

<b>Service Improvement Manager, Care and support</b>	
<b>Department:</b> Care and Support	<b>Reports to:</b> C&S Operational Excellence and Practice Development Lead- Outward or Area Manager / Head of Service for project work
<b>Direct Reports:</b> This could include Deputy managers or front line staff	
<b>Why</b>	<p><b>Main Purpose of the Job.</b></p> <ul style="list-style-type: none"> <li>Support and develop struggling services to improve operational performance, compliance, and culture.</li> <li>Conduct audits as part of Outward’s quality assurance framework.</li> <li>Operate as a team manager at schemes when required.</li> <li>Support the Care and Support Operational Excellence and Practice Development Lead in delivering projects that drive quality improvement.</li> </ul>

<b>What Responsibilities / Overview of Role</b>	<p><b>Quality Assurance and Service Improvement</b></p> <ul style="list-style-type: none"> <li>Conduct a busy schedule of quality audits, improvement reviews, and support visits across care and support services.</li> <li>Analyse inspection reports and produce thematic reports, sharing lessons learned and embedding improvements.</li> <li>Support services in maintaining ‘Good’ or achieving ‘Outstanding’ CQC ratings.</li> <li>Assist underperforming services by actively participating in performance analysis, developing and implementing Service Improvement Action Plans (SIAPs), and monitoring their effectiveness.</li> <li>Support Outward in fully implementing the new Single Assessment Framework set up by CQC.</li> </ul>
	<p><b>Operational Leadership and Compliance</b></p> <ul style="list-style-type: none"> <li>Review and update organisational policies and procedures.</li> <li>Ensure compliance with all policies, procedures, and regulatory requirements.</li> <li>Audit services outside standard hours (evenings, weekends) as required.</li> <li>Take part in internal investigations, fact-finding, disciplinary hearings, and appeals.</li> <li>Uphold the rights of people we support, ensuring their involvement in decision-making at all levels.</li> </ul>
	<p><b>Training and Development</b></p> <ul style="list-style-type: none"> <li>Deliver in-house training and workshops for frontline staff as required.</li> <li>Ensure staff effectively record and monitor quality and performance metrics.</li> </ul> <p><b>Team Management and Employee Relations</b></p> <ul style="list-style-type: none"> <li>Provide line management, supervision, probation reviews, inductions, and appraisals for staff as directed by the Area Manager.</li> <li>Work in partnership with HR to ensure effective recruitment and management of employee relations.</li> <li>Manage employee relations cases, including conducting investigations and chairing hearings and appeals when required..</li> </ul>
	<p><b>Service Delivery and Financial Oversight</b></p> <ul style="list-style-type: none"> <li>Provide direct and indirect support to people we support as needed.</li> <li>Support struggling services in managing budgets effectively as part of the service improvement process.</li> <li>Act as an ambassador for Outward, fostering strong relationships with internal departments and external agencies..</li> </ul>

<b>Responsibilities / Overview of Role</b>	<p><b>Health, Safety, and Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Ensure all reasonable measures are taken to maintain health and safety standards.</li> <li>• Report health and safety concerns to the line manager.</li> <li>• Respond appropriately to risks and safeguarding concerns, reporting incidents in line with policies and procedures.</li> </ul> <p><b>Strategic and Project Work</b></p> <ul style="list-style-type: none"> <li>• Undertake project work for the Care and Support department as required.</li> <li>• Produce timely, high-quality strategic reports for senior meetings, boards, and committees, including research, analysis, and recommendations.</li> <li>• Participate in Outward’s on-call system as required.</li> </ul>
	<p><b>General Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Work responsibly and appropriately with due regard to confidentiality and commercially sensitive information.</li> <li>• Ensure compliance with GDPR and all legal and regulatory responsibilities.</li> <li>• Treat customers with dignity and respect, placing their needs at the forefront of decision-making.</li> <li>• Understand and undertake any other duties as directed by the line manager within the scope of the role.</li> </ul> <p>This job description is not exhaustive and may be subject to change in response to business needs.</p>

<b>Person Specification</b>	<p><b>Essential (E):</b></p> <p><b>Qualifications</b> Strong understanding of the Care &amp; Support sector, supported by professional qualifications or equivalent experience.</p> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience managing high-quality services for vulnerable people.</li> <li>• Proven ability to lead successful change management programmes in a care environment.</li> <li>• Track record of engaging and working collaboratively with external stakeholders, including commissioners and regulators.</li> <li>• Knowledge and understanding of positive behaviour support (PBS).</li> </ul> <p><b>Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Strong knowledge of care regulations, funding mechanisms, and legal frameworks.</li> <li>• Excellent communication and interpersonal skills, including report writing.</li> <li>• IT literate, with proficiency in using Microsoft Office applications.</li> <li>• Ability to monitor and improve quality and performance across services.</li> </ul> <p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Strategic thinker with the ability to respond effectively to risks and challenges.</li> <li>• Proactive and collaborative approach, with strong problem-solving skills.</li> <li>• Commitment to Outward’s values of engaging, enabling, and empowering people.</li> <li>• Other Requirements</li> <li>• Willingness to work out of hours, including evenings and weekends.</li> <li>• Ability to travel across multiple sites within a broad geographical area.</li> </ul>
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<b>Person Specification</b>	<p><b>Desirable (D):</b></p> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Extensive experience managing budgets and financial performance.</li> <li>• Experience in co-production, involving people supported and their families in designing and delivering services.</li> <li>• Knowledge and experience in delivering environmental sustainability.</li> </ul> <p><b>Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Knowledge of trends and innovations in the care sector, including digital transformation initiatives.</li> <li>• A sharp commercial focus with the ability to balance financial sustainability and quality care.</li> <li>• Enthusiastic about assistive technology and driven to implement relevant aids and platforms.</li> <li>• Passionate about personalised home environments, functional spaces, and high standards of accommodation for the people we support.</li> </ul> <p><b>Skills and Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Familiarity with assistive technologies and their application in care delivery.</li> <li>• Knowledge of change management principles and strategies for embedding digital culture.</li> </ul>
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Salary: <b>£39,587.00</b> pa Date JD reviewed: March 2025	
<b>Our values</b>	
<b>Engaging</b> <i>We listen to what people say, we involve people, we are honest and open</i>	We act responsibly We appreciate and respect individuals We are welcoming and inclusive
<b>Enabling</b> <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support people to make informed choices We build upon excellence
<b>Empowering</b> <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect
<b>Safeguarding statement</b>	
<p>Outward is committed to safeguarding and promoting the welfare of adults with a learning disability and other people we support who may be deemed vulnerable. Outward 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</p>	
<b>Disability Confident</b>	
<p>As an employer, who aspire to become Disability Confident Committed, we aim to ensure that a fair and proportionate number of disabled applicants that meet the minimum criteria for this position will be offered an interview. Please indicate clearly at the beginning of your supporting statement if you have a disability (as defined by the Equality Act 2010), and you wish to be considered for an Offer Of an Interview (OOI) Please note that the OOI is available to disabled candidates only. Regrettably, any false declaration of disability in order to secure an interview will impact on your overall application</p>	