

# Post Specification

<b>Post Title</b>	Programme Manager, Specialty Quality Improvement
<b>Post Status</b>	Permanent
<b>Department/Function</b>	Specialty Quality Improvement
<b>Closing Date</b>	Friday 04 June 2021
<b>Reference Number</b>	RCPI-24-21

## Post Summary

RCPI is seeking to appoint a Programme Manager on a permanent basis to the Specialty Quality Improvement (SQI) Programmes. The Programme Manager will be responsible for driving the development and implementation of the National SQI Programme working closely with key stakeholders and participating hospitals.

The successful candidate will also work closely with colleagues across RCPI departments and with external stakeholders.

## Reporting Relationship

The Programme Manager reports to the SQI Department Manager.

## Main Responsibilities for SQI PM

1. Assume project management and professional leadership in the running of the programme, influencing future development and implementation of strategic objectives, including the roll out of the programmes to all public and private hospitals.
2. Develop and maintain an annual programme work plan.
3. Produce annual national data report for publication in collaboration with the clinician-led Working Group, producing clinical and statistical commentary for reports.
4. Manage and co-ordinate activities of the Clinical Working Group and Programmes Governance Committee including scheduling of meetings, preparing meeting documentation, recording decision and actions and following up on action items.
5. Lead on the development and review of programme documentation e.g. SOPs, MoU, Information Governance and QI Guidelines.
6. Organise an annual national conference/webinar and additional events to facilitate shared learning.
7. Lead on the planning and management of national data reports for a variety of audiences including clinical teams engaged in healthcare delivery, HSE, Department of Health, and general public.
8. Work as part of a team, building effective relationships with both internal and external stakeholders.

9. Identify risks and barriers to programme success in a timely manner and propose appropriate and innovative solutions.

### **Data Related**

1. Perform analysis of the QI data for the relevant programme for the annual national data report.
2. Perform analysis of the QI data in response to requests from the working group providing an evidence base for discussions on KQIs and the secondary use of audit data where appropriate.
3. Maintain professional standards in relation to confidentiality, ethics and legislation.
4. Support and advise hospitals on required clinical audit governance structures, resources and use of QI data.
5. Provide support to participating hospitals on the interpretation of data and KQIs as required.
6. Liaise with HSE OoCIO and software suppliers as and when required.
7. Maintain an audit data set and dictionary.
8. Undertake all duties and responsibilities in compliance with the rules and regulations encompassing GDPR, HSE Standards and the HIQA Data Quality and Information Standards.
9. Advise and contribute to requests that may emerge under Freedom of Information (FOI).

### **Training, Education and Support**

1. Develop and manage a training and education programme for hospital programme leads, providing support and assisting in the resolution of issues where appropriate in the use of the National Quality Assurance and Improvement System (NQAIS).
2. Deliver training materials on site or via video conferencing as required.
3. Manage QI programme related issues and queries including managing ICT queries that arise and through the appropriate channels and supports ensure resolution.
4. Provide business requirements for the audit web-tool specification, assist in the development of user acceptance testing scripts and participate in testing of changes as required.
5. Lead on the development of Standard Operating Procedures (SOPs) for all QI, user setup and ICT support related processes to ensure a consistent approach and facilitate national user training.
6. Contribute to the ongoing evolution of the ICT systems and processes.

### **Communication**

1. Develop and implement a robust communications plan to raise awareness of the programme across the national and international medical community and public domain.
2. Prepare and present programme updates for multidisciplinary stakeholders including the Steering Committee and Working Groups on a routine basis.
3. Work with local hospital project teams as main point of contact.
4. Ensure all programme related documentation is disseminated as appropriate and available for participants.
5. Arrange and facilitate a support network group for all programme leads in participating hospitals nationally.

6. Communicate with all parties in a professional and efficient manner and ensure requests are dealt with in a timely manner.
7. Develop and maintain communication with other relevant programmes and projects across the health service.

### **Additional**

1. Initiate and participate in research studies as appropriate.
2. Stay informed on the latest developments in the relevant specialty that may impact the programme

### **Person Specification**

Area	Essential	Desirable
<b>Education / Qualification / Training</b>	Third Level Degree	Masters or equivalent
<b>Knowledge / Skills / Expertise</b>	<p>Understanding of the Irish healthcare system – planning, delivery and management.</p> <p>Experience in managing or working on projects. Can critically evaluate and interpret information.</p> <p>Experience of preparing reports, at a local and / or national level.</p> <p>Applies thorough attention to detail.</p>	<p>Experience of working in a clinical setting.</p> <p>Using data to drive improvement in a healthcare setting.</p> <p>Involved in clinical audit whether local and or national.</p> <p>Understands the stages of audit and can speak on the role of clinical audit in clinical effectiveness and QI.</p> <p>Acted in lead writer/ editor role for published reports/ papers</p> <p>Experience of preparing and presenting abstracts for scientific conferences, submission of papers for peer-reviewed academic journals and publication.</p>

<p><b>Responsibility/ Accountability</b></p>	<p>Demonstrable experience of leading and being responsible for a specialist area or a broad programme of work.</p> <p>Ability to challenge status quo and put in place systems and processes to improve performance and achieve best value.</p>	<p>Evidence of individual development and the development of others.</p>
<p><b>Relationship Management</b></p>	<p>Works productively and collaboratively within a small and dynamic team.</p> <p>Effective relationship management skills internally with a track record of building positive working relationships with people who work in a challenging and at times stressful work environment including peers, management, service providers, contractors and the public.</p> <p>Creates an open, stimulating environment for all team members. Invites ideas and developmental feedback on team-working and cohesiveness and how to resolve issues objectively.</p>	
<p><b>Autonomy / Decision-making</b></p>	<p>Highly self-motivated, confident, innovative, with ability to work independently, accurately to tight deadlines and to prioritise between conflicting demands to ensure delivery targets are met.</p> <p>Ability to make operational decisions within policies and procedures, using knowledge and experience, but will refer upwards on more complex issues if necessary.</p>	

	<p>Ability to exercise judgement and deal with a reasonable level of complexity and non-routine issues including problem solving.</p>	
<p><b>Communication, IT &amp; Planning</b></p>	<p>Excellent verbal and written communication skills with the ability to understand, interpret and communicate complex data and reports.</p> <p>Strong presentation skills. Excellent working knowledge of MS Excel Word and PowerPoint.</p> <p>Exercises integrity and judgement in dealing with privileged information or giving information or advice.</p> <p>Is fully aware and respects the sensitivities and confidentialities involved with information and advice</p> <p>Demonstrates an ability to set and work to deadlines. Sets realistic deadlines and works to ensure they are met with a high degree of success</p>	<p>Presented at national/ international events including poster presentations. Interested in learning and using IT solutions to enable improvement.</p>

**Application Requirement:**

Candidates should submit a cover letter and CV to [jobs@rcpi.ie](mailto:jobs@rcpi.ie), specifically addressing in their cover letter how their experience fits with the requirements of the role.

Please answer the following two questions with your application:

1. What are your current salary expectations?
2. What is your current notice period?