



Royal College of Anaesthetists

Accreditation Manager

Directorate: Clinical Quality and Research

Reports to: Head of Clinical Quality

No. of Direct Reports: Up to 2

Grade: 4

1.1 Job purpose

The purpose of this role is to manage Clinical Quality workstreams, tasks and projects, including the Anaesthesia Clinical Services Accreditation (ACSA) scheme, and other RCoA work to support the maintenance of anaesthetic national standards.

ACSA is an accreditation scheme for anaesthetic departments; which include self-assessments and hospital visits. The role will require oversight of the scheme as well as partaking in regular overnight hospital visits and report writing.

The role is outward-facing, involving liaison with regulators, hospital departments, senior clinicians and other key national stakeholders. The role holder will work closely with committee members including both clinical and lay representation and requires people management skills. The role holder will promote excellent and efficient team working, ensuring that high standards are maintained and deadlines are met.

There is a requirement for this role to travel within the UK, with overnight stays.

1.2 Key tasks and responsibilities

Management of the Delivery of ACSA and Associated Workstreams

- Management of the ACSA scheme; this includes management of day-to-day tasks and developmental aspects
- Ensure that the aims of the ACSA strategy are met and delivery is aligned with the overall College strategy for the associated workstreams
- Ensure the scheme runs to agreed time and cost and that quality is maintained
- Establish and maintain relationships with external healthcare, governmental and partner organisations in relation to the accreditation scheme
- Support the closer alignment of ACSA and other RCoA workstreams
- Oversee and manage the development and implementation of the ACSA IT platform
- Provide support and advice for specialty enquiries and consultations, including accreditation, and national standards
- Manage ACSA events and training days within the UK (this is likely to require overnight stays)

Staff Reviewer on Review Visits (Accreditation and Invited Review Service)

- Participate in staff reviewer training
- Attend site visits, fully participating as a staff reviewer, assessing the site against established national standards while maintaining professionalism and the quality of the service
- Write the review visit report in collaboration with other review team members

- Lead on the report writing, ensuring version control and timely execution
- Be available for site visits across the UK, including overnight stays

General Duties

- Work collaboratively with the Patient Safety Manager to ensure Clinical Quality workstreams are suitably joined up and knowledge of each other's areas of responsibility is shared
- Develop a thorough understanding of workstream budgets, monitor income and expenditure and report deficits and variances to the Head of Clinical Quality
- Establish and maintain relationships with external colleagues; ensuring RCoA interests are recognised and protected
- Establish and maintain relationships with internal colleagues, in particular Research, Communications and Finance colleagues; ensuring effective collaboration
- Build and maintain an excellent working relationship (and communication) with the Head of Clinical Quality; providing regular updates and proposing new business ventures

RCoA's Responsive Clinical Quality Advice Function

- Act as a point of contact for RCoA patient queries, ensuring that these are handled with appropriate sensitivity and confidentiality
- Ensure that the answers to the queries received by Clinical Quality provide excellent advice to patients and clinicians, whilst ensuring the RCoA's reputational interests are protected
- In collaboration with the Patient Safety Manager, maintain a database of Clinical Quality queries and provide reports to Council and committees, ensuring that all confidentiality requirements are met and in line with the Data Protection policy
- Maintain a close working relationship with the Clinical Quality Adviser (co-opted Council member)

People Management, Relationships, Collaboration and Team Working

- Ensure the Clinical Quality team maintains high quality of work
- Provide direction, support and constructive feedback for team members through regular 1:1 meetings
- Conduct half and full year appraisals with team members; setting SMART objectives aligned to the directorate and team strategy
- Encourage and support team member's personal development
- Build a collaborative, mutually supportive and high performing team
- Manage underperformance effectively through open, transparent and consistent processes

Other Duties

- Provide support and cover for the Patient Safety Manager, Head of Clinical Quality, Associate Director of Clinical Quality & Research and Director of Clinical Quality & Research, as and when required
- Undertake any other duties that might be reasonably required by line management

1.3 Qualifications, skills, knowledge and experience

- Experience of working within a healthcare or education setting
- Experience of dealing professionally with a variety of internal and external stakeholders and the ability to form good working relationships at all levels
- Proven experience of effectively managing a small team and developing skills in others
- Experience of managing contracts and budgets, and monitoring income and expenditure
- Excellent communication and interpersonal skills
- Proactive approach to problem solving with the ability to resolve issues

- Database management skills with the ability to pick-up bespoke systems (training will be given) and adapt for use
- Excellent report writing skills
- Experience of committee management and servicing
- Understanding of project management principles
- Intermediate level skills with Microsoft software, including Word, PowerPoint, Excel and Outlook
- Ability to travel within the UK and work flexibly, when required

1.4 Core Competencies

These competencies will help you understand and deliver the high performance required for this role at the College. These performance standards and behaviours will be assessed during the interview process and developed through the appraisal process.

