

VOLUNTEER ROLE DESCRIPTION

REGIONAL ASSURANCE AND QUALITY OFFICER

The Regional Assurance & Quality Officer will support the Regional Assurance & Quality Lead and Assurance & Quality Manager 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: Regional Assurance and Quality Lead

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.
- Carry out investigations (following training) as reported through the Incident Management Framework (IMF) when requested.
- If a registered Health Care Professional, to use the clinical assurance tool.
- 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.
- Provide feedback from the tools to the Assurance and Quality Manager and Line Managers ensuring that any immediate risks are communicated effectively.
- Under the guidance of the Assurance and Quality Manager, support the development of audits and checks within the regional operational teams, ensuring a consistent approach is used and relevant policies complied with.
- To use various Microsoft packages including Excel, PowerPoint, and Word and in-house databases including appropriate internal communication.
- To attend appropriate District Leadership Team meetings and present any assurance reports when necessary.
- Provide education and awareness sessions to volunteer units.
- 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. | <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> |
| • Ability to work to deadlines and organising own workload. | <i>Required</i> |
| • Able to use Microsoft Office 365 applications at intermediate level. | <i>Desirable</i> |
| • Educated to GCSE level or equivalent (grade C). | <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, HSE and MRHA. | <i>Desirable</i> |

WHAT YOU WILL GET FROM THIS ROLE

- Develop knowledge of Assurance and Quality activities and tools 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

- Promote Assurance and Quality across the region and escalate any areas of concern appropriately to ensure that regions remain safe and effective.

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

Date of preparation: January 2018