

# VOLUNTEER ROLE DESCRIPTION

## REGIONAL ASSURANCE AND QUALITY LEAD

The Regional Assurance and Quality Lead will manage Regional Assurance and Quality Officers and Team Members to promote Quality and Assurance best practices across SJA.

**Expected time commitment:** 5 hours a week (to include weekend and evenings)

**Function:** Assurance and Quality

**Line managed by:** Assurance and Quality Manager

### WHAT YOU WOULD BE INVOLVED IN (DUTIES & RESPONSIBILITIES)

- To support the new Incident Management Framework (IMF) process and promote the use of the new system within their regions including sharing feedback and learning as appropriate.
- To manage the Assurance and Quality Officers and Team Members, providing clear guidance to enable them to support District teams.
- On behalf of the Regional Assurance and Quality Manager, undertake Volunteer Development Reviews and ongoing supervision and development of the team including one-to-ones and gaining feedback on performance from appropriate stakeholders.
- To carry out investigations as reported through the Incident Management Framework (IMF) when requested.
- To ensure that the team actively promote Quality and Assurance best practices and that regions are complying with current policies and guidance and regulatory bodies.
- To attend regular team meetings; to provide feedback on any issues and share any learning outcomes and plan/deliver high quality communication through newsletter articles, guidance notes, etc. to both your team and wide volunteer leadership team.
- Carry out assurance checks using standardised tools and contribute to the analysis of data, identify themes and trends before reporting using standardised template. May involve site visits.
- Perform any other duties commensurate with these responsibilities, the management level of the post and skills and qualifications of the post-holder.

### WHO WE ARE LOOKING FOR (PERSON SPECIFICATION)

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| • Experience of supervising volunteers and leading a team, especially remotely.  | <i>Required</i>  |
| • Able to communicate effectively, both verbally and in writing, with a variety of people.   | <i>Required</i>  |
| • Ability to work to deadlines and organising own workload.  | <i>Required</i>  |
| • Monitoring Quality Standards and Systems by undertaking standardized Assurance checks, submitting reports, and providing feedback. | <i>Required</i>  |
| • Possess energy and enthusiasm towards the delivery of high quality service/care by SJA across its activities.                      | <i>Required</i>  |
| • Willingness to travel within the region.   | <i>Required</i>  |
| • Educated to GCSE level or equivalent (grade C).  | <i>Desirable</i> |
| • Able to use Microsoft Office 365 applications at intermediate level.   | <i>Desirable</i> |
| • Experience of using evidence based approaches to monitor safety/ quality of a service.   | <i>Desirable</i> |
| • Experience and training in investigation or a willingness to undertake SJA training to support the Incident Management Framework.  | <i>Desirable</i> |
| • Knowledge of Quality & Assurance policies and activities and external regulator standards e.g. CQC, MHRA, HSE.                     | <i>Desirable</i> |

### WHAT YOU WILL GET FROM THIS ROLE

- Develop skills in managing a team of volunteers.
- Develop knowledge around Assurance and Quality activities, tools, and processes in a changing health care environment.
- Develop report writing and evidence based approaches to delivery of assurance.
- Develop influencing skills including working with a range of people.

## ROLE SPECIFIC EXPECTATIONS

- The post holder will be a champion for Quality and Assurance and will lead by example, complying to SJA policies.
- The post holder will supervise the team including conducting one-to-ones, volunteer development reviews and appropriate other management and leadership functions.
- To use a range of technology such as video and telephone conferencing, Microsoft applications, to support a remote team.

## SCREENING REQUIREMENT FOR ROLE (CATEGORY TWO)

This role requires the following pre-volunteering screening checks:

- Occupational Health (including driving if appropriate).
- Professional Registration (PIN) check (if applicable)
- Two written references.
- Identity and right to volunteer checks.
- Interview.

## TRAINING & SUPPORT PROVIDED

The training we will provide for you in your first few months is as follows:

- Welcome programme introducing you to the charity.
- Investigation training.
- First Aid training.
- Introduction to Safeguarding Level 1.
- Training on appropriate IT systems such as DIPS.

The training we will provide for you in your first six months is as follows:

- Additional training for role including familiarisation of assurance tools and awareness of regulations.
- Training in SJA leadership and management skills.
- Training in appropriate SJA policies.

SJA will provide workwear (a uniform) appropriate to the role excluding footwear and you will wear a 'Support' role bar when undertaking this role.

## OUR VALUES

This role requires the volunteer to embrace the organisation's vision and values, which are:

***'Everyone who needs it should receive first aid from those around them. No one should suffer for the lack of trained first aiders.'***



This role description is intended as an outline indicator of general areas of activity and will be amended considering the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

**Prepared by:** Assurance & Quality

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