Clinical Lead, Improving Quality in Allergy Services Accreditation Programme

Reports to – Clinical Director, Care Quality Improvement Department

Tenure – Fixed term agreement for 18 months in the first instance (with possible further agreement for 12 months)

Hours – Average commitment is the equivalent of half a day per week - rising to a full day as needs permit

Location – Applicants will need to be based within the UK and will be expected to work flexibly to meet the requirements of the role. Much of the post holder’s work may be delivered from their own location remotely with occasional meetings in London and Liverpool.

The purpose of your role

The IQAS Clinical Lead will work in partnership with the project manager (based at the Royal College of Physicians) to ensure the success of the programme.

You will provide expert clinical leadership, direction and strategy for IQAS. You will lead on developments to the accreditation programme and will provide high quality guidance and advice. You will represent the IQAS programme in external meetings and act as a key point of contact on behalf of IQAS for relevant medical colleges, societies, and professional and regulatory bodies. You will maintain and enhance the reputation of the programme and ensure its proper governance.

You will closely with the project manager to ensure the success of the programme. Responsibility for the day-to-day management of IQAS lies with the IQAS team based at the Royal College of Physicians.

About the Improving Quality in Allergy Services (IQAS) Accreditation programme

The Improving Quality in Allergy Services (IQAS) accreditation programme was established in 2015 and is designed to support all adult allergy services in the UK and Ireland. The programme is open to all general and specialist allergy services.

Accreditation generally has played a pivotal role in driving change in many aspects of healthcare, including mental health and diagnostics. In collaboration with key stakeholders including representatives from the Joint Committee in Immunology and Allergy (JCIA), The British Society for Allergy and Clinical Immunology (BSACI) and allergy patient organisations, IQAS aims to promote similar change and improvement in allergy services, whilst also providing assurance to patients, managers, referrers and commissioners about the service provided.

Who you will work with:

You will work closely with:

- The IQAS programme team and accreditation unit manager based at the RCP
- Allergy services nationwide
- IQAS steering group
- Professional bodies, the NHS, and patient groups
- Representatives from the devolved nations and Republic of Ireland

Job Ref – **HR to complete**
How we’ll measure your success

Success in the role will be established through the quality of relationships that the post-holder nurtures with key stakeholders and within organisation.

We will measure this based on:

- Achievement of objectives (agreed with the Accreditation Unit Manager) and as part of an annual appraisal process with the Clinical Director
- Your support for the IQAS team to deliver priorities
- Successful engagement with key stakeholders
- Your ability to work autonomously, use initiative and problem solve
- Your contribution to and support for our values

What you’re responsible for

Leadership and management

- To provide overarching leadership of IQAS accreditation working in partnership with the IQAS project manager to identify and manage risks and opportunities
- Provide expert advice on the standards and clinical matters to the office, assessors and to registered services in conjunction with the project manager
- To provide advice and guidance to the IQAS team, registered services and the assessors based on detailed knowledge and understanding of the standards, evidence requirements and accreditation process working in conjunction with the IQAS team
- To work with the IQAS programme team and assessors to ensure plans are delivered and KPIs achieved
- Liaise with the clinical leads of other accreditation programmes at the RCP to share best practice and learning between programmes
- To chair the IQAS steering group to drive strategic direction of the programme as per the terms of reference and hold the group accountable for the delivery of arising actions and outcomes (meeting 3-4 times per year).

Strategy and development

- To identify areas of potential development and improvement to the programme
- To lead on developments and improvement initiatives, and support initiatives where delegated to others
- To attend development review and strategy meetings
- To maintain an awareness of the resource allocation that supports delivery and contribute towards the long-term sustainability of the programme

Stakeholder engagement

- To work with stakeholders to maximise engagement and influence of the IQAS programme. This will include attendance and participation in meetings with stakeholders
• To develop and maintain good working relationships with key stakeholders, including contracted third parties, professional bodies, devolved nations, assessors and contacts from government and patient groups
• To promote the IQAS programme with the clinical community, communicating and supporting the programmes aims, for example by presenting to relevant groups
• To encourage dialogue and debate with a wide range of stakeholders to develop ideas to transform allergy services and care through accreditation
• To attend meetings and events with other organisations on behalf of the programme

Accreditation, assessment and training delivery

• Lead the development and maintenance of standards for assessors
• Support assessors with any issues that arise through the assessment process and adjudicate on decisions working with the Accreditation Unit Manager
• Provide feedback to assessors on performance related issues
• Contribute towards annual performance review of assessors, which will inform the contract renewal process, in conjunction with the project manager and accreditation unit manager
• Perform assessments as an assessor as per the assessor role description, a minimum of 2 a year
• Assist with the assessment of annual renewal submissions from accredited services
• To assist with the quality assurance (QA) process for reports
• Participate as part of the training team at service training days and assessor review days
• Provide training support for services and assessors as agreed with project manager

General

• Adhere and comply with the provisions of the RCP’s health and safety policy.
• Adhere and comply with all RCP data protection and security policies and procedures
• Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities.
• Any other duties as may be reasonably expected and which are commensurate with the level of the post.

