

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB DESCRIPTION	
Job Title:	Support and Sustain Manager
Team:	Quality
Reports to:	Head of Quality
Role Purpose:	<p>To provide leadership in services with challenging improvement plans and/or a transition in service leadership, ensuring that the actions required to sustain quality of support and an engaged and high performing staff team are in place.</p> <p>To work in partnership with the people we support and their families/careers in the service to assess and review the quality of the support we provide.</p>
Scope:	The Support and Sustain Manager will work across an Area and be deployed by the Area Director and Head of Quality, based on the changing priorities of the Area or wider organisation.
Accountabilities:	<p>The post holder will:</p> <ul style="list-style-type: none"> • Be available to immediately work in to any service at the direction of the Head of Quality as the Interim Service Manager. This could include applying for the Registered Managers position with CQC • To work provide operational management at leadership/management level, building and delivering a plan to ensure that the service meets the highest standards of support. • To manage a staff team working in to a service in line with organisational policies and procedures. This will include transforming the culture of the service if that is identified as a key issue in delivering service quality and person centred support. • To participate in all “ordinary” activities of service delivery as required of a Registered Manager, acting as a role model to peers in the Area. • Attend regular and frequent training sessions to ensure their continuous professional development as a priority focus for their role • Maintain a professional attitude and conduct inside and outside of work to ensure that they can apply for an enhanced DBS for their CQC application at any required time • Be ready, willing and able to complete a fit persons interview with CQC to become the Registered Manager of a service • Maintain flexible arrangements which enable an immediate availability in to a service inside the designated area of operations • Maintain an exemplary attendance and disciplinary record to evidence reliability and integrity • To complete identified specialist training courses as requested by the Head of Quality and cascade this specialist knowledge to the organisation as required
Specific Requirements:	<p>The postholder is required to have experience of working in an operational management with a detailed understanding of utilising quality audits and self-assessments to evaluate quality.</p> <p>The post holder will need to work flexibly to support services, which may require working outside of ‘office hours’ at times with a willingness and ability to travel</p>

	throughout the organisation. A full driver's licence and ability to drive is essential for this role.
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PERSON SPECIFICATION	
Knowledge:	<p>A detailed knowledge of:</p> <ul style="list-style-type: none"> • Co-production, involvement and inclusion. • Regulation, legislation and reporting requirements within social care. • Current best practice, news and learning within the sector. • Approaches to quality assurance and the effective systems and tools required. • Leadership and employee engagement competencies to support quality improvement and change management. • Techniques for the development and monitoring of quality improvement plans. • Information communication technologies (ICT) and how to utilise this to communicate effectively across a large multisite organisation.
Skills and Experience:	<p>The post holder will have skill and experience of:</p> <ul style="list-style-type: none"> • Working as an operational manager delivering high-quality person-centred care. • Completing quality audits and utilising an evidence-based assessment to drive quality improvement. • Outstanding services and how to lead and coach teams to deliver high-quality person-centred service provision. • Working in partnership with the people we support and their families/ careers. • Using information communication technologies effectively. • Regulatory and contract compliance inspections and frameworks.
Competencies:	<p>The post holder will need to be:</p> <ul style="list-style-type: none"> • Professional and respectful in how they work with others. • Able to constructively challenge colleagues offering expert advice, coaching, mentoring and guidance to improve performance. • Agile and adaptable in how to approach working with others to get the best results. • Flexible with a readiness to learn and try new ways of working, encouraging innovation. • Analytical and methodical in their approach to quality data and performance. • Excellent verbal, written and IT skills to ensure accurate and professional records and reports are developed as appropriate. • Enthusiastic to involve the people we support and their families/ carers aspects of organisational life.