



Compliance and Quality Officer

£27,846 Per annum

Bray Lake, Windsor Road, SL6 2DN

37.5 Hours per week (Monday to Friday)

Compliance and Quality Manager

Overview:

We are always looking for excellent people to bring their skills, values driven behaviours and commitment to ambition to deliver “quality of life, to the end of life, for everyone” to join our charity.

As one team we raise money, support each other whether in clinical teams, or corporate services to ensure everything runs efficiently and smoothly and delivers the best outcome for our patients and their families. Being part of a great team in a complex organisation is demanding, but also really rewarding. If you want to be part of our Compliance and Quality team, then we’d love to work with you.

Culture:

We look for people who really care about their work and have huge amounts of compassion to give. If you want to work as part of a culture which develops your skills and values and builds your confidence to be the best version of yourself, then this is the right place for you. We work hard to look after our people, our patients, our families, and our reputation.

All patients are Thames Hospice patients and therefore we always support the patient and their family irrespective of our individual role. We represent the wider charity and clinical model at all times.

Our organisational values are:



Responsibilities:

Care with Agility: *excellent care and support tailored to patients and families in their preferred setting:*

- Communicates effectively with patients, families, and professionals to ensure coordinated and compassionate care.

Financial Sustainability: *generating sustainable funding with integrity to ensure excellent hospice care:*

- Maintains accurate and timely documentation, through ability to use Microsoft Office and particular databases, in order to support continuity of care and reduce duplication.

Supportive Culture: *fostering an inclusive, compassionate culture, ensuring outstanding care and management:*

- Demonstrates professionalism, empathy, and respect in all interactions, whilst being able to work independently and collaboratively. Upholds the organisation’s values and promotes a culture of kindness and accountability.

Extending reach: *expanding access to our services, ensuring equitable care for all, especially underserved communities:*

- Acts as an ambassador for the organisation in all care settings.

Specific Role Responsibilities:

- To work with the Compliance and Quality Manager to ensure we are compliant with statutory requirements.
- To assist in activity monitoring, the collection of data and report in a manner which provides assurance and evidence of high-quality care across all clinical services.
- To generate weekly, monthly, quarterly, and annual activity reports
- To Maintain a compliance and quality planner for the organisation with support from managers
- To project plan dates and activities for delivery of compliance and quality across the organisation
- To support the smooth running of the Compliance and Quality meetings (preparation for, action from, including preparing agendas and minutes)
- To ensure all systems (e.g. Vantage, EMIS and Teams) are maintained, monitored, and updated.
- To support with the identification of trends, analysis, and actions to ensure improvement
- Gather feedback from various sources and assist in the assessment of themes and required actions.
- To work with the single point of access and administration teams across the clinical services
- To support evidence gathering for the Care Quality Commission as required
- To support the Compliance and Quality Manager in any reasonable activity to ensure Regulator compliance.

Experience:

- Proficiency in the use of IT (MS Office and charity systems)
- Willing to learn new skills, systems and undertake relevant training to support high quality outputs.
- Exceptionally well organised and have an ability to build strong relationships to get things done.
- To be able to manage complexity and conflicting priorities and adapt as required.
- To understand privacy, boundaries, ethics in healthcare environments and confidentiality
- To understand information governance
- To feel confident to speak up and seek support where knowledge is limited.
- To understand the nature of the information you will have access to and remain professional at all times.
- This role will allow access to patients, their families, and their data. This role is both fun and a privilege to do, but at times it will require personal resilience and confidentiality. You will be required to understand the sensitive and or challenging nature of working for a palliative and end of life care charity.

Special conditions of appointment to this role:

- Appointment is subject to a Standard Disclosure and Barring Service check*, occupational health assessment and right to work in the UK checks.