

JOB DESCRIPTION AND PERSON SPECIFICATION

| JOB DESCRIPTION | |
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| Job Title: | Quality Partner |
| Team: | Quality & Safety |
| Reports to: | Head of Quality Manager |
| 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 complete a detailed, impartial and expert review of service quality through the completion of audits across a given geographical area.</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 Quality Partner 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 Quality Partner 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 Quality Partner will drive outstanding performance through 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"> • Complete proactive quality audit and assurance monitoring, coaching and mentoring managers to achieve outstanding services • Undertake responsive audits/spot checks as directed by the Quality Manager 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 Quality Manager. • Work with the people we support and their families/careers as Quality Checkers . • Coordinate and organise a schedule of quality checks in partnership with the people we support and their families/careers . • Offer support, advice and training for Quality Checkers . • Produce high quality reports that demonstrate important learning from Quality Checkers audits process and other data and intelligence . • Provide independent validation and assessment of regulatory and improvement action plans. |

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| | <ul style="list-style-type: none"> • 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 Head of Quality for quality in their designated area • Provide at least 2 quality audits per year to every service • Organise and complete 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 |
| 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 throughout the organisation. A full driver’s licence and ability to drive is essential for this role.</p> |

| PERSON SPECIFICATION | |
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| 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 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. |
| 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 . |

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| 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/ careers aspects of organisational life . |
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