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| **Job Title: Quality Assurance Manager** |
| **Job Description** |
| **Department:** Quality and Business Support | **Reports to:** Director of Human Resources and Business Support |
| **Direct Reports:** Quality & Business Support Officers x 2 |
| **Main purpose of the Job*** To engage, enable and empower our customers to support them to live the life they choose

**Responsibilities / Overview of Role*** Assuming overall accountability for management of quality assurance and performance reporting systems and processes
* An understanding of the Care Quality Commission inspection regime and regulations and experience of supporting services to prepare for external quality inspections.
* ensuring data collected meets regulation and best demonstrates compliance during inspection
* Line management of two quality and business support officers
* Responsibility for complaints management processes
* Data protection lead
* Ensuring policies and procedures are up-to-date, document controlled and publicised
* Servicing and facilitating the health and safety committee
* Providing succinct, reasoned & well analysed reports on a variety of data strands including but not limited to: safeguarding, PBS impact & complaints and compliments
* Undertaking annual reviews of systems, processes and data and presenting clear and concise reports with recommendations for improvements
* Co-ordination of internal and external audit process
* Ownership of the organisational improvement plan
* Document control management
* Timely and accurate reporting of key performance data
* Attending senior management and occasional board and committee meetings to present reports on performance and compliance
* Working with our digital lead to improve efficiency and effectiveness of our quality assurance systems including the review and evaluation of digital solutions
* Working in partnership with the service improvement manager, preparing information for the safeguarding board
* Delivering training workshops to managers as required

**Financial and contractual responsibility*** Responsible for budgets associated with the role. Responsible for contractual compliance with associated areas of responsibility in conjunction with the Executive team
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| **Staff management** * Line management of two quality and business support officers
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| **Service Delivery** * Responsible for the timely and accurate dissemination of information to colleagues, Exec, Board and other relevant stakeholders.

**Additional Responsibilities*** This Job Description is not exhaustive and you may be required to undertake any other dutiesappropriate to the post.
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| **Person Specification**  |
| **Essential**  | **Desirable/Essential** | **Assessment** |
| **Education and qualifications** |
| Educated to degree level in a relevant field or equivalent related qualification. | Desirable  | A/I |
| **Experience, Knowledge and understanding** |
| Previous experience in a quality assurance role in the care and support, charity or housing association sectors | Desirable | I |
| Experience and understanding of CQC regulation and inspection regimes | Desirable | I |
| Excellent written standard of written communication with the ability to write clear, concise and engaging statements/reports | Essential | A/I/T |
| Knowledge and understanding of data protection and compliance | Essential | I |
| Excellent attention to detail and analytical skills | Essential | I/T |
| Able to consult, collaborate with andinfluence colleagues throughout the organisation | Essential | I |
| Good understanding and ability to effectively use Microsoft programmes including excel and preferably office 365 to produce data reports. | Essential | A/I |
| Ability to prioritise work in an environment which may have conflicting pressures and demands | Essential | I/T |
| Ability to organise your own time effectively, meeting deadlines while showing good attention to detail and maintaining quality. | Essential | A/I |
| Ability to develop effective working relationships with internal and external contacts | Essential | A/I |
| Able to work without close supervision, solving problems quickly and effectively. | Essential | A/I |
| **Customer Service and Quality Focus** |
| Be sensitive to needs of vulnerable and disabled people | Essential | I |
| **Personal Attributes** |
| Excellent attention to detail | Essential | I |
| Excellent time and work management skills | Essential | A/I |
| Strong mentor and effective team leadership skills | Essential |  |
| Good communicator with good level ofnegotiation, influencing and presentation & training skills | Essential | A/I |
| Ability to meet deadlines under pressure | Essential | I |
| To show creative thinking, using initiative and finding practical solutions to problems | Essential | A |
| To be able to work consistently and collaboratively to agreed goals and to be able to take instruction. | Essential | I |
| Flexible regarding working hours and timing of annual leave to ensure that deadlines are met. | Essential | I |
| To be able to maintain excellent standard of confidentiality and data protection | Essential | I |

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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: September 2022** |  |