Quality Champion Role Description Template

ABOUT THIS TEMPLATE

Purpose: This template is designed to help hospitals and healthcare organizations develop and launch a Quality Champions Programme. A Quality Champions Programme is a structured initiative that identifies, empowers, and supports staff members who will lead and sustain a culture of quality, safety, and continuous improvement across the organization. This document provides a ready-to-use role description that can be adapted to reflect your organization's specific context, values, and quality priorities.

OVERVIEW

The Quality Champion initiative is a forward-looking and transformative program designed to promote and embed a hospital-wide culture of quality, safety, and continuous improvement — anchored in the mission of [insert your organization's quality mission statement, e.g., "quality care, everyone, every time"]. Quality Champions will be at the forefront of shaping how quality services are consistently delivered to patients and will serve as visible leaders of improvement within their departments and across the wider organization.

The Quality Champion will work within their own area and across [Organization Name] to promote awareness of and engagement with the organization's quality goals, ensuring the development of a culture of care, teamwork, improvement, and innovation — in alignment with [Organization Name]'s values and strategic priorities.

The role is voluntary, but dedicated time away from the workplace (approximately [X] hours per month) will be provided to undertake associated activities. Attendance at a minimum of [X] [insert name of leadership engagement sessions, e.g., "Meet the Executive"] sessions per year is required to maintain visibility and connection with organizational leadership.

How to Use this Template

- Review the full document before making any changes to understand the scope of the role and how the sections relate to one another.
- Replace all placeholder text shown in [square brackets and italics] with information specific to your organization — including your organization's name, values, meeting structures, time commitments, and relevant regulatory bodies.
- Add or remove responsibilities under each section to reflect the actual scope of the Quality Champion role in your organization. Not all responsibilities listed may be applicable; similarly, you may wish to add others that are unique to your context.
- Adjust the competencies table to align with your organization's existing competency frameworks or performance review systems.
- Validate the document with your Quality, HR, and senior leadership teams before circulating it to prospective champions.
- Update the document periodically as your Quality Champions Programme evolves — this role description should be treated as a living document.

Note: Text highlighted in [square brackets and italics] throughout this template indicates fields that require your organization's input. All such fields must be completed before the document is finalised and shared.

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ROLE AND RESPONSIBILITIES OF THE QUALITY CHAMPION

The Quality Champion role is dynamic and will continue to evolve as the program matures. The following responsibilities are currently envisaged:

Promoting a Culture of Quality

- Understand, demonstrate, and promote the values and behaviors expected of all employees to improve the quality of patient care and the overall patient and staff experience throughout the organization.
- Work with colleagues to embed a sustained culture of quality, safety, and continuous improvement across all departments and teams.
- Actively champion patient-centered care by promoting the inclusion of patient and family voices in quality processes, including feedback mechanisms and safety reviews.

Communication and Engagement

- Promote awareness of the organization's quality goals and communicate how they apply to specific areas of work.
- Ensure that communication from the Board to the workforce is appropriate, timely, and effective — and that messages are consistently delivered to all staff.
- Ensure that communication from the workforce to the Board is effective and that every member of staff has a meaningful voice in shaping quality outcomes.
- Liaise with other Quality Champions and [insert relevant role titles, e.g., Quality Managers, Patient Safety Officers] to promote the quality agenda in a consistent and coordinated manner across the organization.

Quality Improvement (QI) Activities

- Participate in or lead quality improvement projects using established QI methodologies (e.g., Plan-Do-Study-Act, Lean, Root Cause Analysis).
- Support the collection, interpretation, and use of quality and safety data — including clinical indicators, incident reports, and patient satisfaction scores — to inform improvement efforts.
- Participate in multidisciplinary case reviews, morbidity and mortality conferences, and lessons-learned sessions to extract insights from both adverse events and successes.

Raising Concerns and Accountability

- Raise concerns through appropriate channels in relation to activities that may be impacting the delivery of quality services.
- Signpost colleagues to the appropriate processes and mechanisms for raising concerns safely and effectively.
- Monitor the implementation of corrective actions following incidents or audit findings and escalate where necessary.

