



# Case study

Name: Charlotte Harris

Job title: Governance and Quality Assurance Coordinator - Mental Health

## What did your early career look like?

I began in 2017 as an administrative assistant for the Immunisation Team which included driving a van to and from schools filled with vaccines for children across Leicester, Leicestershire and Rutland (LLR). Starting off as an administrator in the Immunisation Team enabled me to understand our frontline community services and from there I have worked in a range of teams as a team leader which has developed my skills, knowledge and experience and this has formed the foundations required for my current role.

## How did you become a governance and quality assurance coordinator?

I have been supported through a series of development programmes – Team Leader Apprenticeship (Institute of Leadership and Management Diploma level 3 at Leicester College), a series of varied placements throughout the Families, Young People and Children's Service (FYPC) as part of the Team Leader programme, a secondment as team leader in FYPC. I started working in the Directorate of Mental Health in February and through a talent management programme I was successful in being offered the role of governance and quality assurance coordinator. This role required a degree or equivalent experience in a health care setting and my skills are continuing to be developed by my manager.

## What is a typical day for you?

A typical day would be in the office, working alongside my team who oversee the directorate's incident investigations, patient and carer experience and involvement, compliments, concerns and complaints, risks, improvement programmes, patient safety, clinical effectiveness and compliance. My work mainly focuses on tracking and supporting the process of incident investigations, supporting investigators in their work, meeting with our Corporate Patient Safety Team and ensuring that our reports are delivered on time.

## Do you have any words of encouragement for anyone thinking about a career in health and social care?

I would recommend working in the health and social care sector, there are so many opportunities and there is a role for everyone, from IT to project management, finance, maintenance, clinical posts and many more. I chose my current role to fulfil my passion for Mental Health Services and my desire to improve the patient care delivered across LLR. As an informal carer of a relative with mental illness, I understand the challenges that they face and I wanted to be part of the work to improve services. I feel the work I carry out, no matter how small the task, contributes to quality patient care and this is very rewarding

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