



## Job Profile

**JOB TITLE:**

Clinical Audit and Improvement  
Manager

**REPORTS TO:**

Head of Quality and Safety

**JOB PURPOSE:**

The Clinical Audit and Improvement Manager plays a key role within the Quality and Safety Team in supporting the delivery of safe, effective and high-quality services. The role leads the clinical audit programme, drives quality improvement activity and supports alignment with evidence-based practice and external standards. Through the delivery of audit, training and learning, the post holder ensures that best practice is identified, shared and embedded across services, contributing to continuous improvement, risk management and organisational assurance.

The post holder will also collaborate closely with Quality Leads, Service Managers and POD to ensure that learning, improvement actions, and best practice are embedded across all clinical teams and aligned with national standards and internal frameworks.

**DIMENSIONS:**

- Direct Reports: 1, maybe subject to change
- Budgets managed: N/A
- Financial targets: N/A

**INTERNAL AND EXTERNAL CONTACTS:**

- Operates as part of quality and safety team, working with the Senior Quality and Risk Manager to ensure a collaborative approach with interdependent workstreams.
- Collaborates with clinical teams to ensure operational alignment with audit and service review schedules, quality standards, frameworks and policies.
- Works closely with clinical teams to schedule training/workshops and develop bespoke training packages.
- Works closely with POD to identify training needs and ensure learning opportunities are effectively developed and accessible.
- Contributes to the coordination and preparation of external audits/quality reviews or external reporting, where required.

Date:

## **OVERALL ACCOUNTABILITIES:**

- Provide operational oversight of the clinical audit programme, ensuring effective planning, delivery and monitoring
- Deliver clinical audits, thematic reviews and evaluations, producing clear, evidence-based reports and improvement plans, and escalating risks where required
- Develop and implement quality improvement tools, resources, operational guidance and governance frameworks
- Ensure service delivery aligns with evidence-based practice and external standards, i.e. NICE, CQC, Health Inspectorate Scotland and safeguarding legislation
- Design and deliver applied clinical practice sessions, Model of Care training and learning events in line with service requirements
- Work with POD, leadership and service managers to identify training needs and ensure the training offer remains current, accessible and aligned with best practice
- Promote a culture of continuous improvement through the delivery of audit, training and dissemination of learning
- Contribute to governance and assurance processes, sharing insights from quality and safety workstreams, to support oversight and decision-making
- Champion the use of lived experience and participation, feedback, and performance data to shape services, promote learning, and encourage innovation across the directorate.
- Deputies in the absence of the Senior Quality and Risk Manager

## **Person Specification – Essential Criteria**

### **Experience**

- Experience of working within an addiction or mental health service, delivering interventions, such as psychosocial interventions, CBT, MI.
- Demonstrated experience in quality assurance/improvement, auditing, or service monitoring within health, social care, or voluntary sector settings
- Proven ability to translate data and audit findings into high-quality reports and recommendations.
- Experience engaging diverse teams in reflective learning and continuous improvement activity.
- Experience of delivering training/workshop sessions to wide audience of participants with different learning styles.
- Experience of creating training or learning packages.

### **Skills**

Date:

- Strong verbal and written communication skills, with the ability to provide sensitive, constructive feedback and promote open dialogue.
- Excellent interpersonal skills and the ability to build trust with operational teams.
- Analytical skills with the ability to interpret service data and quality metrics confidently.
- High level of IT proficiency including Microsoft Office, and the ability to work with case management systems.
- A collaborative and supportive approach
- Committed to continuous development and training opportunities.

**Circumstances**

- Flexibility to attend meetings, workshops, or training sessions outside normal working hours if required.
- Commitment to GamCare's values, including inclusivity, integrity, and making lived experience central to our work.

**To be noted:** This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.

Date: