

<b>Job Title:</b>	Clinical Quality and Safety Manager (CQSM)
<b>Location:</b>	Ringwood Office Damastown Close Dublin 15
<b>Reports to:</b>	Head of Services
<b>Hours:</b>	35 hours per week. Some out of hours work may be required.
<b>Job Type:</b>	Full Time (Permanent)
<b>Salary:</b>	Competitive
<b>Purpose:</b>	The Clinical Quality and Safety Manager will have oversight and responsibility for all elements of clinical governance (Therapeutic & Medical) to include; policies & procedures, quality assurance & standards, clinical risk management & safety, client complex needs assessment and statutory & non-statutory reporting within and on behalf of Coolmine.
<b>Contact Email:</b>	<a href="mailto:Justinah.bello@coolminetc.ie">Justinah.bello@coolminetc.ie</a>
<b>Application Ref.</b>	HR/DUB/FLM /CQSM/1122

Coolmine is a leading drug and alcohol treatment centre providing community, day and residential services to men and women with problematic substance use and their families in Ireland. Established since 1973, Coolmine Therapeutic Community believes that everyone should have the opportunity to overcome addiction and lead a fulfilled and productive life.

We now have a vacancy for Clinical Quality & Safety Manager. The successful candidate will report to Head of Services and be responsible for all elements of clinical governance (Therapeutic & Medical) to include; policies & procedures, quality assurance & standards, clinical risk management & safety, client complex needs assessment and statutory & non-statutory reporting within and on behalf of Coolmine.

**Role Responsibilities: (Include, but not limited to)**

**Quality Assurance and Continuous Improvement**

- Ensure Quality standards are met and a system of continuous review is in place to maintain and attain compliance. This includes the Health Information and Quality Authority (HIQA), Safer Better Healthcare Standards (SBHC) & Independent Medication Management Audits (IMMA).
- Be a core member of the regional Clinical Quality and Safety Groups and report accordingly on implementation & review of quality standards within Coolmine Services.

- Chair internal Child Protection and Welfare Working group (CPWWG) to ensure continuous compliance with and review of Child Protection and Welfare Compliance, including regular audit of Coolmine's Children First Implementation status, Self-Audit Checklist status and review of Child Protection Policies & Safeguarding Statements.

### **Clinical Risk Management and Safety**

- Monitor, Review and risk assess complex needs admissions & regularly report on emerging trends.
- Ensure the safe admission and medical treatment care planning is in place for clients presenting with complex needs.
- Provide expert advice and clinical case management oversight for clients with complex needs. This includes on occasion chairing interagency case conferences for clients when - required pre and post admission.
- Manage clinical medical and therapeutic complaints that may arise as per Coolmine's internal policy and procedures.

### **Clinical Medical & Therapeutic Procedures & practice**

- Oversight of Opioid Substitution Treatment and detoxification programmes, liaise with General Practitioner and community clinicians- in regards to the delivery of detoxification treatment including Benzodiazepine, Librium and methadone. Support care plan progression in collaboration with community & healthcare clinicians- when required.
- Review, audit and provide clinical oversight Coolmine's clinical - therapeutic and medical-policies, procedures and practice. Implement a programme of responsive and proactive training as and when required.
- Conduct bi-monthly review meetings with regional Visiting Medical Officers attending to the clinical medical needs of residents (and children) in our residential services.
- Train, audit and ensure good practice in the implementation of medication prescribing and management across Coolmine's services.
- Ensure clinical supervision is provided to the Coolmine clinical nursing team.
- Meet with Clinical Supervisors providing staff support and report to Head of Services on any emerging issues/areas of concern for preventative and/or remedial actions

### **Leadership & Management**

- Provide Line Management support including Performance Reviews to Coolmine Nurse Team Leaders.
- Lead the organisational nursing strategy including regular reviews to ensure implementation.

### **Staff Training & Development**

- Be a core member of the Organisational Training Sub Committee to input into the clinical (therapeutic and medical) training needs of the organisation.
- Provide/arrange training for staff in mental health, dual diagnosis, substance misuse, medications and impact on client behaviour/well-being.

### **Statistics and Trends Analysis**

- Respond to trends identified from internal reporting systems that are clinically related.

### **Services Accidents and Incidences**

- Chair the regional Clinical Quality and Safety Groups and provide expert advice and action to address clinical issues that arise and are reported via the internal accident and incident reporting system.

### **Clinical Supervision**

- Responsible for clinical supervision of nurses
- Meet with Clinical Supervisors providing staff support and report to HOS

### **Person Specification**

#### **Education**

##### **Essential:**

- CNM3 or above,

##### **Desirable:**

#### **Skills & Experience (evidence of)**

##### **Essential:**

- Addiction Training
- Minimum 3 years work experience in a similar role.
- Strong interpersonal and communication skills
- Ability to lead a team, manage and motivate staff
- Ability to prioritise, plan and organise
- Proven capacity to deliver clear reports, documentation and presentations to a range of stakeholders, internally and externally
- Commitment to the delivery of quality service
- Comprehensive knowledge of relevant legislation and regulations
- Professionalism and discretion with ability to manage sensitive situations in confidence and with tact and diplomacy
- Must be able to work collaboratively, with a range of colleagues in the wider organisation, as well as with external stakeholders

##### **Desirable:**

- Additional managerial qualification
- Experience within homeless, addiction or mental health sectors
- Experience and working knowledge of risk management strategy and systems
- An understanding of Charity legislation and regulation
- Experience of establishing positive and productive relationships at senior level

## **Competencies:**

### Core:

- Quality
- Teamwork
- Accountability

### Organisation & Results

- Manage multiple priorities
- Drive for Results
- Operational Excellence

### People & Team

- Developing Others
- Managing under pressure

### Self

- Self-Awareness

## **Application Process:**

Interested candidates who meet the criteria in terms of qualifications, experience and person specification should send their CV & cover letter with application reference code HR/DUB/FLM/CQSM/1122 to Justinah Bello HR Manager at [justinah.bello@coolminetc.ie](mailto:justinah.bello@coolminetc.ie).

The closing date for applications is **5pm on Wednesday 30 November, 2022.**

**Coolmine Therapeutic Community is an equal opportunities employer.**