

Job Description

Job Title:	Deputy Compliance Manager
Job Band:	7
Department:	Governance
Responsible to:	Compliance Manager

Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of excellent health care, improved health for all.

Shaping #OurFuture
Vision
 Excellent health care, improved health for all

Values
 CARE, RESPECT, RESPONSIBILITY

Goals

- Deliver right care every time
- To be a brilliant place to work and thrive
- Drive sustainability financial and environment
- Build innovative partnerships in Dudley & beyond
- Improve health and wellbeing

Measures of success

Care Quality Commission rating good or outstanding Improve the patient experience survey results	Reduce the vacancy rate Improve the staff survey results	Reduce cost per weighted activity Reduce carbon emissions	Increase the proportion of local people employed Increase the number of services jointly delivered across the Black Country	Improve rate of early detection of cancers Increase planned care and screening for the most disadvantaged groups
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Programmes

- Black Country system service transformation
- Local leadership to address health inequalities
- Research and development, education and innovation

Dudley Improvement Practice

Job Summary

The post holder will work with the Compliance Manager to deliver and maintain a compliance framework that provides robust assurance and drives quality improvement across the Trust.

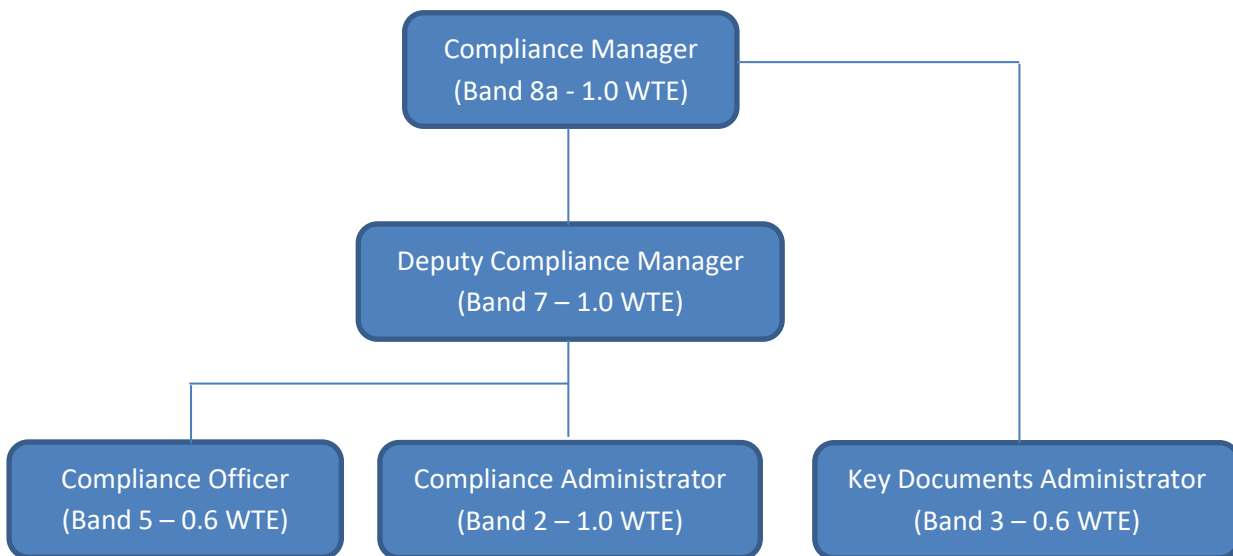
This will include the coordination and delivery of a programme of peer reviews, providing a clear view of compliance, gaps and associated risks. They will act as a critical friend and provide

 CARE <small>A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.</small>	 RESPECT <small>A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.</small>	 RESPONSIBILITY <small>A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.</small>
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challenge, whilst supporting leaders to develop effective remedial action plans and encouraging a culture of continuous improvement.

The post holder will provide evidence and assurance to the CQC as required, ensuring appropriate validation and approval of information. They will also support in the development and monitoring of any post inspection action plans.

Structure Chart



Principal Duties & Responsibilities

1. The post holder will work with the Compliance Manager to deliver and maintain a compliance framework that provides assurance and drives quality improvement across the Trust.
2. Co-ordinate and deliver a programme of peer reviews, mock inspections, focus reviews and audits, which will be responsive to emerging intelligence.
3. Lead peer reviews, to include assigning reviewer roles, chairing pre-review and post-review meetings with the review team, providing initial high level verbal feedback to the departments, followed by a full written report.
4. Communicate potentially contentious findings from reviews, influencing next steps and overcoming challenges or barriers to accepting or addressing findings.
5. Create and develop robust review tools, aligned to CQC fundamental standards.



6. Undertake complex qualitative and quantitative data collection and analysis, to inform reviews, provide assurance and identify areas of risk and quality improvement.
7. Undertake complex statistical analysis to form judgements and clearly present findings to a variety of stakeholders.
8. Support departments and leaders across the Trust to understand their compliance position and any associated regulatory implications.
9. Develop and enhance current IT systems to meet the requirement of users at all levels in relation to compliance framework.
10. Support leaders in the development of robust and effective remedial action plans, driving quality improvement.
11. Work proactively to share findings for learning and areas of good practice as appropriate, to promote shared learning and learning from excellence across the Trust.
12. Act as a 'critical friend' to provide challenge and promote a culture of continuous improvement across the Trust.
13. Write and present reports across the Trust in relation to regulatory/ compliance position and progress, celebrating achievements and highlighting areas of concern and making recommendations for further actions.
14. Responsible for day-to-day line management of Compliance Team, including appraisals and sickness management (excluding Key Documents Administrator).
15. Act as a point of contact for the CQC liaison manager in the absence of the Compliance Manager.
16. Provide evidence and assurance to the CQC as and when required, ensuring integrity of information provided and that the appropriate approval process is followed.
17. Keep up to date with any CQC regulatory changes and communicate these to relevant stakeholders as required.
18. Keep up to date with CQC news and publications and provide gap analysis on the Trust position, supporting the development of improvement plans.
19. Develop and deliver training material for staff at all levels in relation to CQC standards and regulations, to support a constant position of inspection readiness.
20. Review CQC Insight Reports and work with appropriate leads to identify any gaps in assurance/ potential areas of risk.



21. Support divisions with the development of post CQC inspection action plans, to include challenge, monitoring and review of evidence, escalating any concerns or risks accordingly.
22. Utilise and develop IT systems to support the compliance framework (e.g. Dartix, AMaT, dashboards).
23. Work proactively to triangulate data sources, to identify and escalate potential early warning signs regarding services.
24. Communicate complex information, both in writing and verbally, to a variety of stakeholders.
25. Build effective working relationships and rapport with staff from all professions, at all levels across the Trust.

Organisational Values

The post holder will:

Care: You will listen, be respectful and treat others with compassion and kindness.

Respect: You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

Responsibility: You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.



Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Natalie Launchbury
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