

VOLUNTEER ROLE DESCRIPTION

ASSURANCE AND QUALITY TEAM MEMBER

Assurance and Quality Team members will play a key part in the region to carry out focussed Assurance and Quality tasks and to actively promote Assurance and Quality to all volunteers.

Expected time commitment: 5 hours a week (to include weekend and evenings)
Function: Assurance and Quality
Line managed by: Regional Assurance and Quality Lead

WHAT YOU WOULD BE INVOLVED IN (DUTIES & RESPONSIBILITIES)

- To carry out Assurance checks using the standardised tools and report any findings using the standardised template. This may involve site visits and data analysis.
- If a registered healthcare professional, to use the clinical audit tool as required
- To champion Assurance and Quality best practices within the region through attendance at meetings and events including delivering presentations on risk and good practice in the area.
- To carry out investigations (following appropriate training) as reported through the Incident Management Framework (IMF) when requested.
- 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)

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

WHAT YOU WILL GET FROM THIS ROLE

- 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

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.
- 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 with assurance tools and awareness of regulations.
- 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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