

JOB DESCRIPTION

JOB TITLE	Quality and Excellence Partner
REPORTING TO	Head of Quality (North or South)
RESPONSIBLE FOR/JOB PURPOSE	Auditing quality of services and providing detailed compliance and excellence action plans to operational teams Maintain and improve Regulatory Standards and contract compliance

DUTIES AND RESPONSIBILITIES

- Be a champion for exceptional care and support everywhere; including a person-centred ethos (personalised care planning, promoting choices and preferences, respecting human rights and embedding equal citizenship.) in every aspect of the role.
- Be able to provide a critical review of the status of care and support delivery within a service through the provision of initial benchmarking of new services and validation of Management assessments for existing services.
- Audit, action planning and review. Be able to provide a critical review of the status of care delivery within a service, provide guidance and assistance on remedial action planning and then revisit homes as appropriate to test whether plans have been implemented and quality improvements achieved.
- Provide guidance on remedial action planning and, in partnership with the Managing Director and Regional Managers, drive change to ensure standards are understood and met.
- Work in Partnership with the Regional Business unit to improve quality across all of Community Integrated Care services with a clear focus on delivering personalised care and support.
- Work in partnership with the Quality Strategic Lead on the development and delivery of Service Improvement to ensure that it reflects the needs of the business, and incorporates the standards laid down by CQC, CI, Commissioners, Funders; the people we support and their families/advocates.
- Responsible for delivery of much of the quality audit programme, including undertaking regular quality audits, spot checks, mystery shopping, writing reports, producing recommendations, recording actions on quality monitoring system (Qpulse).
- Be aware and have an understanding of the standards set by CQC or CI and Local Authority (LA) monitoring tools, and support the Service Leads to prepare for inspection and contract monitoring.
- Provide monitoring and reporting data on regional quality standards to facilitate effective decision making. This will include analysing data, identifying and highlighting risks and concerns along with making recommendations for improvement.
- Support Regional Managers to access and review quality within services in line with Community Integrated Care Quality Monitoring Systems (QMS) to develop SMART improvement plans.
- Ensure that the people Community Integrated Care support play an active role within the Quality monitoring of their service, this will include working alongside the Peer Reviewers.

- Where required, revisit services to evidence that action plans are been implemented and quality improvements are being achieved.
- Support Operational Innovation and good practise to support culture change within the organisation.
- Gather in examples of excellence and ensure that these are shared across the Region and wider business.
- Provide support in the completion of care documentation to ensure that a person-centred, clear and accurate approach is adopted.
- Work with other Quality colleagues to continuously review and develop appropriate monitoring systems for the reporting of quality standards in order to identify trends and bench mark across the organisation.
- To assist colleagues in other activities across the organisation to maintain compliance with other key regulatory processes, e.g. data protection, management of safeguarding, safe management of medication, advice and guidance.
- Where a service is non-compliant or meeting regulatory standards to support the Registered Manager in ensuring these standards are improved until they meet the regulatory requirements.
- Where a service is deemed to be under “special measures” internally, to be part of a team that lands in the service to quickly move up the quality of service delivered. This will include services out of the usual region you will be working and may include overnight stays.
- Where required attend service improvement meetings both internally and externally.
- Ensure effective relationships are maintained and developed with all internal and external stakeholders.
- Where required investigate customer complaints and safeguarding concerns.
- Participate in management team meetings and have involvement in major project meetings lead by the Quality Strategic Lead.
- Contribute to the professional development of other staff, including the induction of new staff.
- Specialist role. Develop “subject matter expert” competency, in consultation with Quality Strategic Lead, in at least one specialist area (e.g. Just enough Support; Assistive Technology; diabetes, tissue viability, nutrition, moving and handling, infection control, catheterisation, well-being etc.) to enable the post holder to provide specialist advice across a wider area.
- Training role. Occasionally provide some classroom training, but mainly demonstration of good care and reorienting poor care by example and through observation of practise – which may include working shifts from time to time to develop the support and instil confidence.
- Completes disciplinary and full service investigations as required and directed by Managing Director.

KEY REQUIREMENTS

Qualifications

- Professional Qualification in Health & Social Care
- Recognised Qualification in Quality Assurance
- Evidence of Continuing Professional Development

Experience

- Experience of managing a care or support related service
- Experience of carrying out or being subject to regulated activity/inspections
- A proven track record of person centred outcomes and delivering personalised support

Skills / Abilities

- Ability to develop credibility with internal and external stakeholders and build good working relationships
- Can identify innovative practice and share learning effectively with colleagues
- Flexible, adaptable, and willing to face up to changing circumstances and new opportunities
- Highly self-motivated, proactive and motivated towards excellence and improvement
- Ability to work on own initiative and to established deadlines
- Ability to evaluate information, assess risks, identify concerns and make recommendations
- Excellent written, oral, listening and communication skills
- Willing to travel to different geographical areas as required
- Working flexibly in accordance with needs of post, occasional evening and weekend and overnight stays away from home
- Able to work as part of a dispersed team of colleagues
- Able to travel to locations across UK without restriction
- Full Driving Licence

Knowledge

- Understanding of what deeply person care and support looks like and can describe this passionately to others
- Has a good understanding of CQC/CI inspection standards, relevant legislation and wider policy environment
- Has an understanding of Operational Pressures and demands in delivering high quality care and support
- Knowledge and understanding of the needs of people supported by Community Integrated Care
- Has an understanding legislation that has an impact on social care
- Knowledge of Human Rights, Disability Discrimination Act, Equality and Diversity and how these should be adhered to

NB : This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.

This Job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.