Capacity Building and Education

- Support the training and education of colleagues by sharing knowledge of quality improvement tools, safety principles, and best practices.
- Act as a mentor and coach to frontline staff undertaking improvement work, transferring skills and building organizational QI capacity.
- Promote and participate in relevant training opportunities related to quality, safety, and patient experience.

Liaison and External Engagement

- Represent the organization in interactions with accreditation bodies, health authorities, and professional networks on quality and safety matters, where appropriate.
- Stay abreast of national and international quality standards and regulatory requirements (e.g., [insert relevant bodies for your country/context, e.g., CQC, JCI, ISO, national health authority]) to ensure local practices remain aligned with compliance obligations.

DESIRABLE CHARACTERISTICS OF A QUALITY CHAMPION

Candidates for the Quality Champion role should be able to demonstrate the following personal attributes:

- Passion and Commitment: Genuine dedication to improving the quality of patient care and the safety of the care environment in their own role and beyond.
- Excellent Communication Skills: Ability to convey complex quality concepts clearly and persuasively to diverse audiences — from frontline staff to senior leadership.
- Enthusiasm and the Ability to Inspire: A positive, energizing approach to quality improvement that motivates colleagues and fosters engagement.
- A "Can-Do" Attitude: A constructive mindset that seeks solutions rather than dwelling on barriers, even in challenging circumstances.
- Resilience and Persistence: The ability to maintain momentum and commitment in the face of setbacks or slow progress.
- Credibility and Trustworthiness: A reputation for integrity and consistency that earns the respect of colleagues across clinical and non-clinical functions.

- Influence Without Formal Authority: The ability to motivate and lead change without relying on hierarchical power
- Curiosity and a Learning Mindset: A habit of seeking out new evidence, emerging best practices, and innovative approaches to quality and safety.
- Empathy and People-Centeredness: A genuine understanding of the patient's experience and the day-to-day pressures facing frontline staff, enabling the design of improvements that are both meaningful and practical.
- Cultural Sensitivity and Inclusiveness: Appreciation of the diversity of staff and patients, with a commitment to ensuring quality initiatives are equitable and inclusive in design and impact.
- Confidence to Challenge: Willingness to respectfully challenge practices that do not appear to contribute to the organization's quality goals, and to raise concerns constructively and through appropriate channels.

CORE COMPETENCIES

Quality Champions are expected to develop and demonstrate competence in the following areas over the course of the program:

COMPETENCY	DESCRIPTION
QI Methodology	Working knowledge of improvement frameworks such as PDSA, Lean, Six Sigma, and Root Cause Analysis
Data Literacy	Ability to interpret and communicate quality and safety data in a meaningful and accessible way
Communication & Facilitation	Skilled in presenting findings, facilitating discussions, and engaging diverse stakeholders
Project Management	Able to plan, coordinate, and track improvement initiatives from inception to evaluation
Clinical & Operational Knowledge	Sound understanding of care pathways and hospital operations relevant to their area
Training & Education	Capacity to share knowledge and build QI skills among colleagues
Change Management	Understanding of how to lead sustainable organizational change, manage resistance, and maintain gains
Regulatory Awareness	Familiarity with accreditation standards and regulatory requirements relevant to quality and patient safety

Summary

An effective Quality Champion combines technical quality improvement expertise with strong interpersonal and leadership skills, grounded in a deep personal commitment to safe, effective, and patient-centered care. They serve simultaneously as practitioner, educator, advocate, and connector — making them one of the most strategically important roles in the organization's journey toward sustained excellence.

This role is not merely a title — it is an opportunity to make a meaningful and lasting difference to the patients, staff, and communities served by [Organization Name].

Template Version Control

FIELD	DETAILS
Template Version	[e.g., Version 1.0]
Date Issued	[DD/MM/YYYY]
Prepared by	[Name, Title, Department]
Approved by	[Name, Title]
Next Review Date	[DD/MM/YYYY]
Organization Name	[Organization Name]