

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB DESCRIPTION	
Job Title:	Head of Quality East
Team:	Quality & Safety
Reports to:	Director of Quality
Role Purpose:	<p>Provide leadership, coaching and support in relation to interpreting and implementing the relevant regulatory frameworks in a person-led manner delivering high-quality services and making a difference to the lives of the people we support through a culture of inclusion .</p> <p>To provide quality audit, support, and governance to the services in the East Region, ensuring that quality assurance is in line with organisational policy.</p> <p>To ensure that the services are compliant with regulatory requirements and provide partnership support to the Operational teams.</p> <p>To oversee quality assurance advisors and support and sustain managers with leadership and supervision.</p> <p>To work in partnership with the people we support and their families/careers to assess and review the quality of the support we provide.</p>
Scope:	<p>The Head of Quality East will work in partnership across the organisation to create an environment of continuous listening and learning to enhance the services, environments and outcomes that are delivered.</p> <p>The Head of Quality East will engage with and assess against regulatory frameworks, specialist support requirements , H&S regulation, risk management and all aspects of social care governance.</p> <p>The Head of Quality East will drive outstanding performance through the leadership of the Quality Team East responsive and adaptable approaches to coproduction and engagement with the people we support and those involved in their care.</p>
Accountabilities:	<p>The post holder will:</p> <ul style="list-style-type: none"> • Ensure proactive quality audit and assurance monitoring, coaching and mentoring managers to achieve outstanding services • Ensure that responsive audits/spot checks are completed as directed by the Quality Assurance Policy and in response to quality performance metrics, data and intelligence . • Develop organisation excellence through sharing and developing quality news, communication, and practice development. • Utilise dynamic methods of evaluating service quality, identifying key themes and trends. • Developing action plans to support corrective action and/or recognise innovation. • Support corporate quality accreditations or schemes then enable us to demonstrate sector leading approaches as directed by the Director of Quality. • Work with the people we support and their families/careers as Quality Checkers . • Provide management of the Relative Quality Checkers

	<ul style="list-style-type: none"> • Ensure seamless integration for new acquisitions • Coordinate and organise a schedule of quality checks in partnership with the people we support and their families/careers and in line with organisational policy • Complete projects as assigned by the Director of Quality • Produce high quality reports that demonstrate important learning from Quality audits process and other data and intelligence . • Ensure learning for the organisation from events • Provide independent validation and assessment of regulatory and improvement action plans. • Contribute to the development/review of operating policies, processes , and procedures. • Support the operational team to close down all open actions for the services in their area in a timely manner • Where required base themselves at services alongside the operational teams to close these actions down • Be accountable to the Director of Quality for quality in their designated area • Ensure at least 4 quality audits per year to every service • Organise and complete required weekly Quality Improvement Calls and update associated action plans for any service with a “Requires Improvement” rating or a Non Compliance (Wales) • Support the operations team to embed new systems and ensure operational understanding and practice
<p>Specific Requirements:</p>	<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 throughout the organisation. A full driver’s licence and ability to drive is essential for this role.</p>

PERSON SPECIFICATION	
<p>Knowledge:</p>	<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 audit, 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.
<p>Skills and Experience:</p>	<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

	<p>care.</p> <ul style="list-style-type: none"> ● 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 .
<p>Competencies:</p>	<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/ careers aspects of organisational life .