

JOB DESCRIPTION

Job Details

Job Title:	Quality Assurance Manager
Department:	Undergraduate Medical Education
Division:	Corporate
Base:	Wythenshawe Hospital
Full Time:	36 hours
Band:	5

Job Purpose

The post-holder will work as part of the Undergraduate Centre Team based at Wythenshawe Hospital delivering medical education on behalf of the University of Manchester.

The post holder will be responsible for managing the Quality function of the undergraduate department and will develop, implement and maintain systems to assure the quality of education delivery at the Wythenshawe campus, whilst working on methods of quality enhancement and improvement.

The post holder will be responsible for writing and presenting data reports as part of compliance to the University of Manchester and NHS North West Quality Assurance programme for the delivery of the Undergraduate Medical Education curriculum. They will also provide reports of teaching activity to Directorates and Medical Education Senior Management Team as directed.

The post-holder will collect and analyse data from undergraduate monitoring systems to accurately record the delivery of teaching sessions across the Trust.

The post holder will work closely with the Operational Manager to develop and manage the administrative function of the undergraduate department.

The postholder will also directly line manage individuals in the administrative team, alerting the head of UGME to issues, problems, development needs and appraisal issues,

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The post-holder will be based at Wythenshawe Hospital but it is anticipated that s/he will visit Manchester Medical School and our associated teaching hospitals in and around Greater Manchester for key meetings as required. They will work closely with the Hospital Dean and Head of Undergraduate Medical Education.

The above indicates the main duties of the post which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post-holder.

To undertake any other duties which are deemed appropriate to the band when requested by Senior Staff.

Main Duties and Responsibilities

Communications

- Act as key contact for liaison with MMS regarding student reps and recruitment.
- To develop and maintain relationships with internal and external stakeholders using effective and pro-active communication mechanisms
- To ensure performance information relating to staff, students and educators is relayed in a sensitive and confidential manner.
- Liaise with student reps to arrange meetings as required
- Deal with student enquires which occur throughout the day
- Attend meetings on behalf of Undergraduate Medical Education (MFT-W) as required e.g. Medical School or other Undergraduate centres.
- Problem solve any difficulties that may arise in area of responsibility.
- Ensure educational and quality assurance data is provided in meaningful formats
- Write and disseminate clear directorate reports on the quality and quantity of teaching
- Communicate education quality concerns to appropriate leads, providing information around context and previous actions
- Communicate information relating to changes in working practices
- Act as key liaison for quality assurance issues at associated hospitals, providing advice around compliance with quality documentation.
- Work collaboratively with colleagues at Oxford road campus on joint projects, sharing best practice.

Analytical and Judgemental Skills

- Have in depth knowledge and understanding of the University's quality assurance processes
 - In collaboration with the Head of UGME and Hospital Dean, manage the annual review process as well as ensuring that the information related to these reviews is maintained throughout the year
 - Collate quality assurance information
 - In relation to Annual Review – complete Self Evaluation document within timescales, including collating information and updating action plans, and disseminate resulting report and action plan
 - Assess quality documentation and evidence from associated teaching hospitals and make recommendations for improvement.
 - Devise and disseminate action plans resulting from QA visits and associated documentation and evidence.
 - Lead on the collection of data and analysis of all aspects of delivery of Undergraduate Medical Education
 - Collection and analysis of quality of services including student support and teaching additional to clinical placement
 - Lead for collection and analysis of complex data for educational governance and provide directorate reports
 - Disseminate complex, sensitive and/or contentious information to a range of internal/external stakeholders and in a variety of formats.
 - Prepare written reports for a variety of internal and external audiences
 - Ensure confidential and sensitive data is input into appropriate systems, ensuring this data is accurate and ensuring all data complies with the Data Protection Act and local policies
 - Follow university procedure for monitoring student evaluation, exercising judgement in the analysis of numerical and situational data when referring issues to academic leads.
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Planning and organising

- Arrange, and attend quality assurance visits of Associated Teaching hospitals and District General Hospitals and write resulting reports.

