

Role title	Head of Clinical Governance and Quality Improvement	Grade	
Reports to	Quality and Governance Director	Location	National role, with travel across England, Scotland and Wales
Job family	Quality and Governance	Hours	40
Role Purpose			
The Head of Clinical Governance and Quality Improvement is a senior strategic role within the Quality and Governance Directorate, responsible for leading the Group's clinical governance and quality improvement function. Reporting to the Quality and Governance Director, the postholder provides strategic leadership and oversight across key areas of clinical governance, including infection prevention and control, resident safety, safeguarding, inquests, nursing and care standards, dementia care, clinical practice and care quality. The role leads and manages a specialist team, including Quality Improvement Leads, the Safeguarding and Resident Safety Lead and the Dementia Care Specialist, to support homes and operational teams to identify priorities, test and embed change, measure impact, and deliver measurable and sustainable improvements in outcomes for residents. The postholder works closely with the Quality and Governance Director, Head of Regulation and Compliance, Regional Directors, Area Directors, Home Managers and clinical leaders to strengthen clinical governance, build capability, improve practice standards and support the journey from compliance to excellence across the portfolio.			
Main Activities			
Duties and Responsibilities			
Clinical Governance Strategic Leadership - Provide senior expert advice and strategic leadership on the following clinical governance matters, supporting the Quality and Governance Director, Executive Leadership Team, Regional Directors, Area Directors and Home Managers to understand and discharge their clinical governance responsibilities effectively. Infection prevention and control: Provide strategic oversight of IPC standards, assurance activity, outbreak learning, policy implementation and improvement priorities, ensuring homes are supported to maintain safe, clean and effective care environments. Safeguarding, resident safety, medicines safety and inquests: Provide strategic oversight of safeguarding governance, resident and medicines safety themes and inquests, working through the designated safeguarding lead for day-to-day case management and ensuring learning, risks and improvement actions are identified, monitored and reported. Nursing and care standards across England, Scotland and Wales: Provide professional leadership and assurance on nursing standards, clinical practice expectations, regulatory requirements and cross-country variation, supporting consistent, safe and effective nursing practice across the portfolio. Provide oversight and support in relation to professional referrals and regulatory body engagement, including NMC referrals, SSSC and Social Care Wales matters, ensuring appropriate escalation, learning and governance arrangements are in place. Dementia care: Provide strategic oversight of dementia care standards, practice development and improvement priorities, directly managing the Dementia Care Specialist to support consistent, person-centred dementia care across the portfolio. Clinical equipment: Oversee governance arrangements for clinical equipment, including safe use, maintenance, availability, calibration, replacement requirements and assurance that equipment supports safe, effective care delivery. - Provide strategic clinical governance input into organisation-wide projects, service developments, improvement programmes and changes to clinical practice, ensuring risks, assurance requirements and resident safety considerations are identified and addressed at the earliest planning stage. - Lead the Group-wide Safeguarding Meeting, providing strategic oversight of safeguarding concerns and complex cases. Facilitate discussion of themes, risks, lessons learned and best practice, ensuring learning is translated into measurable improvement actions, shared across the organisation and monitored to support continuous improvement in resident safety and safeguarding outcomes. - Act as the Group's Prevent Lead, providing strategic oversight of Prevent responsibilities, ensuring appropriate policy implementation, awareness, escalation and learning arrangements are in place, and			

supporting homes and operational teams to identify, respond to and manage Prevent-related concerns in line with statutory and organisational requirements.

- Lead the preparation of high-quality clinical governance reports for the Quality and Governance Director, Executive Leadership Team and Board, providing clear analysis of performance, emerging risks, assurance activity, resident safety themes and improvement priorities across the organisation.

Clinical & Care Practice Development

- Provide expert clinical and care practice support to Home Managers, registered nurses, senior carers, and care teams across the portfolio, using a mix of structured training sessions, on-the-job coaching, and reflective practice to improve standards.
- Deliver or facilitate focused training and practice development sessions within homes on key clinical and care topics — including care planning, medication management, pressure care, nutrition and hydration, dementia care, end of life care, and person-centred practice — tailored to the specific needs of each home.
- Provide hands-on, observational coaching to care staff and clinical leads during home visits, giving real-time, constructive feedback on practice and helping individuals to develop their skills and confidence in delivering high-quality, person-centred care.
- Identify clinical and care practice development needs across the Quality Improvement Leads caseload and share these with the Head of Training & Practice Development, ensuring formal training programmes address the real skill gaps being observed in homes.
- Champion evidence-based and person-centred care practice across the Group, staying current with clinical best practice, NICE guidance, and sector-wide developments and bringing this knowledge into homes in a practical, accessible way.

