**KERRY PARENTS AND FRIENDS ASSOCIATION**

**QUALITY & COMPLIANCE MANAGER**

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| **Job Title** | Quality & Compliance Manager |
| **Location of the post** | Kerry Parents and Friends Association, Old Monastery, Port Road, Killarney, Co. Kerry |
| **Reporting Relationship** | Director of Services |
| **Hours** | Full Time – 37 Hours per week |
| **Purpose of the Post** | The Quality and Compliance Manager is responsible ~~f~~or quality improvement and regulatory compliance across Kerry Parents and Friends Association.  He or she will ensure the delivery of compliant, effective, efficient, and quality assured services.  He or she will oversee preparedness for regulatory inspections, be available for post-inspection feedback sessions and engage with PICs/Managers to develop action plans following inspections.  The Quality and Compliance Manager will put in place a robust quality management system, using regular audits and surveys and centralised tracking to assure full compliance with all regulatory requirements across the organisation.  The Quality and Compliance Manager will collaborate with the Director of Services to identify, prevent, and minimise risk. They will work collaboratively with various Committees to recognise, eliminate, and control health hazard risks in the workplace.  The Quality and Compliance Manager will provide staff training in the areas of quality and regulatory compliance across the service in line with the organisation’s strategic plan. |
| **Main Duties and Responsibilities** | **The following is not an exhaustive list of duties associated with the post but is intended for the guidance of the person assigned to the position.**   * Prepare policies, protocols, SOP’s and guidelines to ensure best practice of quality management and regulatory compliance for dissemination and implementation throughout the services. * Develop and maintain a quality management system. * Liaise with management to develop and oversee quality objectives and strategies for achieving them. * Foster a culture of quality and continuous improvement. * Implement a robust framework for quality and process improvement. * Develop and maintain a regulatory compliance information system. * Review all regulatory update reports submitted by departmental heads for completeness of documentation, confidentiality and accuracy. * Develop reports that analyses, aggregates and trends all quality improvement and regulatory compliance performance indicators. * Prepare KPI reports and analysis on quality improvement and regulatory compliance for the Senior Management Team, Chief Executive Officer, Clinical Governance Committees, sub-Committees of the Board and the Board of Directors. * Engages with key stakeholders to ensure preparedness for all regulatory inspections e.g. HIQA, RSA, AHB, HSA, HSE * Review all regulatory inspections findings. Assist in the development and oversee the management of action plans to address non-compliance within agreed timeframes. * Develop and manage the education and technical expertise in quality improvement and regulatory compliance of the Association staff and Board of Directors. * Perform ongoing reviews of regulation, Irish healthcare law and appraise management of changes. * Provide support in root cause analysis and report findings to the appropriate personnel. * Provide ongoing monitoring and evaluation of the effectiveness of the Associations performance in quality and regulatory compliance improvement programs. This includes the evaluation of the previous year plan and assuring the plan for the next year is approved by the appropriate Committees. * Develop and maintain a repository of quality and compliance articles and other resource material pertaining to quality improvement and regulatory compliance for dissemination throughout the services. * Participate in orientation and the ongoing education and training of the Associations staff. * Works collaboratively with the Senior Team, Board of Directors and Quality and Safety Sub Committee to identify and correct unsafe conditions and work practices.   **In addition, the post holder will:**   * Support the Persons in Charge/Managers, Assistant Director of Services, Director of Services and Chief Executive Officer in the development and implementation of quality management and regulatory compliance governance structures. * Participate actively in the management of complaints and deputise as complaints officer. They will audit and prepare reports on complaint trends as appropriate and ensure compliance with legislation and relevant regulations. Advise and implement initiatives to enhance service satisfaction and reduce complaints as an important element in Continuous Quality Improvement. * Act as the Data Protection Officer (D.P.O.) to ensure KPFA adheres to legal standards and internal Data Protection Policy and Procedures. The post-holder will foster a culture of data protection awareness, provide training to staff, oversee the Association’s data protection strategy and implementation to ensure compliance with GDPR and other relevant data protection regulations e.g. F.O.I. They will oversee the response to data breaches, ensure they are reported to the Data Protection Commission, conduct investigations into data breaches and recommend corrective actions. They will create and manage data protection policies and procedures and conduct regular audits to ensure compliance with legislation and policies. * Participate in staff development and in-service training relevant to the post as may be organised from time to time. * Ensure there is a functioning document control system in place that controls all documents from both internal and external sources, including review of validation protocols. Liaise with Policy Review committees when reviewing KPFA Policies, Procedures and Protocols. * Maintaining and continually improving the quality and compliance document management system. * Monitoring audit schedules throughout the services and reviewing audits to ensure the Quality Management System and processes are being thoroughly evaluated. * Support quality and compliance initiatives both internally and externally. * Be involved in any active way in the future service developments in and associated with Kerry Parents and Friends Association. * Keep abreast of advances and developments in the provision of services in the areas of Disability. * Be fully familiar with the terms of the Safety, Health and Welfare at Work Act and all relevant policy documentation of the Association i.e. Safety Statement, Guidelines for Safeguarding Vulnerable Adults, Trust in Care policy, Dignity, Respect and Equality in the Workplace policy, Children First, Client Protection, National Quality Standards, Assisted Decision Making Policy, Safe Administration of Medication Policy, Infection Prevention & Control Policy, General Data Protection Regulation (G.D.P.R.), Code of Professional Conduct and Ethics for Employees working in KPFA and all other organisation’s operational and quality procedures and guidelines. * Respect and operate within the framework of the tradition, character and ethics which govern the work of Kerry Parents and Friends Association and to actively promote the mission and values in the course of one’s work.   **The post holder will:**   * Be fully familiar with the terms of the Safety Health and Welfare At 2005, and supporting regulations and all policy which are relevant to Kerry Parents and Friends Association including Risk Management Policy, Complaints Policy, Adverse incident reporting, Risk Assessment Management Policy, Fire Policies, Safety Statements, Staff Handbook, Safeguarding of vulnerable adults, Standard Operating Procedures and all relevant Policies and Policy documentation relating to Kerry Parents and Friends Association and the strategic plan of the Association. * Be fully familiar with the regulatory requirements of the Disability Act 2005, New Directions, HIQA, FOI and GDPR and ensure their full implementation pertaining to their areas of responsibility. * Knowledge of the Health Service Executive’s Enterprise Risk Management Policy 2023 and the HSE’s Incident Management Framework 2020. * Knowledge and understanding of the Health Act, 2007 Regulations and any standards or government publications on the provision of services for day and residential services in the Disability sector. * Provide Monthly/Quarterly reports as directed or as required to the Person in Charge, Assistant Director of Services, Director of Services, Chief Executive Officer and Board of Directors/sub-Committees. * Evaluate and review practices, policies and procedures, guidelines and systems for all quality and compliance operations across the services collaborating with line management so they are continuously and consistently in line with best practice and industry standards. * All employees of the Association are expected at all times to discharge their duties in a manner consistent with and that reflects in practice the values and ethos of the Association. * To perform any other duties appropriate to the post, as may be assigned by the Director of Services or his/her designated nominee. * This job description will be subject to review in light of experience and/or changing circumstances and will include other duties appropriate to the post as may be reasonably determined by the Director of Services or his/her designated nominee. * A commitment to drive the organisational values of Dignity, Diversity, Inclusion and Self-Determination. * Work with Persons in Charge to design quality improvement programmes/initiatives, data processing and analysis which will support implementation and monitoring of quality and compliance regulations. * Provide advice and support on all aspects of risk and incident management with the Association. * Participate in Incident Management Teams where required, lead and support system analysis investigations. * Develop a process for tracking implementation of recommendations from major reports, investigations and safety audits. * Contribute to ongoing development of ICT systems for quality and compliance including the development of electronic databases. * Develop and support systems and processes for incident management including communication and escalation of serious incidents. * Have oversight of the maintenance and update risk register including the Corporate Risk Register. * Lead the development and monitoring of local improvement strategies to address areas of underperformance in relation to quality and compliance. * Undertake special assignments and quality and compliance investigations as directed. * To promote support and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient work environment. |
| **Key requirements** | * Bachelor’s degree/Higher Diploma level (NFQ Level 8) in Health Services Management/ Social Care/ Nursing /Quality Management or related field. * Evidence of ongoing continuous professional development. * Where Quality Management is not the primary degree, have additional qualification in quality management to Diploma level (NFQ Level 6). * 3 years’ experience leading change in a complex organisation in a managerial or supervisory and/or quality and compliance role, ideally with a focus on quality assurance and compliance. * Disability sector experience an advantage but not essential. * Analytical and conceptual skills, with good relationship management skills. * Strong ability to be able to respond to the needs of the organisation. * Experience in implementing and managing quality management systems, compliance frameworks and regulatory requirements, ideally specific to disability services. * Experience of conducting audits, inspections and evaluations to ensure compliance with relevant legislation, standards and best practices. * Familiarity with National policies, guidelines and standards related to disability services. * Understanding of GDPR requirements, its implications and where possible engagement in a data protection project in the past two years. * Experience of supporting, developing and empowering staff in improving services. * Strong understanding of quality management principles methodologies and tools, including continuous quality improvement approaches. * Ability to develop, implement and maintain effective quality and compliance management systems tailored to the needs of disability services ensuring adherence to standards and achievement of quality outcomes. * Excellent analytical skills to assess complex situations, identify areas for improvement, and develop effective solutions to enhance quality and compliance. * Strong problem-solving abilities to address challenges related to quality assurance and regulatory compliance, and service delivery with disability services. * Effective communication skills, both verbal and written, to liaise with Stakeholders, staff members, service users, families and regulatory authorities. * Strong interpersonal skills to build collaborative relationships, foster teamwork, and facilitate constructive dialogue on quality and compliance matters. * Exceptional attention to detail to ensure accuracy in documentation, reporting and record keeping related to quality and compliance activities. * Well-developed organisational skills to manage multiple priorities, deadlines and responsibilities effectively within a dynamic disability services environment. * A productive attitude towards continuous learning, professional development, and staying updated on emerging trends, best practices, and changes in legislation affecting disability services. |