

**Pendleside
Hospice**

Care, compassion and support



JOB VACANCY

Quality Assurance Manager

www.pendleside.org.uk

AWARDS & ACCREDITATIONS



Inspected and rated

Outstanding ★

Care Quality Commission

PBA

PENDLE BUSINESS AWARDS

2024

NOT FOR PROFIT AWARD

Employer of the Year 2022

BURNLEY BUSINESS AWARDS 2022

Quality Assurance Manager

37.5 hours per week

Annual Salary £48,318 (including on call allowance)

Thank you for your interest in the position of **Quality Assurance Manager at Pendleside Hospice**. We hope this recruitment pack provides everything you need to help you decide whether this rewarding and influential role is the right opportunity for you.

Due to an upcoming retirement, we are seeking a dedicated and forward-thinking **Healthcare Professional (NMC or HCPC registered)** to join our **Quality Team**. This team plays a vital role in ensuring that Pendleside continues to deliver safe, effective and compassionate care by maintaining high standards of governance, compliance, and continuous improvement across all hospice services.

As Quality Assurance Manager, you will work closely with colleagues across the organisation to uphold regulatory requirements, champion best practice, and support the development of robust quality systems. This role requires strong leadership, excellent analytical skills, and the ability to think innovatively when shaping and influencing service quality. You will also act as a positive ambassador for the Hospice, collaborating with internal teams and external partners to promote high standards and drive improvement.

Pendleside offers a supportive and values driven working environment where staff wellbeing and professional development are prioritised.

By joining **#TeamPendleside**, you will become part of a caring, collaborative and committed team focused on delivering exceptional experiences for the patients, families and communities we serve.

Employees joining us from the NHS may continue with their NHS pension.

This job role is a crucial one for the Hospice and we want to be sure of finding the right person. However, we recognise it is probably also a big step for you, so if you wish to know more, I encourage you to attend one of the informal visits to the Hospice. You can do that by emailing: anne.huntley@pendleside.org.uk or alice.thompson@pendleside.org.uk

Informal Visits:	Tuesday 24th Feb 2026 at 10.30am
	Tuesday 3rd March 2026 at 10.30am
	Friday 6th March 2026 at 2pm
Closing Date:	Sunday 8th March 2026 - midnight
Interview Date:	Tuesday 24th March 2026

Thank you,

Anne Huntley
Clinical Services Manager

Alice Thompson
Quality Assurance Manager

ABOUT US

OUR MISSION:

Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

OUR VISION:

Every adult with advancing long term and life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

PHILOSOPHY OF CARE:

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services, in collaboration with other local care providers.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

OUR AIM:

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

To achieve this through the five pillars of Pendleside: -

Proud to be Pendleside
Community collaboration
Care delivery
Governance
Sustainability

OUR VALUES:

Our values underpin everything that we do:

- **Care**
We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect
- **Compassion**
We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services
- **Support**

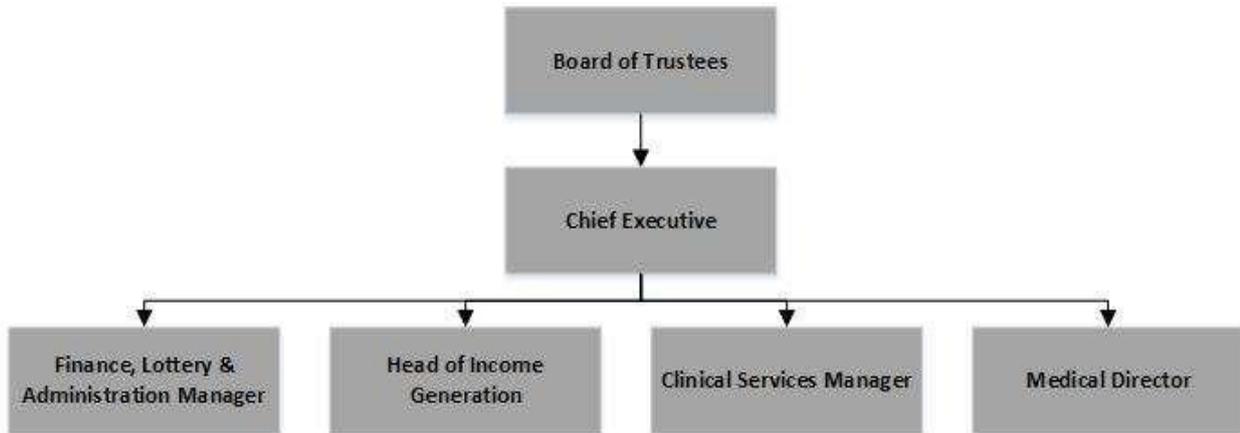
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

OUR PEOPLE:

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities.



