



## **JOB DESCRIPTION**

<b>Job title</b>	Quality Assurance Manager
<b>Hours</b>	38 hours per week, which may include evening and weekend work as required
<b>Place of work</b>	May be based at any of the organisation's locations and will attend other locations as required to carry out the duties of the post.
<b>Salary:</b>	£37,104 - £42,621
<b>Reporting to:</b>	Member of Senior Leadership Team
<b>Accountable to:</b>	The Chief Executive and Board of Trustees

### **PURPOSE OF THE POST**

To ensure all of our services meet and exceed regulatory/statutory requirements as well as our own organisational standards and customer expectations, evidenced through robust quality assurance systems and intelligence.

### **DUTIES AND RESPONSIBILITIES**

#### **Objectives**

1. Identify risks and opportunities for continuous organisational improvement to further improve our high quality of support, and coordinate organisation wide implementation of measures to ensure we continue to strive to provide outstanding care.
2. To be a key driver within the company in driving up quality, responsible for the dissemination and adoption of best practice.
3. To be responsible for the continual review and embedding of our established quality management systems to ensure the company's standards and KPI targets are not only achieved but exceeded.
4. To monitor and give feedback to the Senior Leadership Team, Quality and Assurance Committee and Board of Trustees on any potential shortfalls or practice issues which could impact upon service delivery, outcomes for people supported, the regulation or reputation of the services.
5. Hold joint accountability for service improvement together with the registered manager of each service. Ensuring that we meet Quality Assurance in line with our contracts with Local Authorities or Integrated care boards.

6. The post-holder will be expected to provide additional leadership guidance and support alongside or in the absence of a Registered Manager to provide additional operational resilience. This may include registering with CQC if required.
7. Support the management teams across all services to ensure that we embody the provision of 'right care, right support, right culture' CQC guidance and also routinely evidence the positive impact of our person centred approaches.
8. To be responsible for the continual review and embedding of our established quality management systems and processes.

### **Specific Responsibilities**

1. Ensure that service managers keep accurate and up to date records to comply with all regulatory requirements.
2. Produce monthly monitoring and evaluation reports and statistical data to evidence continuous improvement and find proactive solutions to quality issues.
3. Ensure follow-up actions are taken by all services in cases of non-compliance or where opportunities for improvement are highlighted through our audit processes.
4. Ensure systems and services are monitored, reviewed and supported to identify opportunities to continually improve quality and outcomes for the people we care for and support.
5. Ensure all managers are fully compliant with company policies and procedures governing their service, and maintain a system of monitoring compliance through our regular audit checks.
6. To provide support, coaching and guidance to services and teams in promoting and evidencing continual quality improvement.
7. Work alongside Registered Managers and Operations Managers to develop and agree a plan for improvement based upon underperforming Key Performance Indicators, or otherwise qualitative or quantitative evidence that demonstrates improvement is required.
8. Coordinate our routine inspections of service provision and documentation and report any quality issues.
9. Periodically review and assess the quality of local reviews, Mental Capacity Assessments, Person-Centred Plans and all care documentation as part of our regular auditing processes. Report on outcomes and make recommendations for improvements.
10. Implement an "experts by experience" role for people we support to fully engage with and inform our quality assurance processes wherever possible.
11. Identify trends and themes as well as learning and best practice to share with management colleagues
12. Complete weekly feedback reports detailing areas covered, highlighting themes and setting out actions required and outcomes
13. Establish and coordinate monthly incident reviews in order to identify and analyse themes, and support the management team to implement any lessons learned and required actions
14. Analyse collated incident data and support Registered Managers to review and analyse themes and implement any required actions, using a root-cause analysis approach.

15. Collate data, action plans and outcomes to present in relevant reports to the Quality and Assurance Committee and the Board of Trustees.
16. Working alongside Registered Managers and their teams, highlight areas of risk and service deficiencies, making recommendations to the team alongside appropriate timescales that support our teams to effectively adopt and implement action plans.
17. Lead on cyclical quality and satisfaction surveys and questionnaires, ensuring that valuable feedback data is obtained, processed, understood, communicated externally and that recommendations are successfully implemented across our services.
18. Lead on the production of our Annual Impact report using quantitative and qualitative evidence of impact and improvements achieved.
19. Working alongside our Office Manager, regularly review and analyse all compliment and complaint data, making recommendations to our operational teams to inform effective sharing of best practice and learning as well as any improvements to service delivery.

Any other duties that may reasonably fall within the scope of this post, as may be required from time to time including assisting with on-call duties and providing resilience within services if required.

### **PERSON SPECIFICATION**

- More than 2 years proven experience of managing within Health and Social Care.
- Proven track record of implementation of continuous improvement ideally within a care setting
- Strong IT knowledge and experience combined with an ability to quickly learn new systems e.g. Google Workspace, Rota Management software and Digital Care Record systems as well as presentation packages such as Canva.
- Excellent communication and partnership working skills alongside experience of preparing clear documents and reports.
- An experienced line manager with an ability to lead and motivate others
- A collaborative style and approach that encourages others to strive for excellence
- A clear communicator, who can convey information in simple and accessible ways
- Detailed knowledge of CQC Single assessment framework, Key questions and quality statements.
- Experience of managing self and others to deliver quality services to tight timescales
- Flexible, able to adapt to changing work priorities at short notice, take on the ideas of others and adapt own way of working
- Interested in and committed to the aims of New Directions.

September 2024