Your experience includes:

Essential

Qualifications

• Consultant level doctor or equivalent
• Unblemished record with the General Medical Council
• Evidence of continued professional development relevant to this post.

Experience and skills

• A clinician experienced in the field of allergy medicine and quality improvement who possesses the necessary skills to support multi-professional, collaborative clinical effectiveness projects
• NHS leadership experience with good understanding of the NHS, healthcare management structures and systems

Job Ref – HR to complete
• Ability to work effectively as part of a team, encouraging contributions from others, and reviewing and supporting the performance of the team to promote development and ensure outcomes are met
• Working with others to build and maintain relationships; successful initiation and facilitation of multi-professional strategic partnership working and alliances
• Experience of project delivery
• Experience of managing underperforming individuals, leading to enhanced support and supervision for individuals where needed and acting as a point of escalation for others when concerns arise about the performance and capability of clinical and lay assessors.
• Understanding of change management processes to improve clinical care by the ability to challenge poor or adequate care
• Experience of drafting reports

Desirable

• Management or leadership qualification
• Understanding the methodological requirements for healthcare quality improvement
• Experience of drafting papers for submission to peer reviewed academic journals
• Experience of leading a service through IQAS accreditation

Personal attributes

• Effective leadership through demonstration of personal qualities such as self-awareness, integrity and self-management.
• Acts in a manner consistent with the values and priorities of their organisation and profession.
• Demonstrates awareness of political, social, technical, economic, organisational and professional environment whilst also anticipating and preparing for the future by scanning for ideas, best practice and emerging trends.
• Ability to build effective relationships with a range of internal and external stakeholders.
• Articulates the need for change and its impact on people and services: to develop and communicate aspirations to others.
• Ability to collect data and information, analyse against evidence-based criteria to challenge existing practices and processes: to influence others to use knowledge and evidence to evaluate and achieve best practice.
• Creates a climate of continuous improvement by acting as a role model for innovation, encouraging dialogue and debate with a wide range of stakeholders to develop ideas to transform services and care: formally and informally disseminates good practice.
• Ability to work with a high degree of flexibility with occasional meetings held in London and Liverpool.
• Willingness to travel (nationally) with possible periodic overnight stays

Financial aspects

Candidates for this role should be aware that it is the duty of a candidate to obtain advance agreement from his/her employing authority that they will be given adequate time to perform the duties of this role. The RCP will not fund Clinical Excellence Awards at local or national level. Remuneration for this post is in line with the RCP’s clinical release supplement policy. The RCP will not make any additional reimbursements as part of the agreement.

Job Ref – HR to complete
related to this role. Appointees can also claim reimbursement of all eligible expenses incurred in carrying out their roles, in line with RCP Accreditation Unit policy.

Our values

We are committed to **taking care**, **learning**, and **being collaborative**. These values drive the way we behave, how we interact with each other, and how we work together to achieve our vision and improve patient care.

**We value taking care**

This means we behave respectfully towards people, whatever their role, position, gender or background. It means we act as representatives of the RCP and take decisions in the interests of the organisation as a whole.

**We value learning**

This means we continuously improve through active learning and honest reflection, so that we grow personally and as an organisation, while striving for excellence. We support learning and development opportunities.

**We value being collaborative**

This means we work together towards the RCP’s vision in a collaborative and professional way, understanding that individuals bring different strengths and approaches to our work. We value diversity and each other’s contributions.

As an employee/volunteer/temporary contractor you are expected to comply with all RCP data protection and security policies and procedures.

The Royal College of Physicians (RCP) believes that equality of opportunity is fundamental in whatever way individuals become involved with the RCP, whether as physicians, physicians-in-training, volunteers or staff. It welcomes and actively seeks to recruit people to its activities regardless of race, religion, ethnic origin, disability, age, gender and sexual orientation. The RCP aims to reflect the diversity of its members in all its committees, senior roles and staff.