

## Accreditation Manager

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Directorate: Clinical Quality and Research

Reports to: Head of Clinical Quality

No. of Direct Reports: Up to 3

Band: C

### 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. This role requires oversight of the scheme as well as partaking in regular overnight hospital visits and report writing. There is a requirement for this role to travel within the UK, with overnight stays.

ACSA is an accreditation scheme for anaesthetic departments and a key part of the RCoA's strategic goal to set the highest standards for anaesthesia and patient care. A significant amount of income is derived from the ACSA scheme and the goal is for the ACSA scheme to generate a surplus by 2024/25. This role is essential to the scheme's delivery and growth.

This role is outward facing, involving liaison with regulators, hospital departments, senior clinicians and other key national stakeholders, and works closely with committee members including both clinical and lay representation.

### 1.2 Key tasks and responsibilities

#### Management of the Delivery of ACSA and Associated Workstreams

- Provide leadership and operational oversight of the Accreditation Team's work in planning and delivering the ACSA scheme; this includes management of day-to-day tasks and developmental aspects
- Ensure the scheme runs to agreed time and cost, and that quality is maintained
- Ensure that the aims of the ACSA strategy are met and delivery is aligned with the overall RCoA strategy for the associated workstreams
- Provide data analysis and financial projections to inform the strategy and the development of the scheme
- Plan and manage promotional activity in collaboration with the Marketing and Communications Team to maintain and expand engagement with the scheme
- Produce the annual review of the ACSA scheme
- 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, including liaison with the digital manager and developers
- 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

#### People Management, Relationships, Collaboration and Team Working

- Ensure the Clinical Quality Team maintains high quality of work at all times
- Provide direction, support and constructive feedback for team members through regular 1:1 meetings and supervision
- Conduct 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

#### 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
- Escalate queries to the Head of Clinical Quality, where necessary
- 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)

#### Other Duties

- Provide support and cover for the Patient Safety Manager, Head of Clinical Quality, Associate Director of Clinical Quality and Research, and Director of Clinical Quality and 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
- Proven experience of effectively managing a small team and developing skills in others

- Experience of dealing professionally with a variety of internal and external stakeholders and forming good working relationships at all levels
- Experience of managing contracts and budgets, and monitoring income and expenditure
- Experience of committee management and servicing
- Excellent interpersonal skills with the ability to liaise confidently with a range of stakeholders
- Excellent communication skills, both written and verbal
- Excellent planning and organisational skills
- Excellent report writing 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
- Intermediate level skills with Microsoft software, including Word, PowerPoint, Excel and Outlook
- Understanding of project and/or service management principles
- Understanding of accreditation principles
- Understanding of national healthcare quality improvement initiatives
- Understanding of UK healthcare systems and environment
- Educated to 'degree' level, or equivalent qualification and/or work experience

Signature: .....

Name: .....

Date: .....