

<b>Job Title:</b>	Clinical Quality and Safety Manager (CQSM)
<b>Location:</b>	Can be based in CTC Head Office or regional centre
<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 overall purpose of this role is to develop and lead in the management and implementation of the clinical quality and safety agenda at Coolmine. The post holder will ensure that Coolmine is compliant with the quality assurance framework set out in SLA's and with good practice guidelines in the area of drug and alcohol treatment.
<b>Contact Email:</b>	<a href="mailto:Karl.mooney@coolminetc.ie">Karl.mooney@coolminetc.ie</a>
<b>Application Ref:</b>	HR/DUB/FLM/CQSM/0323

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.

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

**Quality Assurance, Standards & Continuous Improvement**

- Ensure compliance with current Quality Standards frameworks and that a system of continuous review is in place to underpin compliance.
- Coordinate preparation for annual auditing ensuring working groups, communication and action plans are in place internally and with multidisciplinary team participation
- Provide guidance and training on audit requirements including the evidence base for same and implementation of action plans which require evidence of completion for regulators/funders
- Develop and maintain a database for Coolmine's continuous quality improvement plans and projects.

- Review and make recommendations on further enhancing Coolmine’s governance frameworks for clinical quality and safety
- Be a core member of the regional Clinical Quality and Safety Groups (CQSG) and report accordingly on compliance, implementation & review of clinical quality and safety frameworks and standards across CTC Services
- Provide Regional Clinical Quality and Safety Groups (CQSG) and Clinical Quality and Safety Board Sub-Committee (CQSC) fora with timely relevant information relating to clinical quality and safety

### **Clinical Policy, Procedures & Practice**

- 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 bimonthly review meetings with regional Visiting Medical Officers attending to the clinical medical needs of residents (and children) in our residential services.
- Audit and ensure good practice in the implementation of medication prescribing and management across Coolmine’s services in consultation with regional Clinical Nurse Managers.
- 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.

### **Staff Training & Development**

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

### **Accidents and Incidents**

- Working closely with the Management Team, Clinical Leads and Head of Services, ensure that clinical incidents are investigated, reviewed and remedial actions are implemented and monitored.
- Provide reports and presentations of clinical quality and safety incidents to relevant fora, namely the regional Clinical Quality and Safety Groups.

### **Service and Strategy Development**

- Provide strategic and operational leadership and direction on all aspects of clinical quality and safety for staff and management teams in Coolmine to ensure the provision of effective, efficient and quality assured services.
- Assist in the development and implementation of focused management, operational planning and control systems for the effective measurement and monitoring arrangements for clinical quality and safety of service delivery.

### **Complaint Management & Improvement**

- Coordinate and report on all client and service related complaints that may arise as per Coolmine's Complaints Policy and Procedure and in line with national standards. Ensure remedial actions are implemented and reviewed.
- Work with Service Leads and Managers to reduce clinical incidents and complaints and make improvements to the quality of care and the safety of care of clients.
- Support management to establish appropriate communication, structures and processes for complaint, quality & safety management.
- Provide ongoing monitoring and coordinate action plans to address areas of non-compliance in partnership with key personnel.

### **Analysis and Data Management**

- Ensure that client safety and information on risks and trends is readily available to Management, Clinical Quality and Safety Groups and service leads to assist in strategic and operational management of related issues.
- Analyse the trends and issues identified, ensure they are acted upon, and monitor the effectiveness of subsequent action plans.
- Produce quantitative information and data for the CQSC, CQSG, SMT and Management Team meeting as may be required.

### **Other**

- Remain professionally updated in all aspects of clinical quality and safety, specifically national standards.
- Maintain up-to-date knowledge of developments in relevant legislation and regulations to ensure that management and staff are kept informed of developments and implications.

## **Person Specification**

### **Education & Qualifications**

**Essential:** Primary Degree in a Health-related discipline (Level 8)

**Desirable:** Qualification in Quality & Safety or Risk Management

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

#### **Essential:**

- Knowledge of Risk Management processes and Quality Improvement
- Knowledge and experience of a healthcare setting
- Worked with marginalised communities (homelessness, Addiction, mental health)
- Has managed teams
- Comprehensive knowledge of relevant healthcare legislation and regulations

#### **Desirable:**

- Strong interpersonal and communication skill
- Professionalism and discretion with ability to manage sensitive situations in confidence and with tact and diplomacy
- Proven capacity to deliver clear reports, documentation and presentations to a range of stakeholders, internally and externally
- Experience and working knowledge of risk management strategy and systems

### **Application Process:**

Interested candidates who meet the Person Specification requirements should send their CV & cover letter with application reference code to Karl Mooney, HR Generalist at [karl.mooney@coolminetc.ie](mailto:karl.mooney@coolminetc.ie)

Please quote this application reference **HR/DUB/FLM/CQSM/0323**

The closing date for applications is **5pm on Wednesday 22 March 2023.**

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