



Quality Manager - Healthcare

TCP Group

The TCP Group is a healthcare service provider, specialising in 'direct to patient services' which include the dispensing and distribution of pharmaceutical products, homecare nursing services and sharps waste management, facilitating a unique turnkey solution for the delivery of hospital care in the patient's home.

With this approach, The TCP Group is transforming healthcare delivery in Ireland by 'bringing hospital care home'. We help to improve patient outcomes, whilst reducing treatment costs. Our success is built around the core strengths of our management team, commitment to quality, clinical governance and technology platforms.

Role:

TCP Homecare seeks to recruit a Quality Manager for its Head Office in Dublin. The role of the Quality Manager/Responsible Person will be to develop and maintain a QMS whilst meeting the requirements of regulatory and quality standards for GDP/PSI/Nursing services.

Key Responsibilities:

- Overall responsibility for the effective maintenance of the Quality Management System (QMS) within the business
- Act as the Deputy Responsible Person / Responsible Person on the TCP wholesaling licence
- Liaise with the external licensing bodies particularly the Health Products Regulatory Authority (HPRA) on all GDP related matters
- Ensure that a document control procedure maintained to approve, review and update all changes to critical documents within the scope of the QMS.
- Ensure that records are established and maintained to provide evidence that the QMS is being followed and that there is a system in place for the identification, storage, protection, retrieval, retention time and disposition of such records.
- Continuous review and evaluation of all business activities in accordance with the requirements of GDP, ISO, client and HPA recommendations.
- Develop, lead and implement a review of the Quality Management System to ensure regulatory requirements are met and best practice achieved.
- Ensure periodic but regular assessments of customer satisfaction rates ensure that consequential improvements are identified and implemented.
- Ensures the effective implementation of an internal audit process
- Analyse data on the effectiveness of the QMS and evaluate where continual improvements of the QMS can be made.
- Raise & manage CAPA's, Change Controls and deviations
- Provide regular quality performance reports to Senior Management
- Host, assist & participate in external audits
- Assist the development of policies, procedures and initiatives that maximises the quality of work in all TCP teams
- Coordinate the closeout of corrective / preventive actions by the specific target dates following complaints, incidents or audit non-conformance.
- Coordinate and manage all aspects of temperature monitoring including transport temperatures.
- Assist in the analysis of quality-related customer complaints and implementing corrective action.
- Develop and implement quality training program on GDP and QA systems and requirements.

Key Qualifications/Skills:

- Bachelor Degree in a Scientific/Quality discipline.
- Experience of working in a similar Quality Assurance related role in the Pharmaceutical/Healthcare Industry.
- Previous technical writing experience.
- Excellent organisation and problem solving ability.
- Excellent attention to detail and communication skills.
- Demonstrate an ability to work to deadlines and on own initiative.
- Knowledge of statistical methods and Six Sigma tools would be an advantage.
- Ability to take existing procedures and work with teams to find opportunities to streamline or improve.
- Previous internal auditing of quality systems.