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| **Service Improvement Manager, Care and support**  |
| **Job Description** |
| **Department: Care And Support** | **Reports to:** Director of care and support or Area Manager / Assistant Director for project work |
| **Direct Reports:**  This could include Team manager, Deputy managers or front line staff |
| **Main** purpose of the JobTo support teams and work alongside managers, improving operational performance, compliance and culture in services To audit compliance as part of Outwards quality assurance frameworkTo operate as a team manager at schemes as required Leading on projects that drive up quality Responsibilities / Overview of Role* Conduct a busy schedule of Quality audits and improvement reviews and support visits across care and support services
* Provide corporate assurance that improvement actions are identified and subsequent action plans are put in place
* Supporting, coaching and mentoring Managers to deliver on their action plans
* To be responsible for embedding Outcomes based support in services
* Support services to maintain Good or achieve Outstanding ratings with CQC
* Analyse inspection reports, produce thematic reports, sharing lessons learned and implementing and embedding resulting changes throughout services
* To be the adult safeguarding lead for Outward
* To review and update organisational policies and procedures
* To deliver in house training and workshops to managers and frontline staff
* Support area managers with planning delivering and monitoring all aspects of service delivery.
* Act as an ambassador for Outward attending multi agency planning meeting sand forums
* Cover out of hours and bank holidays as part of a senior on call rota
* Auditing services out of hours / evenings / weekends as required
* Uphold the rights of people we support to be involved at all levels of decision making.
* Building positive working relationships with contract managers and commissioners.
* Ensuring compliance with all Policies and Procedures and organisational protocols
* Negotiating any financial implications of changes in demand with funders
* Assist in tendering for and setting up new business
* To provide line management and carry out recorded and timely supervision, probations, inductions or appraisal for staff as directed by the area manager
* Work in partnership with HR to ensure effective recruitment and management of employee relations
* To effectively manage employment relation cases including investigations and chairing hearings and appeals as required
* Ensure all staff are effective in recording and monitoring quality and performance
* Produce accurate and timely reports for senior, executive and board meetings as requested.
* Provide direct and in-direct support to people we support if and when required
* Follow the code of conduct at all times.
* Read and follow policies’ and procedures
* Take personal responsibility for the safety of self and others at all times.
* To work responsibly and appropriately with due regard to confidentiality, commercially sensitive information.Take all reasonable measures to follow all Health and Safety policies and procedures and appropriate legislation as applicable to the role.
* Responsible for informing line manager where there is a health and safety concern.
* To take all possible measures to keep people we support safe respond appropriately to risk and report on safeguarding, accidents and incidents as per policy and procedures.
* To comply with and promote GDPR
* To take on project work for the care and support department as required
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| **Our values** |
| **Engaging***We listen to what people say, we involve people, we are honest and open* | We act responsiblyWe appreciate and respect individuals We are welcoming and inclusive  |
| **Enabling***We facilitate, we assist and we support to make things happen* | We are committed, passionate and hard working We support to people make informed choicesWe build upon excellence |
| **Empowering***We inspire and we encourage, supporting people to take control* | We are flexible and creativeWe learn, question, challenge and reflect |
| **Safeguarding statement** |
| Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment.  If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward. |

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| **Date of last Review: April 2022** |  |