Pendleside currently has 140 employees across the organisation. In addition, we have several staff work under Practising Privileges agreement and the Hospice has a Bank of Registered Nurses and Auxiliary Nurses.

Volunteers are an integral part of the Hospice Team with over 450 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

OUR SERVICES:

Pendleside cares for over 2000 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, Wellbeing & Rehabilitation
- Outpatients
- Complementary Therapy
- Family Support
- Admiral Nursing Service (Dementia)
- Psychological Support
- Bereavement Support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement Service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

JOB DESCRIPTION

JOB TITLE: Quality Assurance manager
REPORTS TO: Quality Improvement Lead
REPORTED TO BY: N/A

MAIN RESPONSIBILITIES:

- Maintain and develop the Hospice's compliance with care standards and all other relevant regulation and best practice guidance throughout its clinical and general operations
- The format and review of clinical and non-clinical policies to ensure compliance with relevant legislation
- To coordinate a holistic clinical and non-clinical audit process, including strategic standard setting, efficient measurement systems, robust feedback and the facilitation of action plans
- Act as Health and Safety Lead for the Hospice ensuring compliance with relevant Health and Safety legislation
- To provide quality assurance services to Rossendale Hospice as outlined in the service level agreement
- Senior Information Risk Officer (SIRO)

CORE TASKS

Clinical

- Ensure the Hospice delivers care in an effective, safe, responsive and well led manner in conjunction with the Clinical Services Manager and Clinical Departmental Managers
- Work with relevant colleagues to develop new and review Hospice policies and procedures as required
- Maintain up to date knowledge of all relevant care quality commission standards and ensure these are reflected in Hospice practice and compliance activities

Management and Leadership

- Work closely with the Hospice senior management team (SMT) and all relevant professionals in ensuring that staff and volunteers deliver high levels of service and care at all times

- Contribute to Lead and manage the on-going development of operational policies, procedures and clinical guidelines ensuring their implementation, review and monitoring.
- To be an inspirational leader who clearly expresses the hospice vision, values and service quality to team members at all times.
- Set high standards of quality and performance and raise the level of expectations
- Accept accountability for own actions and areas of responsibility
- Compile and present relevant reports to senior managers and Hospice committees as required e.g. Audit, Health & Safety, Service user experience
- Involve others in decision making and empower where possible
- To provide out of hours' management on call cover

Communication Skills

- Foster good working relationships and effectively communicate with members of the multidisciplinary team, users of the service and other professionals working externally
- Work in accordance with Hospice policies to ensure that confidentiality is maintained at all times.

Personal and People Development

- Accept responsibility to maintain and update the skills required to fulfill the job role
- Share knowledge and experience with other staff to improve and enhance patient care
- Encourage other staff to share good practice and knowledge
- Ensure that revalidation requirements e.g. NMC, HPC registration are fulfilled

Quality and Service Improvement

- Formulate and execute the Hospice's audit schedule, ensuring that all relevant practice and activity is subject to verification against documented policy and procedures
- Ensure that any actions identified as part of the audit process are implemented effectively
- Identify areas for quality improvement and work with the Quality Improvement Lead and relevant staff to implement effectively
- Train and develop staff in clinical and general audit relevant to their job role, focusing on a team approach and encouraging ownership of compliance issues throughout the organisation
- Coordinate the reporting of adverse incidents, accidents, near misses, and errors ensuring that a log of all incidents is maintained and any actions identified implemented effectively

- Oversee, and contribute as necessary, to the investigation of incident, accident and near miss reports
- Develop and maintain a communications strategy for cascading relevant safety information e.g. CAS alerts, RIDDOR, ICO etc.

Health, Safety and Security

- Lead the Hospice's Health and Safety function (including fire safety) across the organisation
- Ensure that the Hospice is able to demonstrate compliance with all relevant Health and Safety requirements with particular emphasis on the documentation and maintenance of necessary risk assessments
- Ensure the completion of all risk assessments and implementation of appropriate actions as necessary
- Ensure new risks identified are added to the organisational risk register and followed up
- Train and develop staff in health and safety relevant to their job role, focusing on a team approach and encouraging ownership of compliance issues throughout the organisation
- Assist the Clinical Services Manager with the coordination of the Hospice Prevention and Control of Infection Group and development of a strategy that promotes and monitors excellent practice in relation to the prevention of infection

