

Job Description

Job Title: Safety and Quality Specialist
Function:
Team / sub-function:
Reports to: Safety and Quality Manager
Job Grade: *Please leave Blank*
Job Code: *Please leave Blank*

The role

The Safety and Quality Specialist will provide field-based support to practice teams in all aspects of dental regulation, including the requirements of our key regulators and the delivery of high-quality care to our patients. The Safety and Quality Specialist will support a culture of quality improvement and ensure a consistent approach to quality standards across all practices, whilst maintaining local accountability. The Safety and Quality Specialist will be an expert in quality management in the dental sector and will support our teams in ensuring compliance with regulatory requirements, providing ongoing advice and support.

Each Safety and Quality Specialist will be responsible for a geographically located group of practices. This is likely to be c.40 practices and requires significant travel to our practices (c. three days a week field based, two days a week at home).

Key Accountabilities

- **Strategy and Planning**
 - Positively contribute to the development of policy and decision making in conjunction with the Safety and Quality Manager.
 - Contribute to projects, working groups and other similar groups in your geographical area.
- **Quality**
 - Support the implementation of the Compliance and Quality software and ensure it is embedded in all practices, providing training and support as required.
 - Develop a culture of quality improvement by providing strong leadership and engagement in the local area, especially with operational teams.
 - Ensure processes are in place to promote quality, including a robust incident management process, patient feedback, and a process of internal operational audit.
 - Monitor performance and take necessary actions, advising on regulation or best practice where appropriate.
 - Support Practice Managers in their role and provide expertise in relation to regulatory compliance, providing advice, training and support.
 - Support the management of the patient complaints process and ensure support is available to practices in relation to patient complaints
 - Ensure the timely and accurate provision of quality related data and be able to interpret and analyse data to identify trends.
 - Ensure a process of action planning and risk management is in place.
 - Ensure effective preparation and planning for regulatory inspections and internal audits.

This job description is intended to give an indication of the general level of responsibility for this role. Duties may vary from time to time.

- Ensure effective arrangements are in place to ensure patient safety.
- Take responsibility for ensuring the provision of specialist advice and support is available in relation to quality and compliance standards; infection prevention and control, including decontamination, radiation protection, sedation, safeguarding, freedom to Speak Up, regulatory standards, including GDC standards.
- **Safety**
 - Ensure the local implementation of all Health and Safety standards including (not limited to) risk assessments, COSHH, radiation safety.
- **Audit**
 - Lead a programme of internal compliance audit across all practices.
 - Establish and maintain an effective structured programme of operational audits working with Practice Managers.
 - Ensure the collation of information and data to support audit programmes and internal and external requests.
 - Conduct regular audits across practices, including site visits, interviews, collection of data and evidence to support focused audit areas.
 - Conduct assurance audits specifically in relation to regulatory standards of dental compliance, for example CQC Key Lines of Enquiry or RQIA standards.
 - Encourage and support an audit culture within all areas of the business, including a culture of openness and participation in audit activities.
 - Promote audit methodologies to encourage improvements in quality and performance across areas of the business.

Skills and Experience

Essential:

- Experience of compliance within the dental sector.
- Understanding of issues in relation to quality/compliance (e.g. infection control, decontamination, radiation).
- Excellent communication skills, presentation, mediation and negotiation; proven ability to engage at all levels within an organisation to obtain necessary information.
- The ability to prioritise and organise workload, while managing competing tasks and priorities.
- Attention to detail.
- Excellent written and verbal skills: ability to write clear and succinct reports and communications.
- Ability to interpret complex information.
- A can-do attitude to working under pressure.
- Access to own vehicle and a valid UK driving licence and willingness to travel across a geographical area.

Desired:

- Experience of working in a multi-site environment.
- GDC registered.
- Health and Safety qualification.
- Audit qualification.

Date: August 2023

Prepared by: Glen Curry
