



## **Renal Association – UK Renal Registry Job description**

<b>Job title:</b>	Quality Improvement Programme Manager
<b>Department:</b>	Corporate
<b>Reports to:</b>	Chief Executive, Renal Association
<b>Hours</b>	Full Time (hours may vary, depending on specific role)

### **General information**

The UK Renal Registry (UKRR) has been set up by the UK Renal Association, an independent body of specialist renal doctors with support from the Department of Health. The UKRR provides a similar function to other national renal registries in the US, Canada, Australia, Germany, Austria, Finland and Malaysia amongst others. The UKRR provides a comparative audit service to renal units throughout England and Wales. It also has close links with the Department of Health providing the national statistics for service planning. The UKRR is funded by a direct charge to the participating renal centres.

The UKRR collects data on patients with kidney failure and the primary objective is the preparation of an annual report for providers and purchasers which include population based audit, patient take-on rates, survival analysis and comparative analysis of quarterly biochemical data.

In 2008 the UKRR obtained information from all the UK renal centres for the first time enabling the UKRR to place more emphasis on data quality.

In addition, the UKRR works in partnership with external organisations to run kidney related programmes on behalf of the wider health and social care sector. These programmes can run from 1 year to 5 years in duration. As a partner in these collaborations it is the role of the UKRR to ensure these programmes are delivered to time and on budget, achieving all deliverables.

### **Job Purpose**

Operating as a strong team player and with excellent communication skills, the Quality Improvement Programme Manager will utilise specialist change management, quality improvement and project management expertise to influence and deliver projects, programmes and quality improvement interventions, as these arise within the UKRR through internal or external funding.

The postholder will be central to building and nurturing relationships with peers and key stakeholders, encouraging and facilitating agreed outputs. To work with strategic leaders, ensuring momentum is maintained and the appropriate officials are notified in a timely fashion to avoid potential delays.

## Key relationships

Internal

Other members of the Programmes Department

Finance Manager

Other team members from the UKRR

Key sponsors and stakeholders for all programmes undertaken by the UKRR

External

NHS England

Renal Units

Workstream Chairs / Co-Chairs and other members of the workstreams

All Programme Board members

Consultancies and external contractors

Patients, carers and lay representatives

## Responsible for

Criteria	Role	Comments
<b>Line Management</b>	Line management may be required.	Supervision, task prioritisation, appraisal, 1:1 meetings, performance management etc.
<b>Budget</b>	Manage operational delivery of projects within pre-agreed budget. RA Chief Executive holds budget accountability	Responsible for overseeing budget and sign off regular purchases such as events costs etc. Regular monitoring, reporting back to the relevant board, including exception reporting where necessary.
<b>Communication</b>	Lead on and maintain regular clear and open communications to all internal and external stakeholders. Where appropriate, maintain website.	This may be through regular internal and external communications, social media, through existing communications channels such as partnering organisations and national networks etc.

## **Quality Improvement**

1. Maintain an up to date awareness of the national picture, environment and network in order to understand the wider context in which interventions are delivered.
2. Undertake designated activities to support the design, development, distribution and evaluation of quality improvement interventions to ensure innovations and improvements are embedded into the wider health and care sectors.
3. Carry out research, data collection and statistical analysis to understand the organisation and / or workstream, including interviews and focus groups.
4. Prepare business proposals and presentations.
5. Identify issues and form hypotheses and solutions.
6. Present findings and recommendations to senior leadership and stakeholders.
7. Work collaboratively with key clinicians, patients, leaders, etc, to implement recommendations/ solutions, ensuring the necessary assistance is provided and sustainability is built in.
8. To work with relevant key stakeholders, such as patients, NHS England (or other commissioner), renal units, clinical directors and the wider renal community to share data, key findings and lessons learned.

## **Communication and engagement**

1. Consider and develop communication strategies appropriate to the particular work area, to ensure all stakeholders are communicated with effectively.
2. Using effective leadership skills, engage with all key stakeholders, to achieve commitment to the workstream.
3. Communicate effectively and sensitively with different types of people, negotiating and influencing key stakeholders where appropriate.
4. Promote and embed a co-production approach, as relevant and appropriate.
5. Act as the internal and external point of contact for problems and issue escalation, assuming responsibility for resolution if not otherwise allocated.
6. Work effectively as part of the programmes team, sharing expertise, supporting colleagues and coaching in own specialist area.
7. Undertake the full training cycle, from assessing training needs (in relation to specific workstream objectives), to developing training materials (including e-learning packages), delivering training and assessing its effectiveness.
8. Facilitate events, ranging from focus groups and workshops to conferences.
9. Deliver presentations on specialist area, to audiences of varying sizes.