Governance

- Assist the Registered Manager in ensuring that the Hospice meets all necessary Care Quality Commission (CQC) Standards
- Ensure that all Hospice policies and procedures are compliant with relevant legislation and best practice guidance, documented and communicated effectively
- Ensure that Hospice policy and procedural documents are organised and maintained in a controlled manner
- Plan and execute a rolling plan for the timely review and amendment of all relevant policy and procedural documents
- Support the Hospice senior management team in ensuring that the Hospice is compliant with all legislative and governance frameworks relating to use of computer systems to include compliance with the NHS Information Governance Framework
- Complete the annual NHS Information Governance Toolkit in a timely manner
- Ensure that the Hospice is compliant with the General Data Protection Regulation (GDPR)

- Ensure that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning confidentiality, information governance, health and safety, prevention and control infection and medicines management
- Ensure effective outcome monitoring of service delivery

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

JOB SPECIFICATION

Attributes	Essential	Desirable	How assessed
Experience	<ul style="list-style-type: none"> • Experience of leading multi-disciplinary team working and cross organisational collaboration • Demonstrate, extensive experience of dealing with issues related to the implementation of high quality care • Experience of developing implementing and monitoring policies, procedures and national guidelines and legislation • Demonstrate experience in quality assurance, audit processes and service improvement • Demonstrate experience of identifying problems, recommending and implementing solutions/change • Experience in managing competing priorities • Experience leading and coordinating health and safety compliance including risk assessments • Experience of data reporting and analysis to identify trends, areas of concern and action planning. 	<ul style="list-style-type: none"> • Experience of working with cancer or other palliative care patients • Experience acting as Senior Information Risk Officer (SIRO) or similar role 	<ul style="list-style-type: none"> • Application form • Interview
Education,	<ul style="list-style-type: none"> • RGN/Allied Health Care Professional qualification and registration (e.g. HCPC or NMC) 	<ul style="list-style-type: none"> • Qualification in end of life/palliative care • Leadership qualification 	<ul style="list-style-type: none"> • Application form • Registration confirmation

qualifications & training	<ul style="list-style-type: none"> • Evidence of CPD and revalidation where appropriate • Willingness to complete NEBOSH, fire safety and information governance training within first 12 months 	<ul style="list-style-type: none"> • Diploma and/or Degree • NEBOSH (Health and Safety) Qualification <p>Information governance training</p>	<ul style="list-style-type: none"> • Certificates • CPD file / portfolio
Practical & intellectual skills (including any specialist knowledge)	<ul style="list-style-type: none"> • Strong leadership skills with the ability to motivate, guide and influence others • Ability to lead and implement change • In depth understanding of care quality commission standards and able to relate to practice • Ability to participate in collective decision-making and responsibility • Knowledge of relevant policies, procedures and legislation required for the role i.e. those relating to clinical governance, information governance, health and safety, infection control clinical quality and quality improvement • Strong analytical, investigative and problem solving skills including being competent in presenting complex information clearly to different audiences • Demonstrate excellent time management skills with the ability to priorities and manage multiple tasks effectively • Ability to manage sensitive information confidentially and professionally • Excellent communication and interpersonal skills • High level organisational skills 	<ul style="list-style-type: none"> • Knowledge of palliative and end of life care practice 	<ul style="list-style-type: none"> • Application form • Presentation • Interview

	<ul style="list-style-type: none"> • Computer literacy including use of Excel, Microsoft Forms, Sharepoint • Full UK Driving Licence & car driver with access to own vehicle 		
Disposition, attitude, adjustment	<ul style="list-style-type: none"> • Evidence of an ability to work independently and as part of a team • Demonstrate an understanding of information governance and confidentiality • Positive attitude to change and flexible working practices • A flexible and "can-do" approach 		<ul style="list-style-type: none"> • Application form • Presentation • Interview
Health & Physical	<ul style="list-style-type: none"> • Good attendance record • Ability to move and handle equipment • Physically able to carry out risk assessments (e.g. Fire, Health & Safety) across all Hospice premises 		<ul style="list-style-type: none"> • Application form • Interview • References
Circumstances	<ul style="list-style-type: none"> • Work shifts over 5 days Monday to Friday • Occasional weekend and out of hours work • Participate in the management on call rota 		<ul style="list-style-type: none"> • Application form • Interview
Equal Opportunities	<ul style="list-style-type: none"> • To have an understanding of, and an ability to promote and implement equal opportunities 		<ul style="list-style-type: none"> • Application form • Interview

MAIN BENEFITS TERMS AND CONDITIONS

Annual leave: The annual leave entitlement for a 37.5 hour per week post is 262.5 hours

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Meals and drinks: all employees and volunteers based at Pendleside Hospice can access meals if working over a meal time and drinks at no charge

Notice period: 3 months

Parking: all employees and volunteers can park for free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. Employees joining Pendleside Hospice from the NHS may continue with their NHS pension

Sick pay: If the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

HOW TO APPLY

If you are interested in this position please complete the application form on the Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.