

## **JOB DESCRIPTION**

<b><u>Job Title:</u></b>	Internal Assurance Officer
<b><u>Department:</u></b>	Internal Assurance/Central Services
<b><u>Direct Reports:</u></b>	None
<b><u>Reporting to:</u></b>	Quality Assurance Manager

**Main Job Functions:** (NB In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required).

1. Support the development and implementation of a robust quality assurance and risk management framework which monitors and reports on compliance with all required standards and regulations relating to the Trust's services and that evidence of this compliance is readily available.
2. Undertake quality compliance and performance monitoring activity, both internally and externally, in line with the Trust's framework.
3. Lead on the development and maintenance of a risk-based quality assurance audit programme for functions or services, as appropriate.
4. Together with the Quality Assurance Manager, support the development and implementation of information governance processes across the organisation
5. Lead or participate in projects relating to quality assurance and compliance, contract or regulatory developments, as and when required.
6. Lead on and support the development, implementation and maintenance of robust Internal Assurance tools and processes.
7. Provide professional, accessible and reliable advice and guidance to staff and/or external partners, around quality and compliance concerns and practice, including legislation, organisational policy and procedures, data management, best practice and continuous improvement.
8. Undertake accurate and timely management reporting and communication.

## **Main Duties:**

In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required.

### **1. Support the development and implementation of a robust quality assurance and risk management framework**

- Work collaboratively with operational teams and the wider organisation to identify, develop and review quality standards and to drive forward continuous improvement.
- Work with operational teams to develop their Quality Frameworks by ensuring there are robust systems, processes and tools in place to support service delivery and compliance, in line with sector best practice, contractual obligations, regulatory requirements and service requirements.
- Lead in facilitating workshops and/or discussion groups to develop/improve processes/policy/ as necessary
- Work with operational managers to ensure mechanisms are in place and maintained for sharing best practice, across the service and the organisation.
- Actively seek and follow through on opportunities to join appropriate sector professional networks.
- Actively seek and undertake external benchmarking activities, as required.
- Work with Service Managers to reinforce with staff teams the need for all relevant processes, procedures, documentation etc. within the service to be completed correctly and in line with required deadlines and standards and support the maintenance of all records and systems as appropriate and in accordance with data protection regulation.
- Contribute to the development of the Trust's Risk Management Policy and process, and support the development and maintenance of the corporate risk register
- Contribute to the maintenance of the Corporate Policy Register.
- Contribute to the development and maintenance of the Central Contracts Library.

### **2. Undertake quality compliance and performance monitoring activity, both internally and externally, in line with the Trust's framework**

- Undertake compliance performance monitoring and quality assurance audits of both internal services and external partner/supplier activity, in accordance with contract requirements and service quality frameworks. This will be done in line with the agreed audit programme and the Trust's audit procedures.
- To identify and report on gaps and weaknesses in current process and procedures, recommend improvements and identify and share best practice across services.
- Where services are inspected or audited by an external body, work with Service Managers to prepare for inspections/audits and assist in developing post-inspection action plans.
- Where appropriate, ensure that regular tracking/monitoring is completed in accordance with contractual requirements.
- To assist in ensuring all staff and sub-contractors are aware of contractual responsibilities, where appropriate.
- To monitor and ensure quality of paperwork in accordance with external and internal procedures, as appropriate.
- Design and deliver training and refresher workshops on compliance matters, as and when required.
- Support the Quality Assurance Manager with registration activities for regulators, including the submission of any statutory notifications.

**3. Lead on the development and maintenance of a risk-based quality assurance audit programme for the organisation.**

- Develop and maintain a risk-based annual quality assurance audit programme which is driven by and feeds back in to the local risk registers.
- During the course of audits, work with operations and service teams to identify, evaluate and escalate risks in accordance with the Trust's Risk Management framework.

**4. Together with the Quality Assurance Manager, support the development and implementation of regulatory/legal compliance processes across the organisation.**

- Support the development and implementation of management arrangements for safeguarding, data protection and health and safety frameworks.
- Collate, analyse and report on incidents and trends at a set frequency for reporting purposes.

**5. Lead or participate in projects relating to quality assurance and compliance, as required.**

**6. Lead on and support the development, implementation and maintenance of robust team processes and tools.**

- Contribute to and occasionally lead on Internal Assurance Team development objectives and team meetings.

**7. Provide professional, accessible and reliable advice and guidance**

- Work with Operational and Service Management to ensure changes in regulation and legislation (relating to their services) are communicated to staff.
- Provide advice and guidance to staff on contractual issues and maintain the Trust's Contracts Register
- Undertake support visits to services to work with staff to maintain a high quality of service delivery.
- Liaise with staff, external partners and sub-contractors providing information and support as appropriate.
- Develop good working relationships with operational and service management and external agencies, where appropriate.

**8. Undertake accurate and timely management reporting and communication**

- Produce accurate and well-presented audit reports for both for internal and external circulation, as required.
- Report and present audit results and findings to senior operations and service management, in accordance with the Internal Assurance Charter.
- Work collaboratively with operational and service management to agree appropriate action and timescales to audit recommendations made.
- Actively attend and participate in Service Management meetings as an IA representative to report general themes and trends, update on legislative and regulatory changes, as required.
- Through regular reporting, inform the Quality Assurance Manager of audit/improvement progress, risks and issues.
- Support the Quality Assurance Manager with the creation of management and committee reports, as required.

- Complete accurate timesheets commensurate with the Trust's internal and contractual reporting requirements.

To safeguard the health, well-being and safety of the customers we work with, some of whom may be classed as vulnerable people or adults at risk. In the event of a risk to a customer becoming apparent or if concerns arise about a vulnerable person's welfare, to immediately report these concerns in line with the appropriate policy and procedure.

In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required.

**Date of Description:** February 2019

**Job Description Ref:** Internal Assurance Officer

**Prepared By:** Quality Assurance Manager