns to the HSE and audit/review.
  - e. Complete/assist in complaints investigations as required.
7. Work with, and act as a resource to, the Quality Assurance & Safety Committee/Clinical Leadership Committee and/or it's subcommittees on all aspects of the Quality Assurance & Patient Safety System to assist in the continuous development of a patient/resident focused service strategy and commitment.
8. Participate in and coordinate relevant committees and working groups as required by the Education, Research and Quality Department to assure compliance with relevant standards, codes of practice, guidelines and statutory and regulatory requirements.

9. Coordinate, develop and maintain clinical, non-clinical and corporate quality improvement plan registers.
10. Develop a process for tracking implementation of recommendations from reports, evaluations, investigations and safety audits.
11. Maintain a repository of organisational learning from patient safety evaluations, complaints, incidents and risk management and disseminate learning to enable mitigation of future complaints, noncompliance or risk.
12. Instigate the development of training, educational and developmental sessions, to assist compliance and continuous quality improvement and promote such activities within agreed areas.
13. Ensure staff are up to date on all activities and developments in relation to the creation of the Quality Assurance Management System.
14. Elicit and stimulate information, feedback and ideas from staff and act as a conduit to the Quality Assurance & Safety Committee/Clinical Leadership Committee in the optimisation of the quality and safety awareness processes.
15. Develop and assist in the development of the organisations policies and procedures, in conjunction with all members of staff, including codes of practice, strategies, work instructions and documentation.
16. Analyse and summarise performance improvement data and report on findings and outcomes.
17. Facilitate, develop and support the implementation of bench marking, together with other appropriate review and monitoring methodologies to enable staff assess the effectiveness of care and service delivery, this may include internal audits, inspections and peer review.
18. Participate in research and education partnerships as required.
19. Initiate, facilitate and participate, where appropriate, in relevant research and promote awareness of ongoing and current research into issues affecting patient care.
20. Assist in the completion of risk/incident reviews, health care record reviews and investigations and follow up with relevant line managers regarding implementation of recommendations as required.
21. Evaluate own teaching and training input and actively participate in quality assurance evaluation and audit.
22. Assist in the maintenance and review of the organisation mandatory and essential training matrix in conjunction with relevant stakeholders.
23. To promote and participate in the implementation of change.
24. To participate in and lead project working groups.
25. To attend meetings as requested

26. To develop and maintain positive working relationships with key stakeholders both internal and external.
27. Undertake special assignments and investigations as directed.
28. Participate as appropriate in any national / regional groups established to assist in improving quality and patient safety.
29. Have a working knowledge of the Patient Safety Strategy, of Health Information and Quality Authority (HIQA) Standards and comply with associated protocols for implementing and maintaining these standards as appropriate to the role.
30. To participate in annual appraisal activities, maintain and personal development plan and professional portfolio where applicable and provide evidence of continual professional development. Engage in continuing professional development by keeping up to date with the literature, recent research and new developments in relevant and related areas.

#### **ADMINISTRATIVE RESPONSIBILITIES**

1. Assist with collection and collation of data.
2. Routine administrative tasks associated with quality improvement initiatives, development/education programme and course delivery.
3. Maintain appropriate records in accordance with local policy
4. Ensure that all necessary documentation is completed and maintain computer and/or manual records to support the quality and development role and to facilitate the evaluation process

#### **CONFIDENTIALITY**

Any matters of a confidential nature shall not be divulged to unauthorised persons.

#### **HEALTH AND SAFETY RESPONSIBILITIES**

1. To maintain a safe work environment in co-operation with the Centre Management Team and with reference to the Safety, Health and Welfare at Work Act, 2005
2. Follow all agreed policies, procedures and safe professional practices by adhering to relevant policies, legislation, regulations and standards

#### **OTHER RESPONSIBILITIES**

On occasions the post holder may be required to work in the evening or the weekends as required by the needs of the post.

The post holder must hold a full, clean, driving licence and will at times be required to use their own car in the discharge of their duties.

The above list of duties is not exclusive. The post-holder will be required to undertake such other tasks as may reasonably be expected within the scope and grading of the post, and as may be determined from time to time by Milford Care Centre.

## Person Specification

Essential	Desirable
Excellent interpersonal skills and ability to motivate others.	A third level qualification in a health-related area or extensive experience in health care.
Experience participating in audit / evaluation and reflective practice in a healthcare environment.	A post graduate qualification in quality improvement/palliative care / gerontology / practice development.
Enthusiastic about developing healthcare services to better meet the needs of people who are dying, are bereaved or receiving care in older persons services.	Experience of change management.
Committed to, and experience of, continuous quality improvement in healthcare.	Direct experience of delivering education programmes to clinical and non-clinical staff.
Good analytic, management, administrative and organisational skills	
Excellent verbal and written communication skills/	
Have a high degree of computer literacy and familiarity with the use of Microsoft Office Suite/	

## Staff Member's sign-off sheet

I have read, fully understand and accept the criteria and guidelines laid down in this Job Description for the position of Regional Hospice Friendly Development Officer (Residential Care Settings) in Milford Care Centre and accept that there is a requirement to be completely flexible in the role and that the role will be evolving in light of developments and changes within the Health services.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

(Staff Member)

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

(On behalf of Milford Care Centre)

**Note: The above list of Responsibilities/Duties is not exhaustive and as such will be subject to review on an ongoing basis and may be changed in accordance with service requirements.**

*July 2021*