- In liaison with Head of UGME, and when deputising for operational manager, responsible for the day to day operational function and resolution of operational difficulties of the Undergraduate Department.
- Facilitate the active involvement of students in the evaluation and improvement of educational opportunities, building processes around, and working with students in this respect
- Support and promote recruitment of student representatives in accordance with university guidelines
- Assist in the recruitment of students for special events as required
- Provide administrative and any other support to the Undergraduate Centre team as required
- Assist with student examinations providing support on exam days, working flexibly at these times
- Organise and attend student staff liaison meetings. Produce and disseminate minutes, periodically producing progress reports for the wider student group.
- Prioritise effectively and organise own workload, setting timescales for projects and being accountable for prescribed deadlines.
- Any other duties within the department deemed appropriate by Head of Service for Undergraduate Medical Education and in discussion with post holder

Responsibility for Policy and Service Development and Implementation

- Analyse and report trust educational KPI target data to Trust board and relevant committees to agreed timescales
- Accurately record student complaints and concerns, enabling follow up by relevant leads, and regular reporting to the University.
- Follow University procedures with regard to student evaluation, providing timely reports of interventions and outcomes.
- Develop and implement innovative quality assurance and improvement processes and systems.
- Work collaboratively with the Head of Service and the Hospital Dean in ensuring information on quality and teaching is up to date. e.g., teaching tariffs, quality processes and minimum standards.

Responsibilities for Human Resource and Leadership

Author:

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- Responsible for cover arrangements of administrative staff within available resource to ensure administrative services are available at all times.
- Effectively manage, motivate and develop staff
- Review workload issues, staffing levels and supervisory arrangements for these staff.
- Maintain and control staff sickness and be responsible for the management for administrative staff in accordance with Trust policies and procedures.
- Ensure administrative staff mandatory training is completed along with appropriate compliance within the Trust Policies and Procedures
- Where deputised by operational manager, ensure staff rotas are completed, in a timely and fair manner.
- Provide general managerial advice and guidance throughout areas of responsibility.
- Manage the recruitment and selection of administrative staff, where appropriate, ensuring all recruitment and selection processes are in line with Trust policies and practices.
- To undertake annual staff personal development review (appraisal) in line with Trust policy. Monitor the performance of all staff within remit, ensuring that individual training and developments needs are identified and provide staff with access to appropriate training and development. Responsible for monitoring of staff performance and early discussion stage of disciplinary matters.
- Deputise for Head of UGME and operational manager as appropriate, e.g., annual leave, meetings etc.

Responsibilities for Patients and Clients

- Ensure student's needs are central to the service and appropriate and timely information is provided to students
- Point of contact for students in relation to delivery standards and thereafter seeking to resolve issues raised, often dealing with students in a distressed or emotional state

Supplementary Information

Freedom to Act

1. Accountable for own actions
2. Self-directed and works independently
3. Contributes to the development of strategy
4. Guided by trust protocols and codes of conduct
5. Expected results are defined, but the post holder decides how they are best achieved

Responsibility for Financial and Physical Resources

Author:

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- Assist the Head of Service in the management of the financial resources allocated to administrative staff within the Undergraduate Department, authorising expenditure where deputised and appropriate,

Effort and Environmental Factors

Physical Effort: The post holder will spend the majority of their working day on a VDU with a high volume of data work. There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time due to the substantial amount of computer work. There is an occasional requirement for light physical effort for several short periods during a shift.

Mental Effort: There will be a high degree of complex data analysis, research methodology and statistical work involved. In addition, the post holder will have to provide accurate evaluation reports which will be presented to the Trust Board as well as University Boards.

Emotional Effort: Although the post holder will not be involved in the day to day support of students, they will need to deal with student complaints and arrange visits to students at other placements, particularly where students feel they are not receiving the teaching required. This means the post holder will be involved in working with students who may be distressed or angry. In addition, tutors and placement providers can also become defensive and difficult to liaise with.

Working Conditions: The post holder will be placed in the assessment Office in ERC. The heating and ventilation are inconsistent and this affects working conditions. In addition there will be constant interruptions from students and tutor enquiries.

General & Corporate Duties

Risk Management

It is a standard element of the role, and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management/ Data Protection

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work with the Trust. The records may be paper, electronic, microfiche, audio or videotapes, or x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust Data Quality and Clinical Record Keeping Policies.

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To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998, Caldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.

Health and Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust's undertakings.

Infection Prevention

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006(all measures known to be effective in reducing Health Care Acquired Infections).

Trust Policies

The Trust operates a range of policies, e.g. Human Resources, Clinical Practice (available on the Trust's intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.

Safeguarding

All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.

All staff should refer any safeguarding issues to their manager and speculate accordingly in line with the Trust Child and Adult Safeguarding Policies.

Any post deemed to have regular contact with children and/or vulnerable adults with require a Standard/Enhanced* DBS (Disclosure and Barring Service check).

Person Specification

Attributes	Essential	Desirable	Method of Assessment
Education/Qualifications	<p>Educated to degree level or equivalent level of working experience or relevant NVQ Level 4 qualification</p> <p>Relevant NVQ Level 3 or equivalent</p>	<p>ECDL or equivalent</p> <p>Management diploma</p>	Certificates

	<p>A Level standard or equivalent</p> <p>Formal training in IT packages, e.g. Microsoft Word, Excel, Powerpoint etc</p>		
Experience	<p>Experience of working collaboratively in teams, and using initiative;</p> <p>Experience of data analysis, including organisational ability, setting objectives, identifying priorities and establishing action plans to an agreed timescale</p> <p>High level of IT skills such as proficient in use of Excel, Access, Word, PowerPoint, email and web based systems.</p> <p>At least 5 years' experience working in a busy and demanding office environment</p> <p>Experience of managing a varied workload</p> <p>Experience of using and interpreting financial or statistical information</p>	<p>Experience of working within a higher education environment;</p> <p>Knowledge and understanding of data control policies within HE or equivalent;</p> <p>Experience of working with collaborative partners;</p> <p>Management experience, preferably in an educational setting</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Skills	<p>Excellent interpersonal skills as well as the ability to work with a broad range of people at all levels;</p> <p>An ability to be pro-active and innovative as well as managing competing demands;</p> <p>Excellent communication skills, and the ability to provide clear and concise written and oral information to senior academic and</p>	<p>Experience of report writing</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>management personnel. This also includes good presentation skills.</p> <p>A methodical, well-organised and flexible approach to work including attention to detail;</p> <p>Excellent negotiation skills</p> <p>Ability to demonstrate excellent:</p> <ul style="list-style-type: none"> - Communication and written skills - Problem solving skills - Time management skills - Counselling/supervision skills - Organisational skills - Proven ability to work to tight deadlines <p>Ability to:</p> <ul style="list-style-type: none"> - Introduce new and innovative work practices - Initiate change - Motivate staff - Delegate - Prioritise tasks 		
Knowledge	<p>Knowledge of undergraduate medical education</p>	<p>Knowledge of Quality Assurance processes in Higher/Medical education</p>	
Aptitudes	<p>Able to work on own but also work as part of a team</p> <p>Able to use own initiative</p> <p>Able to work in a busy environment</p> <p>Positive and enthusiastic attitude</p> <p>Able to cope under pressure</p>		

	Professional and approachable manner Ability to be flexible in approach to work Willingness to travel to meetings at Manchester Medical School, sectors, local education providers and other locations as necessary		
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Post Holder's name/s:

Post Holders' Signature/s:**Date:**

Manager's Name:

Manager's Signature:**Date:**