VALUE:	EXPERT
COMPETENCY:	Empathy with the College and its business
DESCRIPTION:	Understands the fundamentals of what the College does, its mission, vision, values and culture. Uses this information to grow and develop the College and its people

Support & Delivery
<ul style="list-style-type: none"> • Applies knowledge of business to day-to-day activities • Understands team function and how it fits in overall College • Develops a team spirit • Applies a "can do" approach • Understands impact of own role on wider College functions (and vice versa)
Management
<ul style="list-style-type: none"> • Applies their professional expertise to the College • Thinks commercially • Acts as a College ambassador • Delegates fully and effectively • Develops, motivates and engages teams and individuals • Plans resources effectively • Leads by example
Strategic Leadership
<ul style="list-style-type: none"> • Champions key direction and strategy • Encourages and demonstrates entrepreneurialism and cross-College working • Encourages a high-performance culture • Understands impact of external changes on the College

VALUE:	INCLUSIVE
COMPETENCY:	Collaboration and Communication
DESCRIPTION:	Works collaboratively and co-operatively with colleagues to get the job done and responds positively to change. Communicates widely and effectively. Appreciates diversity and equal opportunities for all.

Support & Delivery
<ul style="list-style-type: none"> • Is a team player, open to others' views • Adapts communication style to situation • Keeps others informed and updated • Willing to give and receive feedback • Listens and responds effectively • Values different perspectives

Management

- Communicates effectively and openly, ensuring key messages are cascaded and everyone's views are heard
- Works with peers to influence effectively and consistently
- Deals with conflict between individuals and teams
- Works with partners to enhance the reputation of the College
- Ensures transparency and credibility
- Networks appropriately
- Ensures and enables an inclusive culture

Strategic Leadership

- Articulates a shared vision
- Presents in an engaging manner
- Ensures conflict and risk is mitigated
- Champions diversity and values

VALUE: POSITIVE
COMPETENCY: Customer Focus
DESCRIPTION: Builds relationships with customers by understanding, anticipating and responding to their needs. Takes responsibility to complete work in order to exceed expectations.

Support & Delivery

- Answers phones in a timely way
- Understands customer needs, stresses and pressures
- Understands impact of own actions
- Manages own time
- Meets and exceeds targets
- Does what they say they'll do
- Makes recommendations for improvements

Management

- Future-proofs
- Builds relationships
- Equips others to deal with customers
- Sets targets, ensuring they are met
- Ensures customer is aware of relevant College services and products
- Uses knowledge and expertise to ensure customer satisfaction
- Plans for the future to improve services

Strategic Leadership

- Knows competitors
- Addresses external conflict
- Focusses on the long-term
- Is aware of changes and impact on others
- Overcomes barriers to improvement
- Manages risk

VALUE: FORWARD-THINKING
COMPETENCY: Conceptual Flexibility
DESCRIPTION: Takes the initiative and thinks flexibly and innovatively in order to propose solutions and deal with ambiguity. Builds trust and credibility through self-awareness.

Support & Delivery

- Acknowledges success and failure and learns from them

<ul style="list-style-type: none"> • Works on own initiative and finds better ways of doing things • Acknowledges problems and suggests solutions • Remains open-minded • Adjusts to changing needs • Is aware of self and others • Contributes and adds value to operational plans
Management
<ul style="list-style-type: none"> • Encourages others to find solutions • Creates an open forum for innovation • Implements operational plans and manages risks • Realises when things are going wrong and fixes them • Maintains personal credibility
Strategic Leadership
<ul style="list-style-type: none"> • Approaches issues with fluidity and flexibility • Makes improvements at a corporate level • Implements solutions at a strategic level • Welcomes innovation from colleagues and empowers them • Challenges the status quo

VALUE: AMBITIOUS
COMPETENCY: Shared Vision
DESCRIPTION: Acts quickly and decisively, seizing opportunities and adding value.

Support & Delivery
<ul style="list-style-type: none"> • Sets personal objectives which meet operational and strategic plans • Adapts to changing priorities • Analyses problems and resolves them • Understands the impact of operational plans on own role • Deals with colleagues fairly and consistently • Keeps focused in the light of changing priorities • Sets high personal standards
Management
<ul style="list-style-type: none"> • Puts operational plans into action • Isn't afraid to make decisions • Ensures right people, right time, right place • Identifies new opportunities
Strategic Leadership
<ul style="list-style-type: none"> • Defines corporate vision and values • Handles all matters with sensitivity • Scans the horizon • Develops strategy, taking into account all external drivers

Signature:

Name:

Date: