Job Description: Clinical Quality Manager

General role information	
Job Title:	Clinical Quality Manager
Reporting to:	Clinical Services Matron
Salary Band:	H(a)
Notice period:	3 months
Budget Responsibility?	No
Contract type?	**Permanent**
Direct Reports?	No
Client facing role?	Yes
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes

About MSI Reproductive Choices

Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.

As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.

At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.

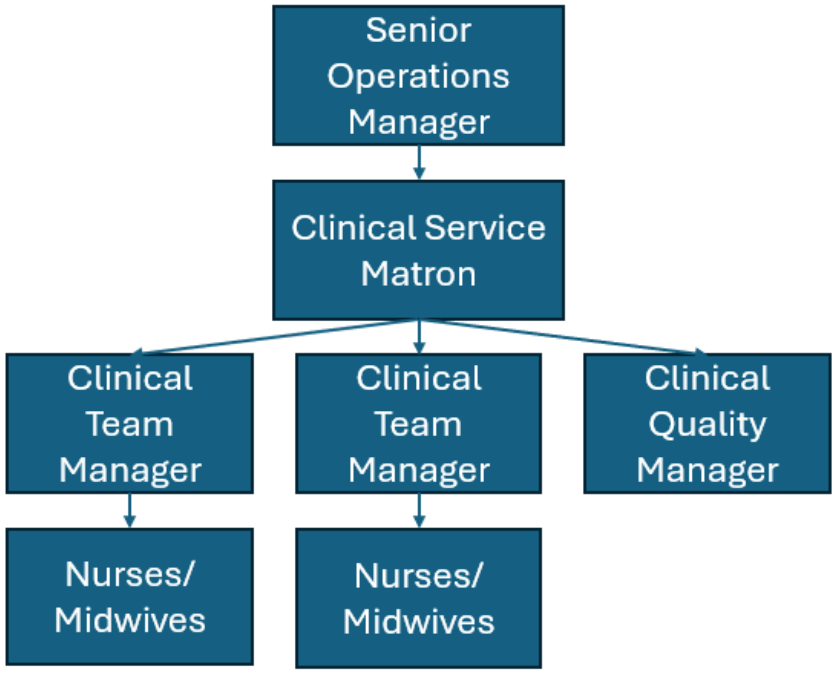
MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.

We pride ourselves on having a Just and Learning culture and recognise that successes or mistakes are the product of many factors, and our learning focuses on changing systems and processes to make it easier for people to do their jobs safely.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to Resourcinguk@MSIChoices.org

Job Description: Clinical Quality Manager

The department / team



The role

The Clinical Quality Manager provides regional clinical quality, governance, and patient safety leadership within a contact-centre clinical service, supporting the delivery of safe, effective, and compliant care provided via telephone and digital clinical pathways.

The role is responsible for maintaining high standards of clinical quality and regulatory compliance, ensuring ongoing inspection readiness, and driving continuous quality improvement aligned to organisational priorities and external regulatory requirements. This includes oversight of clinical audit activity, incident and complaint learning, risk management, and performance monitoring across contact-centre services.

Working through influence rather than direct line management, the post holder supports clinical leaders and multidisciplinary teams to embed robust clinical governance, safe decision-making, and high-quality documentation within a remote care environment. The role plays a key part in ensuring that learning from audits, incidents, complaints, and feedback is systematically translated into sustainable service improvement.

The Clinical Quality Manager works closely with the Clinical Services Matron, General Managers, Clinical Team Managers, and the Quality & Governance team to provide assurance, challenge, and expert clinical quality input. Clear collaboration and appropriate delegation between roles are essential to avoid duplication, prevent siloed working, and ensure consistent, proportionate quality oversight across contact-centre operations.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to Resourcinguk@MSIChoices.org

Job Description: Clinical Quality Manager

The post holder contributes to a Just and Learning Culture, promoting psychological safety, reflective practice, and system-focused improvement to support high-quality care delivery and positive client outcomes within a regulated contact-centre setting.

Key responsibilities

1. Clinical Audit, Compliance & Regulatory Readiness
Provide regional oversight of clinical audit activity, ensuring audits are planned, delivered, and reviewed in line with organisational priorities, regulatory requirements, and national best practice.

Lead on Infection Prevention and Control (IPC) and Medicines Management for MSI Connect, acting as the key point of contact for assurance, guidance, and escalation.
Ensure audit findings are translated into clear, measurable actions, with progress tracked through local service improvement plans and appropriate governance forums.

Maintain a state of ongoing CQC readiness, supporting Self-Quality Assurance Reviews (SQARs), mock inspections, and external regulatory visits as required.

Work closely with the Divisional Quality & Governance team to provide assurance on compliance, escalating risks or non-compliance through agreed clinical governance routes.

Support clinical leaders to understand regulatory expectations and embed compliance into day-to-day practice rather than inspection-led activity.

2. Incident, Complaint & Risk Management
Provide oversight of local clinical incidents and informal complaints, ensuring reporting is timely, proportionate, and aligned with organisational policy.

Support and coordinate investigations in line with MSI UK's Patient Safety Incident Response Framework (PSIRF) and Patient Safety Incident Response Plan (PSIRP), working in partnership with the Quality & Governance Business Partner.

Act as a local learning response facilitator where appropriate, supporting psychologically safe learning discussions and reflective practice.

Ensure learning from incidents, complaints, and near misses is clearly documented, shared, and embedded into practice through structured improvement activity.

Identify themes, trends, and emerging risks from incident and complaint data, escalating high-risk or recurrent issues to senior clinical leadership.

Support statutory and external reporting requirements (e.g. CQC, ICB, LFPSE), ensuring accuracy, timeliness, and professional judgement.

Contribute to the identification, review, and mitigation of clinical risks, working collaboratively with operational and clinical leaders.

3. Quality Improvement & Performance Monitoring
Monitor, analyse, and interpret clinical quality KPIs, including audit outcomes, compliance indicators, and patient safety metrics.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to Resourcinguk@MSIChoices.org

Job Description: Clinical Quality Manager

Support delivery of the Local Safety Improvement Plan (LSIP) and contribute to Local Incident Governance Meetings (LIGM), providing insight and challenge where required.

Use data and intelligence from audits, incidents, complaints, and feedback to prioritise and drive targeted quality improvement activity.

Support clinical teams to develop practical, sustainable improvement plans, focusing on system and process improvement rather than individual blame.

Track delivery of agreed actions and provide assurance to senior clinical leadership on progress, risks, and outcomes.

4. Policy & SOP Compliance
Ensure clinical colleagues are aware of, understand, and consistently apply current policies, procedures, and SOPs.

Support the review, update, and local implementation of policies and SOPs in collaboration with subject-matter experts and divisional teams.

Communicate policy changes clearly and support clinical leaders to embed updates into practice.
Provide advice and guidance on policy interpretation, escalating areas of ambiguity or risk as appropriate.

5. Clinical Support, Training & Capability Building
Act as a clinical quality subject-matter expert, providing professional guidance on documentation standards, clinical governance processes, and regulatory compliance.

Support induction of new clinical colleagues, ensuring understanding of quality, safety, and governance expectations.

Work with regional and divisional teams to support statutory and mandatory training compliance.
Contribute to the ongoing development of clinical capability, promoting professional standards, reflective practice, and continuous improvement.

Support a culture of learning, openness, and accountability aligned with MSI UK's Just and Learning Culture.

Key Skills and Experience

To perform this role, it is <u>essential</u> that you have the following skills:

- Strong knowledge of:
  - Health and safety
  - CQC standards and regulatory requirements
- Strong **auditing, analytical, and report-writing skills**.
- Ability to **influence and engage colleagues** in quality and safety initiatives without direct line management responsibility.
- Effective **verbal and written communication skills**, with the ability to present information clearly to a range of audiences.
- Ability to work **autonomously**, manage competing priorities, and apply sound professional judgement.
- **IT literate**, including competent use of Microsoft Word and Excel.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to Resourcinguk@MSIChoices.org

Job Description: Clinical Quality Manager

To perform this role, it is <u>essential</u> that you have the following Experience:

- Minimum 1 year leadership experience in a clinical or healthcare setting.
- Supporting or leading clinical audit activity
- Working within clinical governance and quality frameworks
- Incident and complaint review and learning processes
- Supporting quality improvement activity using data and insight
- Working collaboratively with multidisciplinary teams and senior stakeholders.
- Operating within a regulated healthcare environment.

Formal Education/qualification

- Registered Nurse or Midwife with NMC Registration.
- Evidence of ongoing professional development.

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and team players.
- Ability to analyse complex problems in a structured manner while working under pressure.
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Our Values

- **Mission Driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.
- **Client Centred:** We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to Resourcinguk@MSIChoices.org

Job Description: Clinical Quality Manager

• **Accountable:** We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership. • **Courageous:** We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission. • **Resilient:** In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against. • **Inclusive**: We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.
By signing below, you indicate that you have read and agree to this job description.

Full name:	
Signature:	
Date:	