## **Programme and project management**

1. Provide professional programme management throughout the entire project life-cycle and adhere to the agreed project management methodology.
2. Contribute to the development of key performance indicators for the successful assessment of workstream and programme success.
3. Efficiently monitor the overall programme progress including, cost, quality and risks of each project, reporting progress and flagging issues promptly.
4. Understand IT/renal data implications for programmes and manage data appropriately within relevant legislation and best practice guidelines.
5. Contribute and lead specific development, evaluation and sustainability activities for the programme.

## **General**

9. To project a professional and reputable image for the UKRR.
10. To ensure there is clear alignment between the workstream and the strategic objectives of the UKRR and partner organisations.
11. To undertake any other duties as specified by the UKRR management team.

## **Office**

1. To support management in the provision of a safe and adequate working environment.
2. To observe and conform to UKRR confidentiality requirements.

## **Finance**

1. Responsible for overseeing programme budget, regular monitoring and reporting, including exception reporting where necessary.

## **Line Management Role**

1. Annual and interim performance appraisals for direct reports.
2. Hold regular 1:1 meetings with all direct reports for the purpose of performance management.
3. Problem resolution.

## Person Specification

<b>Qualifications and Experience</b>	<b>Essential/Desirable</b>
First degree or equivalent level qualification	E
Recognised project management or quality improvement qualification, or equivalent demonstrable experience	E
Other business qualification	D
<b>Experience / skills (specify level/criteria)</b>	<b>Essential/Desirable</b>
Proven project management skills	E
Proven quality improvement skills and knowledge of tools	E
Experience of using and good working knowledge of Microsoft Word, Excel and Powerpoint	E
Effective planning and organisation skills	E
Change management experience	E
Time management skills	E
Negotiating/influencing skills	E
Effective communication skills, using a variety of methods with variety of audiences	E
Public speaking / presentation skills	E
Training – prep and delivery	E
Ability to engage and involve key stakeholders	E
Team worker, including diplomacy and proven success working with different types of people	E
Meeting / workshop facilitation	E
Able to demonstrate strategic thinking and vision	E
Problem solving/initiative	E
Ability to think creatively / Creativity	E
Leadership/delegation	E
Budget Management skills	D
Procedure writing	D
Coaching and mentoring skills	D
Staff management expertise	D
NHS or other healthcare working experience	D
Experience of Regional or National level audit or research	D
Interview techniques	D
Contract management	D
Management consultancy	D

<b>Knowledge</b>	<b>Essential/Desirable</b>
Understanding of the importance of evaluation, and how to evaluate a programme	E
Understanding of Regional or National level audit or research	E
Understanding of data and statistics and their use within quality improvement	E
Data protection legislation and information governance	E
Understanding of training principles and how these are applied to achieve successful training products	E
An understanding of kidney care and the kidney disease pathway	D

## **Other Relevant Information**

### **Travel requirements**

Regular travel around the UK, especially in the North of England – this may require staying away overnight. Overseas travel might be required.

### **Equality & Diversity Aims**

As a member of staff you have a personal responsibility to ensure you do not discriminate, harass or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination, harassment or bullying by others.

### **Risk Management**

Staff at all levels have a responsibility for ensuring that risks are managed, as an employee you will be expected to maintain a high level of awareness and assist in the process of reporting incidents, assessing risks and reporting unsafe occurrences and to co-operate with any investigations undertaken.

### **Health and Safety**

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare. As an employee you are required to report all accidents to the UKRR General Manager.

### **Information Security and Confidentiality**

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly relating to patients or staff. All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols allows it.

### **General Information**

This job description is not intended to be an exhaustive list of duties, but it aims to highlight the typical main responsibilities of the post. It may be reviewed from time to time in agreement with the post holder.

Approved by:

Date:

Accepted by:

Date:

**Programme Manager**