Quality Improvement

- Lead and manage the Quality Improvement Leads, ensuring the team is effectively supported, deployed and developed to deliver high-quality improvement support across the portfolio.
- Direct the Quality Improvement Leads' caseload, using quality data, intelligence and operational insight to identify homes requiring targeted support and those ready to progress further on their journey to excellence.
- Implement the Group's agreed quality improvement methodology, ensuring improvement work is structured, evidence-based and focused on delivering measurable and sustainable improvement.
- Support homes to use data, insight and evidence to understand the real problem, identify priorities, test change ideas and demonstrate whether changes are leading to improvement.
- Promote the use of small test cycles to implement meaningful change, supporting homes to learn from testing, adapt approaches where needed and embed successful changes into everyday practice.
- Work closely with the Quality Information and Insights Lead and Head of Regulation and Compliance to provide the Quality and Governance Director with consistent, reliable insights that identify the Group's key quality improvement priorities, drawing on assurance activity, performance data, internal and regulatory inspection findings, themes, trends and learning across the portfolio.
- Implement the Group's improvement initiatives programme through targeted quality improvement projects delivered by the Quality Improvement Leads, ensuring projects are aligned to organisational priorities, local quality risks and the journey to excellence.

Quality Reporting

- Work closely with the Quality Information and Insights Lead to provide regular, accurate and insightful reports to the Quality and Governance Director on the quality improvement function's activity, caseload, programme roll-out progress and the improvement trajectories of homes receiving support.
- Work closely with the Quality Information and Insights Lead to ensure quality improvement intelligence is reflected within the Group's wider quality reporting, providing the Managing Director, Executive Leadership Team and Board with clear insight into improvement activity, progress and impact across the portfolio.
- Work collaboratively across the Quality and Governance Directorate — with the Head of Regulation and Compliance, Head of Training & Practice Development, and the Head of Catering & Housekeeping to ensure a coherent and joined-up approach to quality across the Group.

Safeguarding

Safeguarding is everyone's responsibility and therefore it is important that you are able to recognise the signs which may indicate possible abuse, harm or neglect in its different forms and know what to do if there are any concerns. All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas. You also have the ability to seek appropriate advice and report concerns, including escalation if action is not taken.

Kindness the HC-One Way

To help us understand how we need to show up to provide the kindest possible care, we have identified 5 Qualities. These are the qualities we know we can coach, support, and develop in ourselves and each other so we can support those we care for to live their best life.

We are CURIOUS: We ask questions, look for clues, and seek to understand.

We are COMPASSIONATE: We try to walk in the shoes of others to understand how we can best support them.

We are CREATIVE: We use imagination to make things happen yet remain practical.

We are COURAGEOUS: We support people to live the life they want without shying away from managing the risks that go with that.

We can be COUNTED ON: We always look for ways to be there and support those in need.

Qualifications and Skills Required

	Essential	Desirable
Qualifications and Knowledge	- Registered Nurse with a current NMC registration - Knowledge of quality improvement methodology, including the use of data, insight, evidence and small test cycles to deliver measurable and sustainable improvement - Sound working knowledge of regulatory requirements and inspection frameworks across England, Scotland and Wales - Strong knowledge of care home governance frameworks, including care planning, medicines safety, medication governance, safeguarding, DoLS/MCA, risk management and quality assurance, with the ability to support Home Managers to strengthen governance practice.	- Quality improvement qualification, such as QSIR or IHI Improvement Advisor, or extensive practical experience of applying the Model for Improvement. - Post-registration qualification or further study in clinical governance, nursing practice, dementia care or adult social care
Skills	- Strong analytical skills, with the ability to interpret quality data, assurance findings, incidents, complaints, safeguarding themes and regulatory outcomes to identify risk, learning and improvement priorities - Ability to provide credible clinical governance advice, support and challenge to senior leaders, operational teams, Home Managers, clinical leaders and care teams. - Ability to implement structured quality improvement methodology and support teams to test, measure, adapt and embed sustainable change - Strong coaching, facilitation and influencing skills, with the ability to build capability and confidence in others - Ability to manage competing priorities, direct team caseloads and make effective decisions based on risk, complexity and organisational priorities	- Experience using quality dashboards, incident reporting systems, audit platforms or electronic care planning systems. - Ability to design or contribute to organisational frameworks, guidance, tools or improvement resources
Experience	- Significant experience in a senior clinical governance, quality improvement, quality assurance or operational quality leadership role within adult social care, care homes or a regulated health and care environment - Experience of leading quality improvement activity across multiple services, with evidence of delivering measurable and sustainable improvement in care quality, resident safety or practice standards	- Experience of managing specialist roles such as quality improvement, safeguarding, resident safety, dementia care or clinical practice development. - Experience of engaging with regulators, commissioners, safeguarding partners, Coroners' offices or external scrutiny bodies.

	• Experience of leading and managing teams, including setting direction, allocating workload, supporting performance and developing capability • Experience of providing clinical governance oversight across key areas such as infection prevention and control, safeguarding, resident safety, nursing standards, dementia care, complaints, inquests or clinical practice	
Personal Attributes	• Demonstrates kindness, compassion, and empathy. • Proactive and solution-focused in addressing challenges • Confident communicator with the ability to engage a range of stakeholders • Proactive, solution-focused and able to remain calm, balanced and constructive when managing risk, complexity or challenge • Curious and reflective, using evidence, data and learning to understand problems and drive improvement	
Financial Accountabilities	Risk Accountabilities	Headcount Responsibility
N/A	N/A	Direct: 9 Indirect: N/A
Special Features		
Confidentiality		
You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law.		