



**TOBAGO REGIONAL HEALTH AUTHORITY
HUMAN RESOURCES DEPARTMENT
JOB DESCRIPTION**

Job Title	Manager, Quality
Department	Quality
Reports to	General Manager, Human Resources
Head of Department	General Manager, Human Resources
Supervision Provided to	All Personnel within the quality stream/department

JOB SUMMARY

The Manager, Quality Improvement is a member of the Executive Management of the TRHA and is responsible for developing, implementing and evaluating Quality Improvement (QI) programmes and plans throughout the organization. The Quality Manager is also responsible for ensuring that staff acts in adherence with approved standards protocols and guidelines within the TRHA.

PRIMARY DUTIES & RESPONSIBILITIES

- Develops policies and plans congruent with the TRHA strategic plan for improving service quality throughout the Tobago Regional Health Authority.
- Collaborates with other RHA Managers in the development of strategic plans, operational objectives and key performance indicators.
- Leads the development of QI targets and indicators for approval of the Board and inclusion in the TRHA Business Plan utilizing the outputs of audits, surveys, reviews and client-feedback.
- Collaborates with Information and Communication Technology Department (ICT) to facilitate the establishment and maintenance of a Quality Management Information System (QMIS)
- Ensures that effective quality systems, documentations and controls exist.
- Prepares quality improvement status reports for review by Quality/Risk Committee and Board approval.
- Develops and maintains a system for auditing and monitoring all operations and services to drive continuous improvements and ensuring adherence to practices in keeping with Health Facilities Accreditation Standards.
- Collaborates with the Laboratory Services Manager to introduce a plan for implementing the National Policy on Infection Prevention and Control.
- Defines document standards to guarantee the homogeneity of procedures and working instructions related to the Quality System.
- Compiles all required information and make available to the Authority's authorized Representative for release to external agencies as it relates to quality matters.

- Convenes QI meetings with Heads of Departments, Standing Committees and working groups of professionals to review implementation of plans / interventions; policies and guidelines and discuss Quality Audit reports.
- Collaborates with the Education Manager in the development of training sessions to address training needs identified during audits and surveys.
- Advises clinical and non-clinical staff on the need for revising standards and protocols.
- Advises on the appropriateness of health technology to meet local population needs.
- Initiate research projects to ascertain root causes of incidents/ complaints.
- Prepare and submit Annual Quality Improvement Reports.
- Ensure that the TRHA participates in Quality Award Programmes.
- Collaborates with HR Department to initiate a system for monitoring health professionals' credentials/ license.
- Performs related duties as assigned.

QUALIFICATIONS & EXPERIENCE

- A first degree in Social Sciences from a recognized university or a Health-related degree.
- Diploma in Quality Management / Quality Auditing from a recognized Programme.
- Eight (8) years' experience in Quality Management/ Quality Auditing, five (5) of which must be at a supervisory/managerial level.
- Strong organisational, interpersonal and communication skills.
- Excellent computer skills.

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of health professionals' legislation.
- Working knowledge of TQM tools and techniques.
- Extensive knowledge of the principles and practices of health care quality management.
- Ability to plan direct, co-ordinate and evaluate all activities relating to quality health care.
- Ability to supervise persons engaged in quality systems activities including research.
- Ability to evaluate and prepare objective reports.
- Ability to work and communicate effectively with staff at all levels.
- Ability to apply TQM tools and techniques to carryout investigative research example statistical process control and root cause analysis.
- Ability to plan and implement QM training programmes.
- Ability to mobilize the support of various health disciplines to achieve quality improvement targets.