



Marie Curie

Job Description

Job title: Quality Assurance Coordinator

Department: Nursing and Quality Directorate

Location: 89 Albert Embankment

Reports to: Quality Assurance Lead

Organisation purpose

To help people and their families living with a terminal illness make the most of the time they have together by delivering expert care, emotional support, research and guidance.

Marie Curie Values

Marie Curie is committed to its values, which will underpin your work. As a Marie Curie employee, you will be expected to behave in a way that is:

Always compassionate

Connecting and empathising with people, starting with each person's needs, respecting them and treating them with dignity, and supporting people's choices and decisions

Making things happen

Being clear and straightforward, listening so that we can understand and do the right thing, and being prepared to speak up and challenge on people's behalf

Leading in our field

Building on our unique skills, expertise and experience, sharing, innovating and partnering, and always seeking to improve in everything we do

Putting people at our heart

Valuing every individual, hearing and respecting all views and expectations, bringing people together and building relationships

Job purpose

The Nursing and Quality Directorate helps Marie Curie meet its strategic objectives by ensuring we provide the highest standard of nursing and hospice care, improving the way terminally ill people are cared for in the UK through research and innovation in service design, and supporting clinical teams in doing their jobs well.

This role will coordinate and support a broad range of activities across the Nursing and Quality Directorate.

The purpose of the job is to assist and support the team to ensure good governance and scrutiny and provide organisational intelligence for improvement and learning. Assist and support in planning and evidencing a trained and competent workforce. This is to ensure that our services provide safe, high-quality and clinically effective care, and deliver an optimal patient and carer experience.

Key outcomes that when achieved fulfil the job's purpose

- The Executive Committee, Trustees, Service Managers, and the public, are provided with assurance that Marie Curie is delivering safe and effective services providing high quality care for people that use them.
- Marie Curie is able to provide evidence to national regulators that we meet their requirements and excel as a healthcare provider in terms of defined quality standards.
- Marie Curie is more responsive to the needs of patients, carers and their families.
- Clinical services are supported by the Nursing and Quality directorate to enable them to provide services that are clinically effective, safe, compassionate and high-quality, and deliver excellent experiences of care for patients and their families.
- The Nursing and Quality directorate provides rigorous, fair and consistent information to the organisation that allows it to learn, identify early warning signs and areas of risk, continuously improve, and meet its strategic objectives.

Duties & Responsibilities

- Collate and upload data and information from a wide variety sources (for example, benchmarking, clinical audit results, complaints, incidents, safety and compliance data.).
- Provide a level of analysis of qualitative and quantitative data, including identifying trends and themes in incidents data.
- Ensure that accurate, high quality data and evidence is collated and analysed that demonstrates the safety of patient care and ensures robust quality assurance is provided to patients and carers, the Executive, Trustees, regulators and the public.
- Assist in the writing of key reports and documents that provide assurance to the organisation, internal divisions and service teams, and external stakeholders of the quality of care.
- Co-ordinate the management of serious incidents within the Caring Services Directorate, writing briefings for the Executive Leadership Team, co-ordinating the serious incident panel meetings, ensuring the dissemination of prompt and effective communication across the organisation.
- Undertake information gathering and fact finding to assist the team to develop and improve the way services meet key outcomes.
- Support clinical teams in undertaking a range of quality activities, e.g., by maintaining a change register, providing data and analysis, gathering and processing relevant information, generating possible solutions and making recommendations to solve problems.
- Proactively manage and disseminate relevant information, data, and records – this may include, but is not limited to, audit information, clinical guidelines, advice and guidance on quality issues, information on national standards, research information, risk management data.
- Support key aspects of the Associate Directors and Head of Patient and Carer Experience workload, providing effective project management and support in the planning and delivery of quality assurance and improvement projects and programmes e.g. the quality account.
- Provide secretarial cover for committees and key working groups. Ensure that a summary of matters discussed, and actions are recorded.
- Work co-operatively and effectively with other team members, assist team in planning, setting goals and resolving problems as well as contributing to prioritising workflow to meet deadlines.
- Assist in the preparation and dissemination a range of communications that highlight the work of the Nursing and Quality Directorate.
- Act as the administrator for the Nursing and Quality databases. Train and support staff in the use of these databases.

- Maintain the central alert system by disseminating, tracking and recording actions across all services.
- Maintain the Nursing and Quality SharePoint site.
- Support with various administration duties, e.g., setting up meetings, booking training events, arranging travel and accommodation, liaising with colleagues in other departments, logging team training records, etc.
- Establish good working relationships with members of the Nursing and Quality Directorate, and other teams within Marie Curie that collaborate to ensure and promote quality.

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to on-going registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, business continuity planning and/or risk management. (These responsibilities will be notified on appointment.)

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



Marie Curie Person Specification

Quality Assurance Coordinator

Job reference

Criteria	Essential	Desirable	How assessed
Skills / Abilities	<p>Self motivated, ability to work independently without needing close day-to-day supervision</p> <p>Ability to build strong working relationships across a team with a team orientated approach to working</p> <p>Excellent written and verbal communication skills; ability to present complex information in a clear and easily comprehensible manner and to vary style and approach dependent on audience. Demonstrates an eye for detail and excellent grammar.</p> <p>Ability to produce concise and accurate written reports</p> <p>Excellent and developing and maintaining relationships</p> <p>Good time management skills, positive approach and an ability to take on a number of varied tasks, prioritise accordingly, and work to tight deadlines</p> <p>Excellent analytic and evaluation skills; ability to interpret, manipulate and analyse data, identifying trends and themes</p>	<p>Good interpersonal and negotiation skills.</p> <p>Good organisational skills with a problem-solving approach</p>	<p>Application form and supporting statement.</p> <p>Interview</p>
Knowledge	<p>A desire to learn and willingness to attend relevant training courses to increase knowledge base</p>	<p>Knowledge and understanding of health and social care delivery / services in the NHS or voluntary sector</p>	<p>Application form and supporting statement.</p>

Criteria	Essential	Desirable	How assessed
		Understanding of investigations and the serious incident framework	Interview
Qualifications, training and education	Educated to degree level or equivalent		Application form
Experience	<p>Experience of office/ team administration</p> <p>Experience of working with IT databases and systems, including using Microsoft Office to produce reports and presentations</p>	Understanding of the charity environment	<p>Application form and supporting statement</p> <p>Interview</p> <p>References</p>
Personal qualities, values, and behaviours	<p>Passionate, positive and enthusiastic about delivering the best for our patients, and their friends and families</p> <p>Outcome and results focused, with a patient centred approach</p> <p>Awareness of and commitment to the mission, vision and values of Marie Curie</p> <p>Sharp attention to detail and high personal standards for quality and thoroughness</p>		Application form and supporting statement, Interview, References



Marie Curie Terms and conditions

Job title	Quality Assurance Coordinator
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Salary scale	Marie Curie
Salary	MCJES pay scale , Band D
Leave entitlement	33 days (including 8 bank holidays)
Notice period	One Month (after six months service)
Working hours	35 hours per week

Other benefits

- Continued access to NHS Pension Scheme (subject to eligibility)
- Marie Curie Stakeholder Pension Scheme
- Season ticket loan
- Loan schemes for bikes; computers and satellite navigation systems